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1501 Midwestern Pkwy, Suite 101  
Wichita Falls, Texas 76302  
(940) 767-1432  
[NTXBoard@ntxworksolutions.org](mailto:NTXBoard@ntxworksolutions.org)  
[www.ntxworksolutions.org](http://www.ntxworksolutions.org)

**Request for Proposal #2026-002**  
**Workforce Center Services**  
**Management and Operations**  
**Questions and Answers #2**  
**April 24, 2026**

*NOTE: The following questions were received on our servers before the questions deadline per RFP #2026-002; however they were filtered by our firewall. Upon notification by the proposer(s) of missing responses, we investigated and were able to recover the submissions on April 22, 2026.*

**Q1: Can WSNT confirm whether this employee retention requirement applies to all current Workforce Center staff regardless of funding source or employing entity (including state funded or partner funded staff)? Additionally, can WSNT clarify whether job descriptions, reporting structures, and compensation levels may be modified after the six-month probationary period, subject to Board approval and applicable regulations?**

**A1:** Yes, employee retention applies to all current Workforce Center staff regardless of employing agency. Partner agencies are collocated in agreement with the WSNT Board through interagency or contractual agreements. It is an expectation of the WSNT Board that Workforce Center staff is retained by the proposer for a minimum term of 6 months. At that time reporting structures, job descriptions, and compensations could be reevaluated and modified with Board approval.

**Q2: In addition to meeting minimum TWC performance targets, does WSNT have any aspirational, stretch, or comparative performance expectations (e.g., peer benchmarking or prior Board performance levels) that proposers should address or incorporate into their proposed performance management approach?**

**A2:** The Board evaluates performance on an ongoing basis and communicates necessary changes to the subrecipient to ensure performance expectations are met.

The table which follows outlines current measures and targets implemented by the WSNT Board.

*Workforce Solutions North Texas is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas: (800) 735-2989 (TDD) or (800) 735-2988 (Voice) or 711.*

*This document contains important information about workforce system services. Language services, including the interpretation/translation of this document are available for free by calling 940-322-1801. • Este documento contiene información importante sobre los servicios del sistema de empleo. Hay servicios de idiomas disponibles, incluyendo la interpretación y traducción de este documento, de forma gratuita llamando al 940-322-1801. • Tài liệu này có thông tin quan trọng về các yêu cầu, quyền hạn, quyết định, và/hoặc trách nhiệm để sử dụng các dịch vụ của hệ thống nhân lực. Các dịch vụ trợ giúp ngôn ngữ, bao gồm thông dịch/chuyển ngữ tài liệu này, có sẵn miễn phí khi quý vị yêu cầu.*

Measure	Target
Successful Texas Talent Assistance Rate (STTAR)	57.03%
Active Job Seeker New Employment Connection Rate	61.14%
Maintaining Employment Connection Rate	41.36%
Choices/TANF Work Experience Placements	1 per month
Outreaching/Serving Exempt Choices Customers Monthly	any per month
ABAWD outreach within 10 days	100%
RESEA weekly schedule <u>all</u> customers in the pool	100%, monthly
RESEA completion of Initial RESEA Appointment	77%, monthly
RESEA meet failure to report (no-show) Scheduled Appointment benchmark	23%, monthly
Monthly success stories - all programs, describing staff assistance leading to the customer going to work.	1 per month
WIOA – Adult Quarterly New Enrollment Target	25 Enrollments/Quarter Or 100/Year
WIOA – DW, or RESEA Co-Enrollment, Quarterly New Enrollment Target	10 Enrollments/Quarter Or 40/Year
WIOA – Youth Quarterly New Enrollment Target	10 Enrollments/Quarter Or 40/Year
WIOA – Youth Work Experience Quarterly 20% benchmark	\$30,000/Qtr. expenditures
Rural Job Fairs/Hiring Events	At least 1 job fair in <b>each</b> rural county (not Wichita) is held from Oct -Sep
Achieve spending benchmarks on WIOA 25Adult	1st year 80% expenditure 6/2026
Achieve spending benchmarks on WIOA 25DW	1st year 80% expenditure 6/2026
Achieve spending benchmarks on WIOA 25Youth	1st year 80% expenditure 6/2026
Achieve spending benchmarks on 26Choices 90% of relative proportion of PY (in February thru May 2026)	Feb-45%, Mar-53%, Apr-60%, May-68%
Achieve spending benchmarks on 26SNAP 90% of relative proportion of PY (in February thru May 2026)	Feb-45%, Mar-53%, Apr-60%, May-68%

