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Request for Proposal #2026-002

Workforce Center Services Management and Operations

Solicitation

Released by
Workforce Solutions North Texas Board

Issued
March 31, 2026

KEY DATES		
Letter of Intent to Bid (LOI) Due	April 13, 2026	4:00 p.m. CST
Deadline for Submitting Questions	April 14, 2026	12:00 p.m. CST
Proposals Due	May 14, 2026	4:00 p.m. CST

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Table of Contents

- Section 1: Introduction and Background..... 4
- Section 2: General Requirements and Purpose for the Proposal 6
 - Purpose of the Request for Proposal (RFP) 6
 - Objectives 6
 - Scope of Work..... 7
 - Eligible Proposers 8
 - Ineligible Proposers..... 9
 - Proposer Competency..... 9
 - Activities and Services Solicited in this RFP 10
 - Activities and Services Not Solicited in this RFP 10
 - Benefits 10
 - Performance Measures 11
 - Customers Served..... 12
 - Contract Timeline 13
 - Information Technology (IT) Requirements 13
 - Transition Planning..... 14
 - Equal Opportunity / Nondiscrimination..... 14
 - Funding 14
 - Budget..... 15
 - Quality Assurance 16
 - Outstanding Monitoring, Audit, or Legal Concerns..... 16
 - Debrief, Grievances, and Appeals Process..... 16
- Section 3: Submission of RFP Information 19
 - Proposal Requirements 19
 - Proposal Submission..... 19
 - Confidentiality Notice..... 19
 - Submission Order..... 20
 - RFP Schedule of Events 20
 - Letter of Intent to Bid (LOI)..... 21
 - Required Documents: Application Packet..... 21
 - General Instructions and Submittal..... 22

Questions and Answers (Q&A).....22
Withdrawal of Application23
Amendment of Application.....23
Section 4: Selection Process.....24
Evaluation Process.....24
Board Review and Selection24
Important Notes.....25
Evaluation Criteria25
Selection and Award Announcement26

Section 1: Introduction and Background

Workforce Resource, Inc., doing business as Workforce Solutions North Texas (WSNT), is pleased to announce an opportunity for service providers to participate in a Request for Proposals (RFP) process. This solicitation aims to enhance employment services offered in the North Texas region, ensuring that both job seekers and businesses are supported effectively. WSNT mission is to place North Texans in jobs and equip workers with skills that foster economic development. Interested parties are encouraged to submit their proposals and inquiries to contribute to the economic development of the region.

Introduction

WSNT welcomes potential bidders to engage in this RFP process, designed to foster collaboration and innovation in workforce development across the North Texas region. In an effort to streamline the proposal development process, WSNT invites bidders to submit any questions regarding the RFP and its procedures via email by no later than 12:00 noon on April 14, 2026.

Background

Workforce Solutions North Texas (WSNT) is a publicly funded, non-profit organization which serves as the leadership and governing body for workforce development programs in North Texas, dedicated to bridging the gap between job seekers and businesses in the region. Funded through allocations from the U.S. Department of Labor, U.S. Department of Health and Human Services, and U.S. Department of Agriculture, WSNT receives its funding via the Texas Workforce Commission. The organization serves eleven (11) Texas counties, including Archer, Baylor, Clay, Cottle, Foard, Hardeman, Jack, Montague, Wichita, Wilbarger, and Young.

WSNT operates with a mission to connect businesses with skilled employees and empower job seekers with the necessary skills and resources to thrive in the global job market. Underpinning this mission is the guidance and leadership of a local Workforce Board. This board, certified by Governor George W. Bush in December 1996, comprises representatives from local businesses, educational institutions, and community organizations. WSNT was designated as a not-for-profit, 501(c)(3) organization in 1997, further affirming its commitment to public service.

In line with its mission, WSNT focuses on providing targeted support to populations facing significant barriers to employment. These include:

- Veterans and military spouses,
- Foster youth,
- Low-income adults,
- Dislocated workers,
- Disadvantaged youth,

- Unemployment insurance claimants,
- Individuals on public assistance,
- Individuals with disabilities, and
- Those with low literacy and limited English proficiency.

By offering coordinated service options, WSNT aims to prepare these populations for employment, support their career advancement, and aid in job retention.

WSNT is committed to creating futures by bringing people and jobs together, ultimately contributing to the economic vitality of North Texas. Potential bidders have a unique opportunity to partner with WSNT in this endeavor, bringing their expertise and innovation to the forefront in support of a stronger workforce.

Section 2: General Requirements and Purpose for the Proposal

Purpose of the Request for Proposal (RFP)

The Workforce Solutions for North Texas (WSNT) Board is issuing this Request for Proposals (RFP) to identify and engage an eligible, qualified, and experienced entity to manage and operate the Workforce Centers in the North Texas Workforce Development Area (WDA). This RFP specifically seeks proposals to oversee the operation and staffing of four Workforce Centers and one Mobile Office located within North Texas. The selected proposer will provide direct job seeker and business services for workforce programs funded through the local Workforce Board.

