



REQUEST FOR PROPOSALS

Human Resources Consulting Services

Date of Issuance: April 15, 2020, 4:00 p.m.

Written Questions due by: April 29, 2020, 5:00 p.m.

Submission Deadline: May 15, 2020 4:00 p.m.

Issued By:

Workforce Solutions Alamo

100 N. Santa Rosa Street, Suite 120

San Antonio, Texas 78207

www.workforcesolutionsalamo.org

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Relay Texas (800) 735-2989 (TDD) or (800)735-2988 Voice

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Introduction

The Workforce Solutions Alamo (WSA) Board serves as the governing board for the regional workforce system, a network of service providers and contractors that brings people and jobs together. We represent the taxpayers of the 13-county Alamo region. Our membership reflects the diverse constituencies of the regional community: business, economic development, education, labor, community organizations and government.

Workforce Solutions Alamo serves Atascosa, Bandera, Bexar, Comal, Frio, Gillespie, Guadalupe, Karnes, Kendall, Kerr, McMullen, Medina and Wilson counties.

Mission

Strengthen the Alamo Regional economy by growing and connecting talent pipelines to employers.

Vision

To lead the most integrated community workforce network in the nation.

PART 1 - GENERAL INFORMATION

1.1 Purpose

The intent of issuing this Request for Proposal (RFP) is to obtain Human Resources consulting services to review and make recommendations on current WSA Human Resources management practices, Policy and Procedures Manual, and other human resources functions, programs and procedures.

Note: Throughout this document, the words bidder, proposer and respondent are used interchangeably.

1.2 Procurement Standards

This Request for Proposals (RFP) provides a uniform method for the procurement of specified services, allowing for full and open competition. It contains the necessary background, requirements, technical specifications, information, and instructions for responding to the RFP. The services solicited under this RFP are procured under the competitive negotiation method of procurement, as described in the Texas Workforce Commission's (TWC) Financial Manual for Grants and Contracts (FMGC).

1.3 Applicable Authorities

- All applicable federal statutes, regulations, policies, and guidance as presently in effect and as may become effective during the term of this Award;

- Office of Management and Budget's Uniform Guidance at 2 C.F.R. Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements and 2 C.F.R. Part 2900, Department of Labor (DOL) exceptions to 2 C.F.R. Part 200; and
- Approved Local Workforce Development Board Plan including modifications and amendments

1.4 RFP Schedule and Budget

The following schedule is subject to change at the discretion of the Board. Proposers should regularly check the Board's website (www.workforcesolutionsalamo.org) for posted updates. All updates and changes will be posted to the Procurement page. All times shown is Central Standard Time (CST).

Activity	Date
Issuance of RFP	April 15, 2020
Deadline for submitting questions	April 29, 2020
Responses to questions posted by	May 1, 2020
Proposals due by	May 15, 2020
Evaluation and Recommendation for Award	May 22, 2020
Board Action Award	To be determined
Contract Negotiation and Execution	To be determined

The budget for this solicitation is estimated to be \$15,000.00.

1.5 Issuance and Availability of RFP

This RFP is issued Wednesday, April 15, 2020, 4:00 p.m., by the Workforce Solutions Alamo Board, under the direction of Adrian Lopez, Chief Executive Officer, 100 N. Santa Rosa, Suite 120, San Antonio, Texas 78207. The RFP may be obtained electronically by downloading it from the Board's website at www.workforcesolutionsalamo.org and go to our Procurement page.

Questions to this RFQ will be accepted in writing only. You may submit questions no later than Wednesday, April 29, 2020 prior to 5:00 PM. All properly submitted questions will be compiled and responded to in a Q&A document. The Q&A document will be posted on the Board's website at www.workforcesolutionsalamo.org by Friday, May 1, 2020, 4:00 p.m. Workforce Solutions Alamo reserves the right to determine the appropriateness of comments/questions that will be posted on the website.

Note: All Workforce Solutions Board members, officers, staff, or authorized representatives are **precluded** from answering questions concerning this RFP or the procurement process. Bidders are asked to respect this condition by not asking questions or making requests for assistance, except to the authorized contact person. Violations may result in the disqualification of the offending bidder.