**Q3: Can WSNT clarify whether the 10% limitation applies collectively to administrative costs, indirect costs, and management fees, or whether administrative costs and indirect costs are capped separately? Additionally, can WSNT confirm whether profit is evaluated independently of the administrative/indirect cost limitation?**

**A3:** 10% limitation applies collectively to administrative costs and indirect costs. We do not currently assess management fees. Profit is evaluated independently and is based on performance.

**Q4:** During the transition period (September 1–30, 2026), when does WSNT anticipate granting system access (e.g., WorkInTexas, Tableau, VOS Greeter, email) to the selected contractor’s leadership and transitioning staff to support onboarding, training, and operational readiness?

**A4:** September 1, 2026, upon completion of required computer-based training (CBT) and signed Employee Information Usage Agreement form per user.

**Q5:** What is WSNT’s typical timeframe for corrective action resolution following identification of fiscal, programmatic, or compliance findings? Additionally, how does WSNT generally differentiate minor findings from material issues that may result in escalation or contractual action?

**A5:** The proposer will self-monitor fiscal and programmatic functions to ensure compliance with applicable guidelines and to identify potential issues promptly. The subrecipient will present monitoring results, corrective actions, and any identified disallowed costs to the Board Monitoring Committee. Minor findings are expected to be resolved through corrective action without escalation. Repeat compliance issues or findings involving disallowed costs may result in escalating actions and additional Board review.

**Q6:** Is WSNT open to reviewing and considering a proposer’s existing leave accrual and holiday policies, provided they are applied consistently and meet or exceed WSNT expectations? Additionally, can WSNT confirm whether the referenced pay periods are biweekly, semimonthly, or monthly?

**A6:** Yes, WSNT is open to reviewing proposers’ existing leave accrual and holiday policies provided they are applied consistently and meet or exceed WSNT expectations. Current pay periods are biweekly.

**Q7:** To support accurate budget development and staffing assumptions, can WSNT please provide, if available:

1. a breakdown of the current program year budget by funding stream (WIOA Adult, DW, WIOA Youth ISY/OSY, TANF, SNAP E&T, Wagner Peyser, and other grants), distinguishing operational costs from participant services;
2. program year spending to date by funding stream; and
3. a list of grants or special initiatives anticipated to continue into the next program year.

**A7:** All grants on the list are anticipated to continue into the next program year.

<b>Grants</b>	<b>Budget</b>	<b>Operations</b>	<b>Pass-through</b>	<b>Balance 3/2026</b>
WIOA Adult	\$462,663.00	\$300,730.95	\$161,932.05	\$248,722.63
WIOA DW	\$490,341.00	\$318,722.00	\$171,619.00	\$336,744.08
WIOA Youth	\$623,913.00	\$436,739.10	\$187,173.90	\$312,157.69
WIOA Rapid Response	\$11,235.00	\$11,235.00	\$0.00	\$3,567.82
TANF	\$839,297.00	\$713,402.45	\$125,894.55	\$369,903.97
SNAP	\$87,390.00	\$62,590.00	\$24,800.00	\$26,272.82
RESEA	\$347,430.00	\$347,430.00	\$0.00	\$182,016.94
Workforce Comm. Initiatives	\$38,550.00	\$38,550.00	\$0.00	\$34,755.52
Teacher Externship	\$47,666.00	\$12,416.00	\$35,250.00	\$0.00
Military to Civilian	\$164,839.00	\$107,145.35	\$57,693.65	\$137,068.30
Student Navigator	\$62,697.26	\$47,048.45	\$15,648.81	\$39,140.10
SEAL	\$47,000.00	\$11,750.00	\$35,250.00	\$46,021.03
VR Colocation	\$54,163.00	\$54,163.00	\$0.00	\$21,899.45
TX Mutual	\$55,378.00	\$27,689.00	\$27,689.00	\$43,980.70
Workforce Innovation Fund	\$32,729.00	\$32,729.00		\$32,729.00
<b>TOTALS</b>	<b>\$3,365,291.26</b>	<b>\$2,522,340.30</b>	<b>\$842,950.96</b>	<b>\$1,834,980.05</b>