Objectives

The primary objective of this RFP is to establish a contractual relationship with a single entity that will assume responsibility for the effective operation and management of the Workforce Centers and their associated services. The selected contractor will be entrusted with the following responsibilities:

- **MANAGEMENT AND STAFFING:** Oversee the management and staffing of the Workforce Center system, ensuring the delivery of efficient and effective services to job seekers and businesses.
- **COORDINATION WITH CO-LOCATED AGENCIES:** Collaborate with other agencies and programs located within the Workforce Centers, such as Veterans Employment Services, Adult Education and Literacy, and Vocational Rehabilitation Services, to ensure a seamless and integrated service delivery system.
- **PROGRAMMATIC RESPONSIBILITIES:** Administer and monitor workforce development programs, ensuring compliance with fiscal and administrative requirements, while achieving programmatic goals.

Procurement Method

The services solicited under this RFP are procured through a competitive negotiation method. WSNT intends to negotiate a subaward with the successful proposer, which will establish a subrecipient relationship involving comprehensive fiscal, administrative, monitoring, and programmatic responsibilities for workforce development programs in the region.

Contract Award

The Board anticipates awarding one contract for the management of the Workforce Centers. Any modifications to the scope of work or resultant contract will be contingent upon the availability of funds, successful contract negotiations, adherence to applicable procurement standards, and compliance with the laws, rules, regulations, and policies governing the funded programs under this RFP.

This RFP represents an opportunity to contribute significantly to the workforce development efforts in North Texas, fostering an environment of collaboration and innovation to meet the evolving needs of job seekers and businesses in the region.

Scope of Work

The Board seeks a contractor to deliver allowable services and activities under various funded programs, ensuring alignment with the Board's mission and goals, as well as Texas Workforce Commission (TWC) performance measures.

Programs and Services

The contractor will oversee the implementation and management of the following programs funded by the Board:

- Workforce Innovation and Opportunity Act (WIOA) Adults, Youth, and Dislocated Workers (including Rapid Response activities),
- Temporary Assistance to Needy Families (TANF) – Choices,
- Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T),
- Trade Adjustment Assistance (TAA),
- Wagner-Peyser Employment Services,
- Reemployment Services and Eligibility Assessment (RESEA),
- Summer Earn and Learn (SEAL),
- Business Services Assistance,
- Employment Services Assistance,
- Military Families Grants, and
- Additional programs as received.

NOTE: Wagner-Peyser Employment Services (ES) are provided by staff located at our Workforce Centers who are employed by the Texas Workforce Commission (TWC).

Contractor Responsibilities

- **SERVICE DESIGN AND DELIVERY:** Develop a seamless and integrated service delivery system that maximizes customer satisfaction and promotes ease of access for all Workforce Solutions customers.
- **STAFF MANAGEMENT:** Provide day-to-day direction and integration of Wagner-Peyser Employment Services staff in collaboration with TWC.
- **PERFORMANCE ACHIEVEMENT:** Contribute to achieving the Board's mission, goals, and TWC contracted performance measures.
- **CUSTOMER SATISFACTION:** Ensure high levels of customer satisfaction through efficient and effective service delivery.

Expected Outcomes

The contractor is expected to:

- Design and operate a cohesive service delivery system that meets the needs of the community.
- Achieve or exceed performance measures as outlined by the Board and TWC.
- Foster strong partnerships with local businesses, educational institutions, and community organizations to enhance service delivery.
- Adapt to new programs and services as they are introduced to meet evolving workforce needs.

The Board seeks a provider capable of delivering a robust and customer-focused workforce development system. This system should seamlessly and effectively integrate services, maximize customer satisfaction, and support the community's workforce needs.

Eligible Proposers

Eligible proposers for the Workforce Solutions North Texas management and operations include a diverse range of entities. These entities are capable of fulfilling the role of a one-stop operator and are encouraged to participate to ensure open competition. Eligible providers may include:

- GOVERNMENT AGENCIES OR GOVERNMENTAL UNITS such as local, county, and regional governments.
- COMMUNITY-BASED ORGANIZATIONS: This includes not-for-profit entities or workforce intermediaries.
- OTHER INTERESTED ORGANIZATIONS: Entities such as local chambers of commerce, business organizations, or labor organizations that can carry out the duties of a one-stop operator.
- PRIVATE FOR-PROFIT ENTITIES

Additional Considerations for Eligible Proposers

PARTNERSHIPS, CONSORTIUMS, OR JOINT VENTURES: These entities can submit proposals if all parties are eligible proposers and a signed certification (*Attachment D: Certification of Bidder*) is obtained from each party attesting to their agreement to all terms of the proposal and any resulting contract, if awarded.

Proposals from partnerships, consortiums or joint ventures must clearly identify the lead entity that will be responsible for overall operations, financial accountability, legal obligations, and all reporting requirements. A copy of the partnership/consortium/joint venture agreement must be submitted as part of the proposal. The agreement must detail the roles and responsibilities of each party to the agreement. WSNT reserves the right to have such arrangements reviewed by legal counsel to ensure that they are legally binding.

MANAGING DIRECTOR/PROFESSIONAL EMPLOYER ORGANIZATION MODEL (MD/PEO): Proposals can be submitted using this model, with the contract between the Board and the entity employing the Managing Director. The proposing MD/PEO entity is solely responsible for staffing.