1.6 Response Deadline

Proposals must be submitted no later than Wednesday, May 20, 2020 prior to 5:00 p.m. All submittals must be emailed to the Authorized Contact:

Cynthia Caruso, Contracting & Procurement Specialist
Email: ccaruso@wsalamo.org
Phone: (210) 581-1061

The timely delivery of proposals is the sole responsibility of the proposer. Workforce Solutions Alamo is not responsible for any failures and/or errors of omission. Disputes concerning late or non-delivered proposals cannot be appealed. Any proposals or amendments received after the specified deadline will not be considered and will be deemed as late and non-responsive – NO EXCEPTIONS.

1.7 Open Records

Proposals submitted in response to this RFP are subject to the Texas Public Information Act, Government Code, Chapter 552, and may be disclosed to the public upon request. Therefore, any confidential, privileged or proprietary information contained within a proposal must be clearly identified by the proposer in the proposal itself (each applicable page clearly marked). Such information will be kept confidential by Workforce Solutions Alamo to the extent permitted by State law.

1.8 Type of Contract

Workforce Solutions Alamo intends to negotiate a contract as a result of this RFP. Any contract resulting from this RFP shall be contingent upon the receipt of sufficient funding from the Texas Workforce Commission (TWC) and other sources. Negotiated contract amounts will be contingent upon funding actually received and available. The final contract will be subject to any changes in legislation, regulations, rules, or policies promulgated by the funding sources, including the U.S. Department of Labor and the Texas Workforce Commission. General and administrative provisions contained in this RFP will be incorporated into a resulting contract.

Workforce Solutions Alamo reserves the right to vary or change the terms of any contract resulting from this RFP, including funding levels, scope of work, performance measures, adding other related programs or services and funding sources, and shortening or extending the contract period, as it deems necessary and in the best interests of Workforce Solutions Alamo.

1.9 Contract Period

It is the intent of the Board to execute a single contract for Human Resources Consulting Services for an initial period of ninety (90) days. The Board may, at its sole discretion, opt to extend the term of the contract for up to three (3) additional thirty (30) day periods based upon WSA needs

and the availability of funds. In no event shall the total term of the contract exceed six (6) months. The Board reserves the right to terminate a contract at any time based on consultant performance, matters of noncompliance or insufficient funds.

1.10 Eligible Proposers

Private and public, for-profit and non-profit, community-based organizations, faith-based organizations and other entities allowed by law that possess the demonstrated technical competency, fiscal and administrative capacity, experience, and history of success in providing human resources consulting services are eligible to respond to this RFP. Small, minority women-owned businesses, and Historically Underutilized Businesses are encouraged to respond to this RFP.

Entities that are presently debarred, suspended, proposed for debarment, declared ineligible, voluntarily excluded from participation or the receipt of funds from any federal department or agency are not eligible to respond to this RFP or receive a contract.

1.11 Governing Provisions

1. All proposals submitted to Workforce Solutions Alamo in response to this RFP will become the exclusive property of Workforce Solutions.
2. Proposal, if accepted, will become the basis for the contract scope of work.
3. The only purpose of the RFP is to ensure uniform standards and information in the solicitation of proposals for Human Resources consulting services. This RFP is not to be construed as a purchase agreement or contract or as a commitment of any kind; nor does it commit Workforce Solutions Alamo to pay for any costs incurred in the preparation of a proposal or any other costs incurred prior to the execution of a formal contract, unless such costs are specifically authorized in writing by Workforce Solutions Alamo.
4. Workforce Solutions Alamo reserves the right to accept or reject any or all proposals received, to cancel and/or reissue this RFP in part or its entirety.
5. This is a negotiated procurement utilizing the Request for Proposal method, and as such, the selection and award of a contract does not have to be made to the respondent with the lowest priced/cost offer, but rather to a respondent submitting the most responsive proposal that satisfies the Board's requirements and is determined to be in the Board's best interests.
6. Workforce Solutions Alamo reserves the right to award a contract for any services solicited in this RFP in any quantity it determines to be in its best interests.
7. Workforce Solutions Alamo reserves the right to extend, shorten, increase or decrease any contract awarded as a result of this RFP.

