



REQUEST FOR PROPOSALS (RFP)

Operational Technology Solution for Workforce Employer Engagement Services

RFP Release Date: Thursday, March 28th, 2024, at 2:00 PM CST

Proposal Deadline: Friday, April 19th, 2024, 4:00 PM CST

**SERCO of Texas, Inc.
9301 Michigan Ave
Detroit, MI 48210**

SERCO of Texas is an Equal Opportunity employer/program. Historically Underutilized Businesses (HUB's) are encouraged to apply. Auxiliary aids and services are available upon request to individuals with disabilities. Telephone access is available by dialing 711 or you can also call (512) 936-0342; (TDD): 1-800-735-2989, Voice 1-800-735-2988

Table of Contents

I. General Information	3
• Scope of Work	
II. Background	
• Scope of Work	
• Background	
• Program Overview	
• Program Participants	
• Current Use	
• Service Needs	
• Eligible RFP Proposers	
• Historically Underutilized Businesses (HUBs)	
• Strategic Elements	
▪ Contract Type and Length of Contract Terms	
▪ Contract Elements	
▪ Security and Privacy Initial Inquiry (SPI)	
▪ Amendments and Announcements Regarding this Request for Proposal	
▪ Delivery of Notices	
III. Statement of Work	3-10
▪ Program Purpose	
▪ Service Requirements	
▪ Operational Support and Technology	
▪ Data Driven Strategies	
▪ Workflow Integrations and Customizations	
▪ Collaboration and Communication with Stakeholders	
▪ Develop Training for SERCO Staff & Hires	
▪ Reporting	
▪ Service Delivery Area(s)	
IV. Payment and Invoice Process	10-12
• Availability of Funds	
• Method of Payment	
• Invoicing Process	
▪ Operational Support and Technology	
• Monthly Reporting	
V. Information and Submission Instructions	12-15
• Request for Proposal Cancellation/Partial Award/Non-Award	
• Right to Reject Proposals or Portions of Proposals	
• Joint Proposal	
• Withdrawal of Proposals	
• Costs Incurred	
• Submission Instructions	
• Procurement Schedule	
• Proposer Questions	
• Availability of RFP	
VI. Information on Acceptance and Evaluation of Proposals	16-20
• Initial Compliance Screening	
• Unresponsive Proposals	
• Corrections to Proposal	
VII. Glossary	21
VIII. Attachments and Forms	22-36

I. General Information

1.1 Scope of Work

SERCO of Texas, the awarded contractor for the Houston Gulf Coast Area Consortium (H-GAC) Employer Services contract, seeks technology to scale employer services. The objective is to enhance operational efficiency with technology solutions that facilitate employer engagement, provide internal and external workforce data, and connect job seekers to employers faster. SERCO is open to awarding more than one proposal. This scope of work outlines the requirements and expectations for consulting services to achieve these goals.

The primary objectives of this technology solution are as follows:

- Seamlessly integrate into existing data sources and provide additional data insights.
- Collect data about job seekers and employers through surveys and electronic forms that facilitate data-driven decisions.
- Organize workforce business service contracts electronically that provide local insights about employers participating in the workforce system.
- Facilitate ongoing professional development on technology and multiple user levels for SERCO staff.
- Create flexible and easy-to-interpret local dashboards from data collection.
- Provide consultation on business operations and technology innovations to the Board Staff.

II. Background

2.1 Overview of the SERCO of Texas (SERCO)

SERCO of Texas began in 1989 with the vision to lead a dynamic regional economy through employment, economic development, an educated workforce, and a mission to meet customers' needs through diversified services. Headquartered in San Antonio, SERCO is part of SER Metro-Detroit and the Unified SER Family, a network of nonprofit

and for-profit companies sharing a single mission and led by the same executive management team. Recognized as one of the nation's leaders in workforce development, SERCO and its affiliates currently provide WIOA Adult and Dislocated Worker, TANF services, WIOA Youth and Youth education and job training programming (in school and out-of-school) in three states: Texas, Michigan, and Illinois. SERCO currently operates in four Texas board areas of South Texas (one-stop and childcare), Brazos Valley (childcare), Alamo (rural youth), West Central Texas (childcare).