If submitting a proposal under MD/PEO model, an existing agreement should be included, or a plan for obtaining one should be described in detail including timeline and potential staffing companies.

Ineligible Proposers

Certain entities are not eligible to respond to the RFP due to various restrictions and regulations:

- **INDIVIDUALS:** Single persons are not eligible to submit proposals.
- **DEBARRED OR SUSPENDED ENTITIES:** Entities that are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in any procurement or non-procurement programs by any Federal department or agency are not eligible to respond to this RFP.
- **ENTITIES WITH OUTSTANDING FINANCIAL OBLIGATIONS TO THE STATE:** Entities with outstanding Unemployment Insurance overpayment balances to the State of Texas; or for-profit corporations delinquent in franchise tax payments to the State of Texas.
- **ENTITIES PROVIDING DEVELOPMENTAL SERVICES:** Those that directly offer training or education services.
- **ELEMENTARY AND SECONDARY SCHOOLS:** These institutions are not eligible to become Workforce Center operators.

Proposer Competency

The elected contractor must demonstrate technical competence, knowledge, expertise, as well as management and administrative capabilities and capacity. This includes having a qualified professional staff, sufficient financial resources and stability, and effective administrative and fiscal systems to fulfill the requirements outlined in the RFP. Proposers are expected to uphold high standards of public service and fiduciary responsibility.

Integrity and Ethics

The Board requires assurances that the proposer performs all contract terms and conditions with the utmost integrity and business ethics. The contractor should also be capable of implementing a self-monitoring system, which includes reviewing key data related to performance, quality assurance, financial integrity, accuracy, and management of Workforce Center operations.

Knowledge and Compliance

Prospective contractors must be knowledgeable about all relevant laws, regulations, rules, and policies associated with the funding sources identified in the RFP. WSNT will provide necessary training on any Board-specific documents, policies, and procedures to the selected contractor. For reference, the Workforce Innovation and Opportunity Act and its regulations are available on the U.S. Department of Labor website at <https://www.dol.gov/agencies/eta>, and other relevant

statutes can be accessed through the Texas Workforce Commission website at <https://www.twc.texas.gov/agency/laws-rules-policy>.

Board's Discretion

The Board reserves the right to assess the responsibility of the potential awardee. If the Board determines that a proposer lacks the necessary administrative, fiscal, and/or technical resources and capabilities to successfully execute the contract, it will not enter into a contract with that proposer. Any existing contracts will be terminated immediately if these deficiencies are discovered post-award.

Activities and Services Solicited in this RFP

The services solicited in this RFP include operation and management of WSNT Workforce Centers. The operation of the Workforce Centers includes, but is not limited to, the provision of allowable services and activities funded by the Board as listed on page 7, under Scope of Work.

Other program services may be included based upon availability of funds for use at the Workforce Center level. WSNT reserves the right to assign the selected contractor responsibility for managing additional workforce programs/services based on additional funds that may be awarded or made available to the Board.

Activities and Services Not Solicited in this RFP

The following programs, functions, activities, and services are not solicited under this RFP:

- Planning, general administration, and general oversight of programs and contractors,
- Occupational training,
- Facilities to house operations,
- Equipment for operation of the Workforce Centers, including fax machines, telephones, copiers, printers, furniture, and computer systems(desktops/laptops/servers),
- General IT services including IT personnel to assist with break/fix tasks, general service requests, infrastructure capacity planning, and maintenance.

Benefits

WSNT is committed to maintaining a program of quality and exceptional performance. To achieve this, WSNT requires a stable staffing structure. This structure prioritizes the retention of current Workforce Center staff by offering them the opportunity to retain employment during the initial six-month probationary period of the contract, preserving their current salaries and benefits as an example of staff stability.

Proposer Expectations

Proposers are expected to provide benefits comparable to those currently offered to Workforce Center staff. If proposing an alternative benefits structure, proposers must describe any variations clearly.

Current Benefits Overview

HEALTH AND INSURANCE BENEFITS

Medical, Life, Vision, and Dental Insurance: Regular full-time employees are eligible to receive these benefits, with costs partially covered by the employer.

RETIREMENT AND COMPENSATION

- *Retirement Plan:* All regular full-time employees can participate in the Retirement Plan. Employees can contribute up to 90% of their paychecks, with the contractor contributing up to 3%.
- *Workers' Compensation:* Employees are covered by the Workers' Compensation Insurance Program, which provides medical and salary continuation payments for bona fide, on-the-job, work-related injuries.
- *Social Security:* All employees are covered by Social Security.
- *Unemployment Insurance:* All employees are included under the Texas Unemployment Compensation Insurance Program, which offers payments for unemployed workers under certain circumstances.

LEAVE AND HOLIDAYS

- **Holidays:** Designated by the Board, holidays are days when WSNT offices are closed. Employees receive their normal rate of pay for these holidays.
- **Annual Leave:** All regular employees can accrue paid time off.
- **Regular, full-time employees earn annual leave as follows:**
 - Less than three (3) years of service: Earn 4.62 hours per pay period.
 - Three plus (3+) years of service: Earn 6.15 hours per pay period.
 - Employees can carry over up to 80 hours of unused paid time off to the next calendar year. Unused annual leave is payable upon employee separation. Temporary full-time or part-time employees do not earn annual leave.