8. Workforce Solutions Alamo reserves the right to waive any defect in the procurement or to correct any error(s) and/or make changes to this solicitation as it deems necessary. Workforce Solutions Alamo will provide notification of any changes to all known bidders.
9. Workforce Solutions Alamo reserves the right to request additional information, clarification or explanation of any aspect of a proposal submitted in response to this RFP.
10. Workforce Solutions Alamo reserves the right to negotiate the final terms of any and all contracts or agreements with selected proposers. Any contract terms negotiated as a result of this RFP may be renegotiated and/or amended in order to meet the needs of Workforce Solutions Alamo.
11. Workforce Solutions Alamo reserves the right to contact any individuals, agency, employer, or grantee listed in a proposal, or to contact others who may have experience or knowledge of the proposer's relevant performance and/or qualifications; and to request additional information from any and all respondents to this RFP.
12. Workforce Solutions Alamo reserves the right to conduct reviews of records, systems, procedures, including credit and background checks, etc. of any entity selected for contract award. This may occur prior to, or subsequent to the award or execution of a contract. Any misrepresentation of the bidder's ability to perform as stated in the proposal may result in the disqualification of the proposer or the cancellation of any contract awarded as a result of this RFP.
13. The proposer selected for contract award must meet the requirements of Workforce Solutions' key control certification system to ensure the financial integrity of the entity prior to the execution of a contract. Workforce Solutions or its designee will conduct a pre-award review of the selected proposer prior to the execution of a final contract.
14. Workforce Solutions Alamo reserves the right to withdraw or reduce the amount of any award or to cancel any contract resulting from this procurement if adequate funding is not available or due to legislative changes.
15. Workforce Solutions Alamo reserves the right to impose additional requirements and refinements to the terms and conditions, scope of work, performance measures, and funding amounts or sources during the course of any contract resulting from this RFP.
16. Respondents shall not engage in any activity which would restrict or eliminate competition under this procurement. Violation of this provision may cause a bidder to be disqualified. This does not preclude joint ventures, partnerships, collaborations, or subcontracts.
17. Respondents shall not, under penalty of law, offer or provide any gratuities, favors, or anything of monetary value to any board member, officer, employee, proposal evaluator, authorized agent of the Board, or elected official for the purpose of having an influencing effect on this procurement.

18. Respondents shall not attempt in any manner to advocate for, lobby, or otherwise attempt to influence any board member, officer, employee, proposal evaluator, authorized agent of the Board, or elected official for purposes of having an influencing effect on this procurement.

19. No Board member, officer, employee, or authorized agent of Workforce Solutions Alamo shall participate in the selection, award, or administration of a contract supported by Board funds if a conflict of interest, real or apparent, would be involved.

20. All proposals submitted must be an original work product of the proposing entity. The copying, paraphrasing or other use of substantial portions of the work product of others and submitted hereunder as original work of the proposer without written authorization and proper citation, is prohibited. Failure to adhere to this requirement may cause the proposal to be disqualified. All proposals and accompanying attachments will become the property of Workforce Solutions Alamo after submission and will not be returned.

21. The contents of a successful proposal may become a contractual obligation and be incorporated by reference into a contract. Respondents must intend to fulfill all the representations in their proposal. Failure of a respondent to accept this obligation may result in the cancellation of an award or contract. No pleas or error or mistake shall be available to a successful bidder as a basis for release from proposed services. Any damages incurred by Workforce Solutions Alamo as a result of a successful proposer's failure to contract may be recovered from the proposing entity.

22. A contract with the selected proposer may be withheld, at the sole discretion of the Board, if issue of contract or regulatory compliance or questioned/disallowed costs, audit or monitoring findings, or legal issues exist until such issues are resolved to the satisfaction of the Board.

23. Workforce Solutions Alamo reserves the right to deem as non-responsive or to disqualify any proposal that, in its sole discretion, does not comply with or conform to the terms, conditions, specifications, and/or requirements contained in this RFP.

1.12 Administrative Requirements and Other Limitations

1. Workforce Solutions Alamo will provide any training and/or technical assistance needed by the selected contractor regarding Board policies, documents, procedures, etc. that are specific to Workforce Solutions.

2. Employees of the contractor are subject to the exclusive control and supervision of the contractor. The Contractor is solely responsible for personnel matters including hiring, discipline, termination, supervision, criminal background checks, training, evaluation, etc. for its employees.