SERCO, through the Boards, operates the following programs: Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker and Youth, Temporary Assistance for Needy Families (TANF/Choices), Supplementary Nutritional Employment & Training (SNAP E&T), Employment Services (ES) Non-Custodial Program (NCP), National Emergency Grants (NEG).

SERCO's "Vision" is to be recognized as a premiere resource of workforce development solutions for the business community and their future employees.

SERCO's "Mission" is to meet customers' needs through diversified services and programs that connect business communities capable of contributing to the local region's economic vitality.

SERCO's current funding from the Boards is on an annual basis from Alamo, Brazos Valley, West Central Texas, Heart of Texas, Houston Gulf Coast Area Council, and Concho Valley.

2.2 Project Overview

The laws and regulations governing Workforce Innovation and Opportunity Act (WIOA) recognize the need to remove barriers to employment by providing employer services:

The Workforce Innovation and Opportunity Act (WIOA) offers an integrated and comprehensive range of services consisting of workforce development activities benefiting employers, job seekers, and communities. The purposes of WIOA are to:

- Increase, particularly for individuals with barriers to employment, access to and opportunities for the employment, education, training, and support services needed to succeed in the labor market.
- Support aligning workforce development, education, and economic development systems for a comprehensive, accessible, and high-quality workforce development system.
- Improve the quality and labor market relevance of workforce development,

education, and economic development efforts to provide individuals with the skills and credentials necessary to secure and advance in employment with family-sustaining wages and to provide employers with the skilled workers needed to succeed in a global economy.

- Provide workforce development activities through state and local workforce development systems that increase participants' employment, retention, earnings, and attainment of recognized postsecondary credentials, and as a result, improve the quality of the workforce, reduce dependency on public assistance, increase economic self-sufficiency, meet the skills requirements of employers, and enhance the productivity and competitiveness of the nation.

SERCO is seeking a contractor(s) to support the Houston Gulf Coast Employer Engagement effort's implementation, growth, and development through technology solutions.

2.3 Program Participants

Workforce Solutions staff may provide appropriate Support Services to eligible participants in the following programs:

- Workforce Innovation and Opportunity Act (WIOA) Adult,
- Dislocated Worker (DW),
- National Dislocated Worker Grant (NDWG),
- Youth Services (WIOA)
- Temporary Assistance for Needy Families (TANF)

Employer Engagement Services are available only to Eligible, Enrolled WIOA participants who are actively and fully participating in individualized employment and follow-up services.

2.4 Allowable Support Services

All Support Service expenses must be reasonable and necessary to assist customers in achieving the goals stated on their Individual Employment Plan (IEP) or Individual Service Strategy (ISS) for WIOA Youth and must be included on the participant's IEP/ISS.

2.5 Current Use

SERCO staff has served Employers for small and medium-sized Workforce Development Boards (WDB) using traditional forms of outreach and employment matching techniques. In addition, SERCO staff serve individuals with barriers to employment as defined by WIOA §3(24) through six (6) workforce development areas within the state of Texas; staff utilizes various processes to reach and align employers with job seekers. Most of the processes are created through traditional office applications and do not lead to real-time data dashboards for program transparency.

2.6 Service Needs

Scaling Employer Services at a large WDB will require technological innovations, integrated operations, and training to scale for performance and continued growth. Workforce programs experienced significant change during the Pandemic, particularly in the realm of technology, creating efficiencies that allow for more funding to reach participants. Advertising services through technology also created opportunities for a new audience, one that rarely applies to workforce-related funding. Ultimately, these changes have allowed SERCO to rethink service approaches to deliver cutting-edge programs to the WDBs that trust in our services.

SERCO seeks a technology that will add innovation, value, and efficiency to traditional workforce development services. We would like to match job seeker skills and competencies to the actual job descriptions from local employers. Technology solutions should help tell the data story of the WDBs employer engagement that go beyond the traditional performance measures. To avoid double data entry, the technology solution will be able to explore or create a roadmap for an API (Application Programming Interface) into existing databases.