This structured benefits package underscores WSNT's commitment to employee welfare and the stability of its workforce, contributing to the organization's overall effectiveness and quality of service.

Performance Measures

Annually, WSNT receives proposed targets from the Texas Workforce Commission (TWC). Targets are generally (a) based on past performance, or (b) set exactly the same for every Workforce Area in Texas. For the current performance year, the following contracted

performance measures were set in accordance with applicable laws, including but not limited to WIOA § 116(c):

Measure	Target
Choices/TANF: Full Engagement Rate – All Family	50%
Re-Employment: Claimant Re-Employment within 10 Weeks	61.14%
Re-Employment: Employers Receiving Texas Talent Assistance	1,272
WIOA Adult: Credential Rate	81.35%
WIOA Adult: Employed Q2 Post Exit	81.46%
WIOA Adult: Employed Q4 Post Exit	78.30%
WIOA Adult: Measurable Skill Gains	70.70%
WIOA Adult: Median Earnings Q2 Post Exit	\$7,000
WIOA C&T: Credential Rate	75.00%
WIOA Dislocated Worker: Credential Rate	85%
WIOA Dislocated Worker: Employed Q2 Post Exit	82.35%
WIOA Dislocated Worker: Employed Q4 Post Exit	82.90%
WIOA Dislocated Worker: Measurable Skill Gains	76%
WIOA Dislocated Worker: Median Earnings Q2 Post Exit	\$9,670
WIOA Youth: Credential Rate	83.63%
WIOA Youth: Employed/Enrolled Q2 Post Exit	81.57%
WIOA Youth: Employed/Enrolled Q4 Post Exit	81.83%
WIOA Youth: Measurable Skill Gains	65.30%
WIOA Youth: Median Earnings Q2 Post Exit	\$4,030

Requirements and Responsibilities

The chosen contractor must possess a comprehensive understanding of workforce programs and their performance requirements. They are responsible for meeting performance standards and delivering quality services to workforce system customers. At a minimum, the contractor must meet the Texas Workforce Commission (TWC) contracted performance measures and remain competitive with other Workforce Boards in Texas.

Additional Performance Measures

The Board will assign any additional performance measures or changes received from the TWC to the contractor. The Board reserves the right to adjust, change, or add measures as necessary. Performance measures may change based on actions by either the TWC or the Board.

Customers Served

The following reflects the total customers served by WSNT during 2025:

Employers	1,068
Job Seekers	6,523
Veterans	458
Transitioning from Public Assistance (Choices + SNAP)	124+174 = 298
WIOA Youth	33
WIOA Adult + DW	170

Contract Timeline

The annual contract awarded under this procurement will commence on October 1, 2026. Annual renewals may be granted, subject to satisfactory contractor performance and the availability of funds, with a maximum term of five (5) years.

Complete operations will begin October 1, 2026 with a four-week transitional period with costs allowed from September 1, 2026 to September 30, 2026. WSNT may vary the programs and/or contract period as necessary and shall ensure compliance with all program requirements and conditions in doing so. The contract will be monitored for performance monthly and may be amended or terminated if performance does not meet WSNT standards. Contracts may be expanded to include any other programs that WSNT determines necessary and appropriate.

Information Technology (IT) Requirements

The selected contractor, including all employees, must comply with all Information Technology access and user and security policies and requirements of the Board and/or the Texas Workforce Commission (TWC). Required IT platforms include (but are not limited to):

- **WORK IN TEXAS (WIT):** used as the statewide job matching network. Allows employers to post jobs with advanced job matching capabilities. Allows job seekers to match jobs in the system, build a resume and provides access to career tools.
- **TABLEAU WEB REPORTS:** used to access pre-designed reports for performance tracking and management for all Workforce programs. Both State-approved and Statewide reports are available, and extracts can be run to download client-level data for performance management purposes.
- **VOS GREETER:** used to register all customers visiting each workforce center. This system integrates visits with WIT profile information, allows customers to check in for appointments, and creates a record for any new customers. Counts of customer visits can be extracted from WIT reports.
- **TEXAS INTEGRATED ELIGIBILITY REDESIGN SYSTEM (TIERS):** is the Health and Human Services Commission's data system which allows Workforce read-only access to eligibility and benefit information for Choices and SNAP E&T customers.
- **TWC MAINFRAME:** Provides Workforce staff limited access to TWC's unemployment insurance and tax database.

The proposer should not allocate funds for technology as the Board's budget covers all technology-related expenses. This includes necessary purchases such as licensing, software upgrades, replacement parts, and contracting. Workforce Center staff have internet and email access provided by the Workforce Solutions North Texas Board.

Transition Planning

If selected, proposers must develop a Transition Plan to support the provision of services and related activities, with a start date of September 1, 2026. The Board has outlined specific requirements for any entity awarded a contract resulting from this Request for Proposals (RFP):

Employment and Benefits

- **EMPLOYEE RETENTION:** Proposers must provide current employees the opportunity to retain their employment during the initial six-month probationary period of the contract, ensuring they maintain their current salaries and benefits.
- **PRIORITY FOR WORKFORCE CENTER EMPLOYEES:** Priority consideration in employment must be given to current employees providing services in the Workforce Centers who may face displacement due to this procurement.
- **INSURANCE AND BENEFITS ENROLLMENT:** Proposers must offer open enrollment for insurance and benefits to staff transitioning from the previous contractor. Coverage must be available starting on the first day of employment, October 1, 2026.