3. Proof of insurance is not a requirement for the submission of a proposal, but the selected proposer will be required to obtain and provide proof for all insurances specified in this RFP and provide Workforce Solutions Alamo with proper certificates or policies prior to commencing work under a contract resulting from this RFP. Workforce Solutions Alamo must be listed as an additional insured on the Certificate of Insurance. Policies must remain in full force for the

duration of a contract. Any changes in insurers, coverage, deductibles, modifications, alterations, or cancellations of coverage during the term of the contract must be immediately communicated to the Board. The following insurances/bonding are required:

a. General Liability – consultant must carry general liability insurance coverage sufficient to cover any liability that may arise from the performance of a contract resulting from this RFP. General liability must cover bodily injury and property damage to a third party and personal injury; \$500,000 each occurrence or \$1,000,000 aggregate is required. A reasonable deductible is allowed, but not to exceed \$5,000 per occurrence. Consultant must be able to cover the cost of any deductible.

b. Errors and Omissions – consultant must, at its own expense, must carry “errors and omissions” insurance or the equivalent. Contract funds cannot be used to pay for Errors and Omissions insurance.

c. Motor Vehicle – if the consultant or its employees use motor vehicles in the conduct of business under a contract resulting from this RFP, liability insurance covering bodily injury and property damage must be provided through a commercial insurance policy. Such insurance shall provide for a minimum coverage of \$100,000 liability per occurrence; \$300,000 aggregate liability; \$100,000 property damage; personal injury protection; uninsured motorist protection, and a maximum deductible of \$1000. Contractor must be able to cover the cost of any deductible.

d. Workers’ Compensation – consultant must ensure that all employees are covered by worker’s compensation insurance. If self-insured, the contractor must warrant that it will maintain coverage sufficient to cover any liability that may arise from performance under a contract resulting from this RFP.

4. Consultant, including all its employees, must comply with all Information Technology access and user policies and requirements of the Board and/or Texas Workforce Commission.

PART 2 – PROPOSAL REVIEW AND EVALUATION PROCESS

2.1 Proposal Review and Evaluation

A. All proposals received by the deadline for submission will be initially reviewed by Workforce Solutions Alamo staff for responsiveness and compliance with the technical specifications and requirements contained in the RFP.

B. All proposals that have met the submission criteria and are determined to be “responsive” will then be reviewed and scored by a team of qualified evaluators selected by Workforce Solutions Alamo. Proposals will be evaluated/scored using the criteria specified in this RFP using a standardized instrument developed by Workforce Solutions Alamo.

C. Review of proposal evaluations, scoring and ranking by Workforce Solutions Alamo staff.

D. Presentation of the evaluation results, including scoring, ranking, and recommendations to the designated Committee of the Board.

E. Final action on selection for contract award by the Board. A final contract will be subject to successful contract negotiations.

F. All responsive proposers will be provided with written notice of the Board decision regarding selection and award of a contract.

2.2 Proposal Evaluation Criteria

Proposals will be evaluated to determine if the respondent has the organizational capability, demonstrated experience, and reasonableness in cost to perform the scope of work in this RFP. A proposal must achieve an overall score of at least **70 points** (excluding HUB/SWMBE bonus points) to be considered for selection and contract award. WSA will base the review and evaluation of proposals upon the following criteria:

Consideration Item #	Title	Maximum Point Value
1	EXPERIENCE OF KEY PERSONNEL	25
2	COMPARABLE PROJECT EXPERIENCE	30
3	PROFESSIONAL REFERENCES	15
4	PRICE PROPOSAL	30
5	HUB/SWMBE (Bonus Points)	5

CONSIDERATION ITEM 1

EXPERIENCE OF KEY PERSONNEL

WSA is interested in the experience of the Key Personnel that demonstrates history and success with projects of similar programs, budgets, and/or clients as the project described in this solicitation. List two (2) projects meeting these criteria which have been completed in the past five (5) years for each Key Personnel.

- **Identify each Key Personnel and briefly describe their credentials.**
- **Attach a resume of no more than two (2) pages for each individual.**

CONSIDERATION ITEM 2

COMPARABLE PROJECT EXPERIENCE

WSA is interested in the firm's history and success with projects of similar programs, budgets, and/or clients as the project described in this solicitation. List three (3) projects meeting these criteria, which have been completed in the past five (5) years.

- **Provide a narrative not to exceed two (2) pages.**

CONSIDERATION ITEM 3

PROFESSIONAL REFERENCES

WSA is interested in the firm's work history. Provide three (3) professional references (within the past three years). Include contact name, relationship, and email address. (May be included as an attachment.)

CONSIDERATION ITEM 4

PRICE PROPOSAL

Offerors may furnish pricing for all or any portion of the Solicitation (unless otherwise specified). However, WSA may evaluate and award the Contract for any item or group of items shown on the Solicitation, or any combination deemed most advantageous to WSA.