The requested technology solutions should do all of the following:

- Allow job seekers to submit their skills to match with On-the-Job, Work Experience, and other job descriptions for local providers beyond scraping approaches.
- Become a repository for local employer work experience and apprenticeship contracts.
- Provide real-time dashboards for SERCO to monitor and share progress.
- Serve as an optional service for employer partners that gives business insights and recommendations.
- Provide job seekers with career options and room to grow.
- Serve as a connector to operational systems in one-stop centers.
- Provide high-level cloud security that meets PII requirements in compliance with TWC Development Letter ID/no. **WD 02-18**
- Capture leads from Business Service Reps and offer insights to productivity.
- Allow the SERCO and any contractual government agency to retain collected data.
- Provide validation as needed for compliance issues.
- System training for all levels of users and on-demand training as needed.

SERCO seeks off-the-shelf solutions that they can implement immediately in one or more contracts with other WFC Development Board. These proposed solutions must be use and implemented with minimal discovery time. SERCO encourages proposers to offer optional add-ons for services available but not mentioned.

2.7 Eligible RFP Proposers

To be eligible to receive an award through this Request for Proposal, Proposers shall:

- a. Submit the required and completed Proposal, supporting documentation, and forms.
- b. Be an entity free to participate in state contracts and not be debarred by the Texas Comptroller of Public Accounts:
http://comptroller.texas.gov/procurement/prog/vendor_performance/debarred/
- c. Be free to participate in federal contracts with the System of Award Management (SAM). Proposer is ineligible to apply for funds under this Request for Proposal if currently debarred, suspended, or otherwise excluded or ineligible for participation in Federal or State assistance programs. Search the federal excluded list at the following website: <https://www.sam.gov/portal/public/SAM>;
- d. Be free from negative reports in the Vendor Performance Tracking System on the Centralized Master Bidders List (CMBL):
<https://mycpa.cpa.state.tx.us/tpasscmbsearch/index.jsp>;
- e. Be a:
 - Sole Proprietorship;
 - General Partnership;
 - Corporation;
 - Limited Liability Company; or
 - Limited Partnership;.
- f. Be an existing entity that has been providing the services identified in this solicitation for at least 12 months preceding the submittal of a response to this solicitation.

2.8 Historically Underutilized Businesses (HUBs)

It is the policy of SERCO to continue promoting and expanding economic development for minority and women-owned businesses in the state of Texas. SERCO will ensure that local small minority-owned, disadvantaged, and women-owned businesses are considered in the procurement process whenever possible. Proposers must attach a current copy of the HUB certification to the proposal.

2.9 Strategic Elements:

2.9.1 Contract Type and Length of Contract Terms

SERCO will award one contract for services under this proposal process. The contract type to be used under this solicitation will be on a cost-reimbursement basis. The initial contract period will begin on the Effective Date stated in the contract; the resulting contract term will be from the contract effective date through September 30, 2024, and may be renewed, extended, or terminated pursuant to the terms and conditions of the Contract. SERCO reserves the option to renew the term of the resulting contract for up to three (3) additional one-year periods for a term not exceeding four (4) years. The contract renewal is at the sole discretion of SERCO based upon, but not limited to, the availability of funds, contract compliance and performance, and need for services.

2.9.2 Contract Elements

The term “Contract” means the Contract awarded as a result of this procurement and all exhibits thereto. At a minimum, the following documents will be incorporated into the Contract:

- the RFP solicitation, and all attachments and exhibits, if applicable.
- any modifications, addendums or amendments issued in conjunction with this solicitation.
- the successful Proposer’s response.

2.9.3 Security and Privacy Initial Inquiry (SPI)

The Proposer must submit the Information Security and Privacy Initial Inquiry (SPI) form with their response to this Request for Proposal.

2.10 Amendments and Announcements Regarding this Request for Proposal

SERCO will post all official communication regarding this Request for Proposal on the SERCO website: www.sercooftexas.com.

SERCO reserves the right to revise the Request for Proposal at any time and to make unilateral amendments to correct grammar, organization, and clerical errors. Each Proposer is responsible for complying with any changes, amendments, or clarifications posted. Proposers must check the posting frequently for changes and notices of matters affecting this Request for Proposal.

Applicant’s failure to periodically check the posting will in no way release the Proposer from “addenda or additional information,” resulting in additional costs to meet the Request for Proposal requirements.