Accrued Leave Time

- **ROLLOVER OF LEAVE TIME:** Subject to negotiation with the Board, proposers agree to accept the rollover of accrued, unused leave time as allowed under the previous contractor's policies for transitioned staff.

By adhering to these requirements, proposers can ensure a smooth transition and continuity of services while supporting the current workforce.

Equal Opportunity / Nondiscrimination

As a condition to the award of financial assistance from the Department of Labor under Title I of WIOA, the grant applicant must comply fully with the nondiscrimination and equal opportunity provisions.

Funding

Funding for all activities and services is contingent upon the receipt of sufficient program funds from the Texas Workforce Commission and other funding sources of WSNT.

Budget

The proposed budget must support the proposal narrative and include only those costs related to the operation and management of Workforce Centers in the North Texas area.

All costs and budgets must be necessary, reasonable, allowable, and allocable under a federal or state award and meet the general allowability criteria established by the Office of Management and Budget Circulars and/or the Uniform Grant Management Standards, as applicable. Please refer to the TWC Financial Manual for Grants and Contracts for detailed information.

Cost reasonableness will be determined by comparing each Proposer's proposed cost to other proposals received and to existing market rates. Other areas of review will include cost allocation methodology, competitive indirect rate or management fees, overhead costs, profit, budget narrative, and justification of costs.

If successful, the proposed budget will serve as a basis for contract negotiations. Approximate contract total for year one is \$3,000,000.

For purposes of this procurement, the proposed budget should be limited to administrative and operational costs, including but not limited to personnel wages; fringe benefits; insurance and bonding; audit services; professional services; indirect costs; management fees; and profit or performance bonus. Any contract resulting from this procurement shall include a cost allocation plan for any shared costs. Administrative and indirect costs should not exceed 10%.

Budgets fluctuate based upon allocated and received grants. The cost of facilities, including rent, utilities, phones, fax machines, technology, maintenance and repair are NOT to be included in the budget. These costs are covered by the Board.

As described in Supplemental Information, the cost of insurance may be included in the proposal budgets. Insurance coverage will be required for:

- General Liability \$1,000,000 general aggregate limit; \$500,000 per occurrence to automobile coverage for employees and volunteers using automobiles for work
- Statutory Workers Compensation and Employers Liability
- Fidelity Bonding in an amount 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
- Errors and Omission Insurance
- Directors and Officers Insurance

Other Budget Considerations

The Board conducts procurement for all workforce equipment and facilities. The following costs are NOT to be included in the proposed budget:

- Workforce Center facilities (i.e., rent, utilities, security, phone, data systems, servers, copiers, computers, etc.)
- Repair and maintenance at Vernon and Bowie Workforce Centers.

- Janitorial services in Wichita Falls, Bowie, and Vernon.

Budgets must include, as applicable but not limited to, salaries, benefits, insurance, bonding, audit services, professional services, indirect costs, profit, performance incentives, fees and all pass-through funds. Office needs and supplies (copier paper, e.g.) and copier maintenance agreements should also be included in the operations and management budget.

Quality Assurance

The Board requires assurance that the Proposer's performance of the terms and conditions of the contract will be undertaken in accordance with the highest level of integrity and business ethics. Proposers must be capable of implementing a system of self-monitoring, including the review of key data related to performance, quality assurance, fiscal integrity and accuracy, and program operations.

Outstanding Monitoring, Audit, or Legal Concerns

Proposer must disclose and satisfactorily resolve any and all outstanding monitoring and/or audit concerns from any of the proposer's other contracts. Additionally, proposer must disclose any legal judgments, claims, arbitration proceedings, lawsuits or other legal proceedings pending or outstanding (unresolved) against the organization, its owners, officers, and/or principals. Such disclosures must be provided under Attachment G, Question 14 and listed in Attachment Q – Listing of Grievances and Legal Actions.

Debrief, Grievances, and Appeals Process

Policy Statement: WSNT Board is the responsible authority for handling complaints, disputes or protests regarding the procurement and proposal selection process at the local level. No protest shall be submitted to the grantor (State) until all administrative remedies at the Grantee (Board) level have been exhausted. This includes, but is not limited to disputes, claims, protests of selection or non-selection for award, source evaluation or other matters of a contractual or procurement nature. Matters concerning violations of law shall be referred to such authority as may have proper jurisdiction. All proposers will be notified by email of the final results of the procurement process within fifteen (15) working days following the final decision of the Board.

Policy/Procedure for Submitting Appeals: This policy shall apply to appeals by service providers that have applied for an award of grant funds from the Board pursuant to any federal, state or locally-funded program or activity.

Issues Subject to Appeal: Vendors/proposers/bidders ("Proposer") affected by procurement actions or decisions of the Board may appeal pursuant to this policy and procedures as to the following issues:

- The action or decision of WSNT is alleged by the Proposer to be in violation of applicable federal and/or state law, regulation or policy regarding procurement and selection; or
- The action or decision of WSNT is alleged by the Proposer to be based upon an error of material and relevant fact(s); or
- The action or decision of WSNT is alleged by the Proposer to be invalid because of an alleged denial of procedural due process (i.e., failure to review a complaint or protest).