**Q8:** To support staffing models and transition planning, can WSNT please provide, if available:

1. the current number of active and follow up participants by funding stream;
2. for WIOA Youth, ISY and OSY counts and anticipated PY 2026 carryover;
3. anticipated carryover across all funding streams;
4. whether caseloads are attributable by provider or contract responsibility; and
5. any Board expectations regarding co enrollment across WIOA, TANF, and SNAP.

**A8: Active and follow-up participants per program**

<b>Program</b>	<b># of Participants</b>	<b>Timeframe</b>
WIOA Adult	135	10/1/25-4/23/26
WIOA DW	24	10/1/25-4/23/26
WIOA Youth	28	10/1/25-4/23/26
WIOA Rapid Response	170	CY 2025
TANF	122	10/1/25-4/23/26
SNAP	265	10/1/25-4/23/26
RESEA	248	
Employment Services	6,523	CY 2025
Veterans	458	CY 2025
Business Services	1,068	CY 2025
Vocational Rehabilitation	1,119	PY 2025
Teacher Externship	32	CY 2025
Military-to-Civilian	17	4/30/25-1/31/26
Student HireAbility Navigator	n/a	n/a
Summer Earn and Learn (SEAL)	11; 22	CY 2025; CY 2024
Texas Mutual	122	PY-to-Date

CY = Calendar Year; PY = Program Year; FY = Fiscal Year

- Caseloads are the responsibility of the subrecipient and will fluctuate based on customer needs and outreach.
- Service delivery is based on customer needs. To alleviate small enrollment numbers that inhibit positive performance outcomes, co-enrollment is encouraged for all programs if applicable.

**Q9: To support cost modeling and program design, can WSNT please provide, if available:**

1. Youth WEX planned vs. actual expenditures for the most recent year;
2. OJT contract volume and targets for the past two program years;
3. average ITA tuition costs for the past two years; and
4. average support service expenditures by funding stream for the past two years.

**A9:**

Youth WEX Planned vs. Actual

<b>Program</b>	<b>1-Year Planned</b>	<b>1-Year Expended</b>
Youth WEX	\$119,750	\$119,750
OJT	\$0	\$7,440

Average ITA = \$10,000

Average Support Service by Fund

<b>Program</b>	<b>Avg. Annual Expenditure</b>
SNAP	\$10,800
TANF	\$16,800
WIOA Adult	\$51,600
WIOA DW	\$36,000
WIOA In-School Youth (ISY)	\$9,600
WIOA Out-of-School Youth (OSY)	\$3,000
Texas Mutual, <i>current year only</i>	\$1,460
Military-to-Civilian, <i>current year only</i>	\$350
Teacher Externship, <i>July-Dec only</i>	\$6,000

**Q10: To support proposal development, can WSNT please provide, if available:**

1. the current staffing plan by position, including any state employed staff;
2. percentage of FTE time allocated by major program;
3. salary ranges by position;
4. the current coverage model across workforce centers; and
5. the Mobile Office schedule, locations, and frequency.

**A10:**

- For staffing, see *RFP2026-002 Supplemental Information* pages 10-11
- Payroll allocations will vary monthly with a majority of allocation to RESEA, TANF, WIOA and SNAP programs.