All questions and comments regarding this Request for Proposal should be sent to the SERCO Point of Contact identified in subsection 1.2. Questions must reference the appropriate page and section number. SERCO will post subsequent answers to questions to the posting. SERCO reserves the right to amend answers prior to the Request for Proposal closing date.

Proposers should notify SERCO of any ambiguity, conflict, discrepancy, omission or other error in the Request for Proposal.

2.11 Delivery of Notices

Any notice required or permitted under this announcement by one party to the other party must be in writing and correspond with the contact information noted in subsection 1.2 of this Request for Proposal. At all times, the Proposer will maintain and monitor at least one active email address for the receipt of Proposer-related communications from SERCO. The Proposer's responsible for monitoring this email address for Proposer-related information.

III. Statement of Work

3.1 Program Purpose

The purpose of SERCO of Texas as it relates to this RFP is to provide workforce development solutions services with timely employer services, operational support, and organizational development. The technology solution and services within this engagement will encompass the following crucial areas: enhancing operational efficiency, technological integration, solution-related training, and real-time data dashboards.

3.2 Service Requirements

3.2.1 Operational Support and Technology:– On-the-Ground Workforce Development and Executive Leadership

- Provide employer-related workforce technology solutions that will scale the physical operations of H-GAC.
- Develop training for staff to use technologies in their daily processes.
- Provide data benchmarks that go beyond the traditional performance measures.
- Set up of all systems included in the implementation phase of the contract.

- Support outreach communication and outreach efforts to employers and partners.

3.2.2 Data Driven Strategies – Technology Solution

- Provide cutting-edge technology solutions, aligning with the Employer and Community Engagement division.
- Provide Skills Assessment Tools for employees, employers, and participants.
- Offer dashboard displays for Board presentations reflecting data and data-driven solutions.
- Implement leveraged solutions and innovations to enhance service delivery.

3.2.3 Workflow Integrations and Customizations

- Work with staff to identify technology-infused workflows and points of integrations.
- Ensures adherence to Federal, State and Board Regulations.

3.2.4 Collaboration and Communication with Stakeholders.

- Assist in developing strategies for the job seeker referral process that continues collaborative relationships such as educational institutions, economic development councils, chambers of commerce, government entities, employers, and community-based organizations.
- As needed build relationships with employers to provide solution access.

3.2.5 Develop Training for SERCO Staff & Hires

- Staff Training, including employer engagement and customer service.
- Consider staff retention strategies when using new technology tools.

3.2.6 Reporting

- Assist with the drafting of required reports for SERCO review and submission.
- Provide input on new processes, award applications, and other required requested narratives.

3.3 Service Delivery Area(s)

The primary service delivery area encompasses the Houston Gulf Coast region. SERCO of Texas reserves the right to request similar services in other contract areas as necessary. If such services are required in other WFC areas, appropriate additional funding will be allocated.

IV. Payment and Invoice Process

4.1 Availability of Funds

If funds for these Contracts become unavailable during any budget period, SERCO may immediately terminate or reduce the amount of the resulting Contract at the discretion of SERCO. The Contractor will have no right of action against SERCO if SERCO cannot perform its obligations under this Contract due to a lack of funding for any activities or functions outlined within the Scope and Statement of Work Sections of this Request for Proposal.

SERCO does not guarantee funding at any level and may increase or decrease funds at any time during the term of a Contract resulting from this Request for Proposal.

The contractor may not use funds received from SERCO to replace any other federal, state, or local source of funds awarded under any other contract.

4.2 Method of Payment

The Contract resulting from this Request for Proposal will be paid in accordance with the contract requirements.

4.3 Invoicing Process

The Contractor will submit to SERCO a total bill each month in the format prescribed by SERCO and in accordance with the SERCO guidelines.

4.3.1 Invoice billing statements submitted to SERCO must include:

1. Contractor's Legal Name,
2. Vendor number or federal tax Identification number,
3. Remit-to address,

4. Contractor's Telephone number and email address,
 - a. Invoice number,
 - b. SERCO Contract Number, and
 - c. Invoice total.