Issues NOT Subject to Appeal: Unless substantiated by material and relevant fact(s), the scoring and ranking of proposals is not subject to appeal.

An appeal cannot be submitted based solely on the belief that the appealing party believes their proposal is better than the one selected for contract award.

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

STEP 1: Request for Debriefing

Proposers not selected by this procurement process may appeal the decision by submitting, within 10 working days of receipt of WSNT 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 Request for Debriefing must be sent by email to:

- Workforce Solutions Bids at wsb@ntxworksolutions.org
- Subject Line: RFP 2026-002 Management and Operations Request for Debriefing for [Proposer's Name]

WSNT shall acknowledge receipt of the Request for Debriefing within 5 working 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 15 working days from the receipt of the Request for Debriefing.

STEP 2: Debriefing

The purpose of the debriefing is to promote the exchange of information, explain the proposal evaluation system, and help unsuccessful proposers understand why they were not selected. Debriefings serve an important educational function for new proposers. Debriefings will help to improve the quality of future proposals. Additionally, staff receive direct feedback to help improve future procurements.

STEP 3: Written Notice of Appeal

If, after the debriefing, the appealing party wishes to continue with the appeals process, they must submit to WSNT a Notice of Appeal.

This written notice must clearly state that it is an appeal and identify the decision being appealed and include the name, address, and phone number of appealing party and the grounds of the appeal. The Notice of Appeal must be received by the WSNT Executive Director within 15 working days of the date of the debriefing. The Notice of Appeal must be sent by email to:

- Workforce Solutions Bids at wsb@ntxworksolutions.org
- Subject Line: RFP 2026-002 Management and Operations Notice of Appeal for [Proposer's Name]

STEP 4: Formal Hearing

Upon receipt of the Notice of Appeal, the WSNT Executive Director will contact the proposer to arrange for a Formal Hearing to be held within 15 working days of receipt of the Notice of Appeal. The Formal Hearing will be held either virtually or at a designated place and at a date and time to be mutually acceptable to both parties. The WSNT Executive Director shall issue a written final decision resulting from the Formal Hearing within 60 calendar days of receipt of the Notice of Appeal.

STEP 5: Appeal to State

If the appeal is not resolved at the WSNT Formal Hearing, the proposer may appeal to the Texas Workforce Commission within 14 calendar days of the mailing date of the WSNT Executive Director's final decision.

Section 3: Submission of RFP Information

Proposal Requirements

To ensure your proposal is considered, please adhere to the following requirements:

- Complete the entire Application Packet, including all attachments.
- Follow the designated format for attachments: typed, single-spaced, and in Arial 11-point font.
- Colored displays and promotional materials are not allowed.
- Number each page of the attachments as “page _ of _” and include the bidder's name on each page.
- Address every requirement of the RFP clearly and concisely, following the exact order as outlined in *Attachment C: Response Checklist/Order of Submission*.

Proposal Submission

Your proposal must meet these submission guidelines:

- Submit as a complete proposal packet. The proposal must be an original document saved as a PDF, not a scanned copy.
- Pages requiring signatures may be digitally or hand-signed and added within the emailed packet.
- Late proposals will not be considered. Ensure all proposals and any amendments are submitted before the RFP deadline.
- Any modifications to a submitted proposal must comply with the original submittal instructions and response deadline.
- The Board is not responsible for late submissions or email delivery failures. Ensure your proposal is received on time, in the correct format, and responsive to all RFP instructions.

Confidentiality Notice

When submitting a proposal in response to the RFP, it is crucial to handle any confidential, proprietary, trade secret, or privileged information with care.

All confidential and proprietary information will be managed in accordance with state law, as WSNT is subject to the Texas Open Records Act. While WSNT will do its best to keep proprietary information confidential, this is only to the extent permitted by state law.

Here are the steps you must follow:

- Clearly mark and label any confidential or proprietary information within your proposal. Use 14-point or larger bold font to indicate such information on each page where it appears, indicating the starting and ending point.
- Once submitted, proposals become the property of WSNT.
- Ensure that all confidential, proprietary, trade secret, or privileged information is separate and distinct. This facilitates easy separation from the rest of the document.

- For each specific piece of confidential, proprietary, trade secret, or privileged information, identify the specific exception to disclosure as outlined in the Texas Public Information Act (PIA).
- Failing to properly label, identify, and segregate confidential, proprietary, trade secret, or privileged information may result in its disclosure as public information.
- A blanket statement that the entire proposal is protected due to the presence of confidential information is **unacceptable** and may lead to the release of the entire proposal under the PIA.

By adhering to these guidelines, you can help ensure that your confidential information is handled appropriately and remains protected to the fullest extent allowed by law.

Submission Order

The proposal must be submitted with all required elements of the Application Packet and assembled in accordance with *Attachment C: Response Checklist and Order of Submission*.

All proposals must be received no later than 4:00 pm CST on May 14, 2026. Proposals not received in the wsb@ntxworksolutions.org inbox and timestamped by the specified date and time will not be accepted.