Salary Ranges by Position

<b>Position</b>	<b>Base</b>	<b>Limit</b>
Accountant	\$70,000	\$120,000
Accounting/HR Clerk	\$35,000	\$65,000
Program Supervisors	\$50,000	\$90,000
Business & Employment Services Specialists	\$35,000	\$55,000
Case Management Staff	\$35,000	\$55,000
Classroom Facilitator	\$35,000	\$55,000
Project Director	\$80,000	\$130,000
QA Analyst	\$50,000	\$90,000
Reception & Resource Room Staff	\$30,000	\$50,000
Student HireAbility Navigator	\$40,000	\$60,000

- For coverage models across locations, see *RFP2026-002 Supplemental Information* pages 10-11

- The Mobile Office schedule is updated monthly and posted to the WSNT website here: <https://ntxworksolutions.org/locations/>

**Q11: Can WSNT please confirm whether the reference to employees being able to contribute up to 90% of their paychecks to the retirement plan is accurate or if it is a typographical error? Additionally, if accurate, can WSNT clarify whether this percentage represents a statutory maximum, plan design feature, or discretionary cap applied by the current provider?**

**A11:** Yes, employees may contribute up to 90% and the contractor contributes 3%.

Employee Contributions	1% to 90% of eligible compensation, inclusive of pretax and/or Roth deferrals (IRS limit of \$24,500 for 2026)
Discretionary Match	Discretionary

<b>VESTING</b>	Years of Service	Percentage
Discretionary Match	less than 1	0
	1	20
	2	40
	3	60
	4	80
	5	100
Employer Profit Sharing	less than 1	100
Discretionary Profit Sharing	1	100

**Q12: To support realistic program design, performance assumptions, and cost modeling aligned with the Scope of Work and Budget requirements in Section 2, can WSNT please provide the following historical information, if available:**

1. The total Youth Work Experience (WEX) investment for the current or most recent program year, including planned versus actual expenditures;
2. The number of On the Job Training (OJT) contracts executed over the past two program years, by funding stream, and any established targets;
3. Any Registered Apprenticeship activity, including the number of active or completed participants, employer partners, and associated funding streams over the past two program years;
4. The average Individual Training Account (ITA) tuition cost over the past two program years; and

**5. The average annual expenditure on participant support services (e.g., transportation, childcare, tools) by funding stream for the past two program years.**

**A12:**

- There was no Registered Apprenticeship activity in North Texas through WSNT during the last program year.
- Average ITA = \$10,000

Youth WEX Planned vs. Actual

<b>Program</b>	<b>1-Year Planned</b>	<b>1-Year Expended</b>
Youth WEX	\$119,750	\$119,750
OJT	\$0	\$7,440

Average Support Service by Fund

<b>Program</b>	<b>Avg. Annual Expenditure</b>
SNAP	\$10,800
TANF	\$16,800
WIOA Adult	\$51,600
WIOA DW	\$36,000
WIOA In-School Youth (ISY)	\$9,600
WIOA Out-of-School Youth (OSY)	\$3,000
Texas Mutual, <i>current year only</i>	\$1,460
Military-to-Civilian, <i>current year only</i>	\$350
Teacher Externship, <i>July-Dec only</i>	\$6,000

**Q13: Can WSNT clarify whether the expectation to reinvest earned profit or incentive funds into allowable costs or services applies to all profit earned under this contract, or only to performance based incentive funds? Additionally, can WSNT confirm whether this requirement applies equally to for profit and non profit entities, and how such reinvestment is expected to be documented and approved?**

**A13:** Profit and incentive funds should be reinvested into the program for which it was received.

**Q14: Can WSNT clarify whether “pass through funds” referenced on page 16 are intended to include participant level program funds (such as training costs, support services, WEX wages, OJT reimbursements, or ITAs), and whether these amounts are expected to be included within the proposed budget total alongside administrative and operational costs? Additionally, can WSNT confirm how this expectation aligns with**

**the statement that the proposed budget should be limited to administrative and operational costs?**

**A14:** The expectation is for the proposed budget to include all costs to operate the contract, both administrative and operational costs. Pass through funds are not intended to be included in the budget form (Attachment I).