4.4 Monthly Reporting

Program and financial information must be submitted to SERCO at least monthly for each month of the contract period and must contain the established reporting information. Failure to submit invoices in a timely manner may be considered a Contract compliance issue and be used in evaluating whether to renew or terminate the Contract.

V. Information and Submission Instructions

5.1 Request for Proposal Cancellation/Partial Award/Non-Award

At its sole discretion, SERCO may cancel this Request for Proposal and make partial or no awards.

5.2 Right to Reject Proposals or Portions of Proposals

At its sole discretion, SERCO may reject any and all responses or portions thereof.

5.3 Joint Proposal

SERCO will not consider joint or collaborative responses that require it to contract with more than one Proposer in a single contract.

5.4 Withdrawal of Proposals

Proposers have the right to withdraw their proposal from consideration at any time before the Contract award by submitting a written request for withdrawal to the SERCO Point of Contact, as designated in subsection 1.2.

5.5 Costs Incurred

Proposers understand that issuing this Request for Proposal in no way constitutes a commitment by SERCO to award a Contract or to pay any costs incurred by a Proposer in preparing a proposal in response to this solicitation. SERCO is not

liable for any costs incurred by a Proposer prior to issuance of, or entering into a formal agreement, Contract, or purchase order. The costs of developing proposals, preparing for or participating in oral presentations and site visits, or any other similar expenses incurred by a Proposer are entirely the responsibility of the Proposer and will not be reimbursed in any manner by SERCO.

5.6 Submission Instructions

Proposals and all required documents must be submitted electronically by email as a single PDF attachment to ktaveras@sercohq.com. The deadline for submission is **Friday, April 19th, 2024, 4:00 PM (CST)**. The submission time will be determined based on the electronic time stamp of the email upon receipt. SERCO reserves the right to reject late submissions. It is the responsibility of the Proposer to ensure the completed proposal and all attachments are appropriately submitted by the RFP submission deadline.

Upon submission, Proposers will receive an email confirmation acknowledging receipt of their proposal.

Please note that all Proposals become the property of SERCO upon submission.

5.7 Procurement Schedule

All dates are subject to change at SERCO's discretion. Proposals must be received by the SERCO Point of Contact identified in subsection 1.2 by the proposal submission deadline provided in the Procurement Schedule below. Late proposals will be deemed non-responsive and will not be considered.

RFP Release Date	Thursday, March 28th, 2024, at 2:00 PM (CST)
Response Deadline	Friday, April 19th, 2024, 4:00 PM CST
Electronic Submission Email	Ktaveras@sercohq.com
Estimated Contract-Start Date	June 30th, 2024
Proposers Questions	Technical assistance questions may be submitted by email until April 8 th , 2024. At 5:00 PM (CST)

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

5.8 Proposer Questions

The SERCO will accept questions submitted via electronic mail no later than close of business, **April 8th, 2024. At 5:00 PM (CST)**

An Addendum to the RFP, to include all questions received via email will be delivered to all interested parties, posted on the SERCO website: www.sercooftexas.com

No other representative of the SERCO can accept or respond to questions related to this solicitation other than:

Katherine J Taveras
Administrative Coordinator
SERCO of Texas
24 Greenway Plaza, Cummins Greens St, Suite 1800
Houston, Texas, 77046
Ktaveras@sercohq.com

5.9 Availability of RFP

The RFP will be posted on The SERCO of Texas, website: www.sercooftexas.com

VI. Information on Acceptance and Evaluation of Proposals

6.1 Initial Compliance Screening

SERCO will perform an initial screening of all proposals received. Unsigned proposals and proposals that do not include all required forms are subject to rejection without further evaluation.

If the Proposer passes the initial screening, the contract manager will contact the Proposer for further instructions or actions.

6.2 Unresponsive Proposals

Unless Proposer has taken action to withdraw the proposal under this Request for Proposal, a proposal will be considered unresponsive and will not be considered further when any of the following conditions occurs:

- The Proposer fails to meet major Request for Proposal specifications, including:
- The Proposer fails to submit the required Proposal, supporting documentation, or forms.
- The Proposer is not eligible under subsection 2.7 of this Request for Proposal.
- The Proposer does not accept the payment rate established in this Request for Proposal.
- The Proposal is not signed.
- The Proposer's response is not clearly legible. Typewritten is preferred.
- The Proposal was not received by the closing of the Request for Proposal period provided in subsection 1.3 of this Request for Proposal.