Incomplete proposals and proposals not adhering to any RFP guideline, specification, or request put forth in this RFP, and proposals missing required signatures will be disqualified for award consideration.

RFP Schedule of Events

The following RFP schedule of events is subject to change at the discretion of the Board. All requestors of this RFP will be notified of changes via the email listed on Proposer’s “Letter of Intent to Bid.” Notices and amendments will also be posted to WSNT website at <https://ntxworksolutions.org/business-opportunities/>.

Event	Date (2026)	Time (CST)
Release of RFP	March 31	
Deadline for Submitting Questions	April 14	12:00 noon
Q&A Responses Posted	April 17	5:00 p.m.
Proposal Due Date	May 14	4:00 p.m.
Begin Proposal Evaluation Process	May 15	
Begin Potential Interviews	June 2	
Complete Board Action	June 25	
Contract Negotiation Begins	June 26	
Transition Period Begins	September 1	
Contract Start Date	October 1	

This RFP is issued on March 31, 2026, by the Workforce Solutions North Texas Board, under the direction of Lisa McDaniel, Executive Director. Copies of the RFP are available from the following sources:

- **Preferred:** download from <https://ntxworksolutions.org/business-opportunities/>
- Alternate: Email a request to wsb@ntxworksolutions.org. Emailed requests must include the following information: name of organization, contact person, mailing address, phone number, and email address. Emailed requests will be fulfilled during business hours of 8 a.m. – 5 p.m. Monday-Friday.

Letter of Intent to Bid (LOI)

Attachment A: Letter of Intent to Bid is **preferred**. The LOI must be sent via email to:

- Workforce Solutions Bids at wsb@ntxworksolutions.org
- Subject Line: RFP 2026-002 Management and Operations Letter of Intent for [Proposer's Name]

The Proposer is solely responsible for the timely delivery of the LOI and the Proposal Application Packet. WSNT is not responsible for any failures, errors, omissions, or other issues that result in disqualification. Disputes concerning late or non-delivered letters cannot be appealed.

Required Documents: Application Packet

The Proposer should respond to all questions and forms provided in the Application Packet document.

Responses should:

- Provide a complete description of the proposed management and operation of local Workforce Centers and quality customer services in narrative form.
- Take care to respond to each portion of every question.
- Be clear and concise.
- Be presented in the exact order prescribed.
- Restate the question with the response immediately following the question.
- Use the same numbers and reference letters that appear in this RFP.
Note: Evaluators will not be able to find your responses if you change the reference system.
- Each response should be completed independently without cross-referencing to another response.

General Instructions and Submittal

Proposals must be **emailed** to Workforce Solutions Bids at wsb@ntxworksolutions.org and received before the submission deadline. Late submissions will not be accepted.

EMAIL SUBJECT LINE: "RFP 2026-002 Management and Operations Proposal for [Proposer's Name]"

Responsibility and Liability

- WSNT is not liable for proposals that are late, illegible, incomplete, or disqualified due to electronic or operator errors.

Additional Information

- No extra materials can be submitted after the deadline.
- Proposals may be withdrawn with a written request if received before the deadline.
- After the deadline, all proposals become the property of WSNT.

For any further inquiries, contact the authorized WSNT representative: Sharon Hulcy, Contract Manager.

Questions and Answers (Q&A)

Question Submittal

Questions regarding this RFP must be emailed and include all of the following required elements:

RFP Document (Application, Solicitation, etc.)	
Page #	
Section or paragraph #	
Text of passage being questioned	
Proposer's question	
Name of individual submitting question or request for clarification	
Organization name	
Phone number	
Email address	

Questions must be emailed to Workforce Solutions Bids at wsb@ntxworksolutions.org and received before the submission deadline. Late submissions will not be accepted.

Subject Line: "RFP 2026-002 Management and Operations Questions for [Proposer's Name]"

Q&A Responses

- A Q&A document will be released according to the Schedule of Events
- This document will be sent via email to all entities that have submitted an LOI.

- The Q&A will also be available on our website at <https://ntxworksolutions.org/business-opportunities>
- WSNT reserves the right to provide a single consolidated response of all similar questions in any manner at WSNT's sole discretion.
- Responses will not be provided individually to requestors.

Prohibited Communication

- WSNT Board members and staff are not permitted to answer questions about the RFP or procurement process outside the above guidelines.
- Any contact with Board members, staff, or the current Subrecipient from the RFP release date until the contract is awarded is strictly prohibited.
- Violations of this rule will automatically disqualify the proposal.

Withdrawal of Application

An application may be withdrawn at any time prior to the Board Action date in writing to WSNT via email at:

- Workforce Solutions Bids at wsb@ntxworksolutions.org
- Subject Line: RFP 2026-002 Management and Operations Withdrawal for [Proposer's Name]

Authorized WSNT Contact: Sharon Hulcy, Contract Manager

A withdrawn application will not be considered for award but will be retained by WSNT in accordance with the Application Information Confidentiality and Records Retention provisions in this RFP.