6.3 Corrections to Proposal

Proposers have the right to amend their proposal at any time prior to an unresponsive decision or Contract award decision by submitting a written amendment to the SERCO Point of Contact, as designated in subsection 1.2. SERCO may request modifications to the proposal at any time.

6.4 Review and Validation of Proposals

The Proposer must provide full, accurate, and complete information as required by this Request for Proposal.

6.5 Additional Information

By submitting a proposal, the Proposer grants SERCO the right to obtain information from any lawful source regarding the Proposer's, its directors', officers', and employees:

- Past business history, practices, and conduct.
- Ability to supply the goods and services; and
- Ability to comply with contract requirements.

By submitting a proposal, a Proposer generally releases from liability and waives all claims against any party providing SERCO information about the Proposer. SERCO may take such information into consideration in screening or the validation of information on proposal or supporting documentation.

6.6 Proposal Evaluation Criteria and Selection Process

The review and selection process will include the following criteria and value system:

Criteria	Weightage (Points)
Responsiveness to RFP <ul style="list-style-type: none">● Is the submission complete and clear in its presentation?● Did the proposer submit the proposal on time?	5
Alignment with Scope of Work and Objectives <ul style="list-style-type: none">● How well does the proposal align with the scope of work and objectives outlined in the RFP?● How does the proposal address operational support technology training, and integration plans?	25

<p>Operational Support and Technology Training</p> <ul style="list-style-type: none"> • What innovative strategies for operational enhancement are proposed in the submission?" • What plans are outlined for technology integration in the proposal? • How are staff onboarding and training addressed in the proposal? • Does the proposal include a digital workforce training solution? 	25
<p>Data-Driven Strategies and Technology Integration</p> <ul style="list-style-type: none"> • How are data-driven strategies and technology integration addressed in the proposal? • How does the proposal plan to effectively communicate data insights? • Does the proposal include a plan for reporting on key data findings? • How are Standard Operating Procedures (SOPs) developed and aligned within the proposal? 	25
<p>Cost Analysis and Value Proposition</p> <ul style="list-style-type: none"> • How does the proposal address cost analysis and demonstrate its value proposition? • Is the cost proposal competitive? 	20
<p>Historically Underutilized Business (HUB) Certification</p> <ul style="list-style-type: none"> • Does the proposer hold a current HUB Certification? 	5
<p>Total Weight</p>	105

SERCO reviews the proposals received to determine if they are responsive. For proposals to be considered responsive and to be evaluated for selection, the following requirements must be met:

- a. The proposals must have been submitted by the submission due date.
- b. The proposals must be completed with the necessary signatures.
- c. The proposals must be for the specific services requested and described in the RFP Packet.
- d. The proposals must be submitted in the format described in the RFP Packet.

All proposals will be screened for inclusion of all required information prior to release to the review team. SERCO may exclude from further consideration for contract award any non-responsive proposal or portion of a proposal.

SERCO may schedule with each proposer an interview at a location to be determined if the competitive response is within a close margin between two or more Proposers.

SERCO may use staff, independent evaluators or a combination of both to evaluate and rank proposals.

SERCO is under no obligation to select the lowest cost Proposer; and retains the right to select the Proposer that is most advantageous to the program, with price and other factors considered.

After evaluation, an award may be made on the basis of the evaluation and ranking, without discussion, clarification or modification, or SERCO may enter into negotiations with the best value Proposer. If SERCO is unable to reach agreement with the best value Proposer, the negotiations will terminate and negotiations will begin with the next Proposer in the order of the ranking until a contract is reached or SERCO has rejected all proposals.

NOTE: After evaluation, any proposal with a total score less than 70 points will be considered as non-responsive and will be disqualified from further consideration. Proposals receiving a final score of 70 or better are not guaranteed an award. SERCO reserves the right to request Best and Final Offers from all responsive proposers.

6.7 Debriefing

Any Proposer who is not awarded a Contract may request a debriefing by submitting a written request to the SERCO Point of Contact as provided in subsection 1.2 of this Request for Proposal. The debriefing provides information to the Proposer on the strengths and weaknesses of their proposal.

6.8 Protest Procedures

A proposer who wishes to protest the decision will be required to notify SERCO's Regional Director, in writing, within ten (10) calendar days from the date of the notification letter. The email must be addressed as follows in the email subject line:

RFP Protest Notice

Manuel Ugues, Regional Director

Phone: (361) 813-7158

Email: mugues@sercohq.com

The complainant emailed letter must specify the nature of the protest and any desired remedies of action. SERCO reserves the right to determine whether the protest is valid and merits further consideration.

VII. Glossary

TERM	DEFINITION
Proposer	Any individual or entity that submits a proposal for consideration pursuant to this Request for Proposal.
Proposal	A proposal submitted by an individual/entity in response to this Request for Proposal.
Contract	A promise or a set of promises, for breach of which the law gives a remedy, or the performance of which the law in some way recognizes as a duty. It is an Agreement between two or more parties creating obligations that are enforceable or otherwise recognizable by law. The term also encompasses the written document that describes the terms of the Agreement. For State Contracting purposes, it generally describes the terms of a purchase of goods or services from a vendor or service provider.
Contractor	Any individual/entity who is awarded a contract pursuant to this Request for Proposal or who has an existing contract to provide services.

VIII. Attachments and Forms

Applicants must complete and submit the forms in the format and order listed below.

Attachment A Vendor Application

Attachment B Certification of Vendor

Attachment C Certification Regarding Debarment, Suspension, Other Responsibility Matters

Attachment D Disclosure of Interest

Attachment E Certification Regarding Lobbying and Drug Free Workplace

Attachment F Federal Equal Opportunity and Non-Discrimination Statement

Attachment G Assurances and Certifications

Attachment H Texas Corporate Franchise Tax Certification

Attachment I State Assessment Certification

Attachment J IRS W-9 Form

Attachment K Historically Underutilized Business (HUB) Certification

Attachment L Detailed description of services and pricing structure

Attachment M References

ATTACHMENT A

SERCO of Texas, Inc.
Vendor Application
(Please print or type)

Name of Proposer:

Type of Business: Corporation Sole Ownership Partnership Other

Date Established:

Services / Merchandise offered:

Contact Person:

Mailing Address:

City, State, and Zip:

E-mail:

Phone:

Fax:

Tax ID #:

ATTACHMENT B

CERTIFICATION OF VENDOR

I hereby certify that the information contained in the Proposal and any attachments is true and correct and may be viewed as an accurate representation of proposed services to be provided by the organization. I certify that no employee of SERCO has assisted in the preparation of this response. I acknowledge that I have read and understand the requirements and provisions of the RFP and that the organization will comply with applicable regulations and other applicable Federal, State and local rules and regulations and directives in the implementation of this program. I also certify that I have read and understand the "Governing Provisions and Limitations" stated in Part I, Section 1.18 of this RFP and will comply with the terms; and furthermore that

I, _____, certify that I am the _____ of the corporation, _____.

Partnership, or sole proprietorship, or other eligible entity named as the Proposer and that I am legally authorized to sign this Proposal and submit it to SERCO of Texas on behalf of said organization by authority of its governing body.

_____ Authorized Representative Signature

Date

_____ Printed Authorized Representative Name

_____ Title

ATTACHMENT D

DISCLOSURE OF INTERESTS

It is the fiscal policy of SERCO that all persons or firms seeking to do business with SERCO as the contractor provide the following information. Every question must be answered. **If the question is not applicable, answer with "NA".**

VENDOR:

FEDERAL ID#

STREET:

CITY:

STATE:

ZIP:

ENTITY:

Corporation ()

Partnership ()

Sole Owner ()

Association ()

Other ()

If "Other", please describe:

- 1) State the name of each "non-managerial employee" or "managerial employee" of a Texas Workforce Board having an "ownership interest" constituting 5% or more of the ownership in the above named "firm".

Name:

Job Title:

- 2) State the names of each "member" of a Texas Workforce Board having an "ownership interest" constituting 5% or more of the ownership in the above named "firm".