Amendment of Application

An application may be amended in writing at any time after submission, but prior to the Application submission deadline. An amended Application must be submitted to the WSNT Contact at:

- Workforce Solutions Bids at wsb@ntxworksolutions.org
- Subject Line: RFP 2026-002 Management and Operations Amendment for [Proposer's Name]

Authorized WSNT Contact: Sharon Hulcy, Contract Manager

Unless specifically requested by WSNT, material submitted after the Application submission deadline will not be considered.

Section 4: Selection Process

The selection and award of a contract resulting from this RFP will be made to a responsible Proposer who has the demonstrated competence and qualifications only including but not limited to a satisfactory record of past performance, integrity and business ethics, fiscal accountability, sufficient financial and technical resources, established management and monitoring/quality assurance systems, and ability to meet the requirements and expectations of this RFP.

Evaluation Process

Responsive proposals submitted by the deadline will be evaluated using the objective criteria outlined in the Application Packet.

- (1) **Initial Scoring:** Each proposal will be reviewed and scored by the evaluation committee based on the criteria specified in the Request for Proposals (RFP). Evaluators will use a standardized instrument to ensure consistent scoring. The final score for each proposal will be the average of all evaluators' scores.
- (2) **Reference Verification:** Board staff will verify references provided in the proposals to ensure reliability and accuracy.
- (3) **Interviews:** The top-scoring proposers may be asked to send an Authorized Representative for an interview with a subset of members of the WSNT Board. Proposers will be notified by phone and email about the interview details. If the interview is held in person, travel costs will be the responsibility of the proposer. The proposed Center Director and/or on-site managing director must be present at the interview. Board members will pose standardized questions and score the proposers based on their oral responses, focusing on the knowledge, skills, and abilities demonstrated during the interview.
- (4) **Final Scoring:** The combined score from the proposal review and the interview will determine the proposer's final score. The proposer with the highest total score will be recommended to the WSNT Board for consideration.

Board Review and Selection

- **Recommendations:** The evaluation committee, alongside Board staff, will develop a recommendation for the Board's Executive Committee based on the evaluation outcomes. The Executive Committee will review and provide feedback on these recommendations before they are presented to the full Board.
- **Board Decision:** The full Board intends to make the final selection during a regularly scheduled Board meeting. All proposers will be informed of the meeting's time and location and are welcome to attend.
- **Contract Award:** Selection for contract award will be contingent upon successful contract negotiations. The WSNT Board reserves the right to select a proposal that does

not have the highest score/ranking if it believes an alternative choice better serves the interests of the Board and its constituents.

Important Notes

The Board is not obligated to contract with the entity receiving the highest score or ranking resulting from the evaluation process. Departure from strict scoring or ranking is permissible to serve the best interests of the Board and WSNT constituents.

Evaluation Criteria

Proposals must achieve an overall average score of at least 70% (210 points) to be considered for selection and award. Proposals will be evaluated based on Proposer’s responses to questions asked and information requested in the attachments to this RFP. The evaluation criteria and point values are as follows:

Criteria 1: Organizational Capacity and Capability	60 Points
<ul style="list-style-type: none"> Organizational history and structure, unique qualifications and experience. Overall approach and philosophy to managing and operating Workforce Centers and delivering customer services. Management and Measurements of Contracted Results. 	
Criteria 2: Workforce Center Services	100 Points
<ul style="list-style-type: none"> Overall approach, design, strategies, and processes for managing staff who are providing Employer/Business Services and Job Seeker Services. 	
Criteria 3: Demonstrated Experience / Effectiveness	55 Points
<ul style="list-style-type: none"> History of successfully providing the same or similar services to those specified in the RFP, specifically relating to the types of activities, targeted populations, performance outcomes (measures/targets), expenditure benchmarks, and contractual compliance. Such entities may include a business enterprise with similar management demands, including but not limited to Chambers of Commerce, Labor Organizations, Economic Development Corporations, Community Based Organizations, or other entities as described in Department of Labor guidance regarding eligible providers. 	
Criteria 4: Financial Management	35 Points
<ul style="list-style-type: none"> Sound financial condition, Effective fiscal and administrative management systems, Fiscal organizational structures, financial resources, financial capacity, and knowledge in accordance with Generally Accepted Accounting Procedures. 	
Criteria 5: Cost Analysis / Cost Reasonableness	50 Points
<ul style="list-style-type: none"> Costs are reasonable, necessary, allocable and allowable. Other areas of review include cost allocation methodology, competitive indirect rate or management fees, overhead costs, and profit. 	
Total Possible Points for Proposal Response	300 Points

ADDITIONAL POSSIBLE POINTS

VetHUB Certified Vendor Bonus Points	10 Points
Interview	100 Points

Detailed explanations of the criteria listed in the charts above are located in the Application Packet.

Selection and Award Announcement

Evaluators will review and score Applications based on the evaluation criteria in the RFP using only the information provided in the written Application. The final scores will serve as the primary basis for selection of the potential contractor. WSNT reserves the right to make selections based solely on the final scores or to consider other factors determined by WSNT to be relevant to its decision.

WSNT may elect to award the contract with or without discussions with the Proposer. Should a contract be awarded without discussion, the contract will be based on the Proposer’s Application submission, which constitutes a binding offer by the Proposer. To receive a contract, the Proposer must accept any additional or special terms and conditions listed in the contract and any proposed and accepted changes to the Proposal Application as submitted.