Name:

Board, Commission, or Committee:

- 3) State the names of each employee or officer of a "consultant" for a Texas Workforce Board who worked on any matter related to the subject of this contract and has an "ownership interest" constituting 5% or more ownership in the above named "firm".

Name of employee:

Consultant name:

OTHER

Name:

Job Title:

Certification of Disclosure of Interests

I certify that all information provided is true and correct as of the date of this statement, that I have not knowingly withheld disclosure of any information requested; and that supplemental statements will be promptly submitted to SERCO, contractor for Workforce Solutions, as changes occur.

Authorized Representative Signature

Date

Printed Authorized Representative Name

Title

Witness Signature

Date

Printed Witness Name

Title

ATTACHMENT E

CERTIFICATION REGARDING LOBBYING AND DRUG-FREE WORKPLACE

Lobbying: This certification is required by the Federal Regulations, implementing Section 1352 of the Program Fraud and Civil Remedies Act, Title 31 U.S. Code, for the Department of Agriculture (7 CFR Part 3018), Department of Labor (29 CFR Part 93), Department of Education (34 CFR Part 82), Department of Health and Human Services (45 CFR Part 93).

The undersigned certifies that:

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

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

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

- 1) Publishing a policy statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace and specifying the consequences of any such action by an employee;
- 2) Establishing an ongoing drug-free awareness program to inform employees of the dangers of drug abuse in the workplace, the policy of maintaining a drug-free workplace, the availability of counseling, rehabilitation and employee assistance programs, and the penalties that may be imposed on employees for drug abuse violations in the workplace;
- 3) Providing each employee with a copy of the policy statement;

- 4) Notifying the employees in the policy statements that as a condition of employment under a contractual agreement, employees shall abide by the terms of the policy statement and notifying the employer in writing within five days after any conviction for a violation by the employee of a criminal drug statute in the workplace;
- 5) Notifying SERCO within ten days of receipt of a notice of a conviction of an employee; and
- 6) Taking appropriate personnel action against an employee convicted of violating a criminal drug statute or requires such employee to participate in a drug abuse assistance or rehabilitation program.

These certifications are a material representation of fact upon which reliance was placed when this transaction was made or entered into.

Submission certification is a prerequisite for making or entering into this transaction.

Authorized Representative Signature

Date

Printed Authorized Representative Name

Title

ATTACHMENT H

TEXAS CORPORATE FRANCHISE TAX CERTIFICATION

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

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

Indicate the certification that applies to your corporation:

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

_____ The Corporation is a non-profit corporation or is otherwise not subject to payment of franchise taxes to the State of Texas.

Attach a Certificate of Good Standing or Certificate of Account Status from the Texas Comptroller of Public Accounts. The Web Site address to obtain this certificate is: <http://www.window.state.tx.us/m23taxes.html>.

Authorized Representative Signature

Date

Printed Authorized Representative Name

Title

ATTACHMENT I

STATE ASSESSMENT CERTIFICATION

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

The corporation certifies that:

_____ It is current in Unemployment Insurance taxes, Payday and Child Labor law monetary obligations, and Proprietary School fees and assessments payable to the State of Texas.

_____ It has no outstanding Unemployment Insurance overpayment balance payable to the State of Texas.

Authorized Representative Signature

Date

Printed Authorized Representative Name

Title

Signature

ATTACHMENT J

IRS W-9 FORM

To be accepted as an approved vendor for SERCO, all proposing organizations must complete and return a signed Request for Taxpayer Identification Number and Certification (IRS W-9 Form).

ATTACHMENT K

Historically Underutilized Business (HUB) Certification

Attach, if applicable.

ATTACHMENT L

Service Requirements and Pricing Structure

Attach detail listing of services offered and pricing structure demonstrating the ability to meet section 3.2 Service Requirements.

ATTACHMENT M

References

List of former clients for whom services similar to those in this solicitation have been performed in the last three (3) years. Failure to provide the following information at the time and date this RFP closes could affect proposer's evaluation score under the qualifications evaluation criteria.

- Name of the firm to which similar services were provided
- Type of services provided
- Location of services provided and timeframes
- Point of Contact for service provided
 - name,
 - title,
 - email,
 - phone number, and
 - company website.

List three (3) reference as outlined above.