- **Provide a spreadsheet that identifies costs not to exceed one (1) page.**

CONSIDERATION ITEM 5

HUB/SWMBE

“Historically Underutilized Business” (HUB) is an entity at least fifty-one percent (51%) owned and operated by minority group members as defined by State law, including female-owned businesses. A “small, woman-owned, minority business enterprise” (SWMBE) is a for-profit independent operating business that is at least 51% owned, operated and controlled by minority person(s) and/or a woman or women. The ownership by minorities and women must be real and substantial.

- **A copy of current certification certificate is required.**

2.3 Appeal Process and Procedures

Opportunity to Protest

The Procurement Director has the authority to settle or resolve any claim of an alleged deficiency or protest. The procedures for notifying WSA of an alleged deficiency or filing a protest are listed on our website at www.workforcesolutionsalamo.org. If you fail to comply with any of these requirements, the Procurement Director may dismiss your complaint or protest.

PART 3 – SCOPE OF WORK

3.1 Services

WSA desires to retain a consultant to provide general human resources support to WSA’s administration. Services would include, but are not limited to recruiting and staffing, employee onboarding and orientation, employee relations, performance management, employee exit interviews and analysis of exit interviews, compliance with federal, state and local laws and regulations related to employment, and compliance with internal policies and procedures.

Additionally, the selected consultant will need to coordinate the development and maintenance of WSA’s HR Policies and Procedures handbook.

The consulting firm selected through this RFP will work with WSA’s Human Resources Manager and/or designee to evaluate and perform services in the following areas:

- Recruiting, Selection and Orientation Design and Delivery

- Design recruiting, selection and orientation programs. Provide support to managers in implementing such programs.
- Operational Policies and Procedures
 - Review of existing human resources infrastructure; provide recommendations and
 - Strategies for development of revised and/or new processes, programs and practices on Human Resources matters.
- Performance Management Practices
 - Develop performance appraisal process and train Directors/Managers on goal setting, leadership and communication as they relate to WSA operational values.
- Directors/Managers Training
 - A. Determine appropriate training and provide administrative support to deliver training.
 - B. Recommend, facilitate and/or provide training classes.
- Ongoing Human Resources Support
 - Human Resources support for implementation of policies and procedures and to support directors/managers.
- Consultant will provide frequent progress/status reports
 - Monthly status reports describing activities and progress will be developed by the consultant and presented to WSA's HR Manager and/or his designee.
- Consultant will provide final recommendations to HR Manager by date to be determined.
 - Final recommendations will be presented to WSA's Chief Executive Officer (CEO) and/or his designee. WSA's CEO will make final decisions on recommendations to present to the HR Committee.

3.2 Schedule

Services performed under this contract shall begin the date specified and shall be performed and completed within the specified time unless an extension of time is agreed to by Workforce Solutions Alamo. Standard work hours would be 8:00 am – 5:00 pm.

3.3 Deliverables

1. Provide a written plan detailing milestone dates for the phases of the work including end of planning, fieldwork, and a final report. Completed within seven (7) days from date of execution of the contract.
2. Consultant will provide written weekly progress/status updates to WSA's HR Manager as agreed to by both parties.
3. Consultant will provide final recommendations to HR Manager, in writing, by a date to be determined.
4. Final recommendations will be presented for approval to WSA's Chief Executive Officer (CEO) or designee. WSA's CEO will make final decisions on recommendations to present to the HR Committee.

PART 4 – PROPOSAL PREPARATION AND SUBMISSION

4.1 General Instructions for Submitting a Proposal

FORMAT – Proposals must be typed, single spaced, using a minimum of a 12 font for readability. Pages must be numbered. Promotional materials are discouraged. Emphasis must be placed on addressing all the requirements and specification of this RFP in a clear and concise manner.

NUMBER OF COPIES – One (1) electronic PDF copy must be submitted. All documents must be legible and complete. Any proposal lacking the required items/materials will be deemed non-responsive and will not be considered for review under this procurement.

PROPOSAL LABELING AND SUBMISSION – Proposals must be properly labeled with your firm's information and submitted in accordance to the instructions and regarding response deadline specified in Part 1 of this RFP. Proposals that are submitted/received after the specified date and time will not be accepted.

Note: Proposals are subject to the Texas Public Information Act, Government Code, Chapter 552, and may be disclosed upon request. Proprietary information will be kept confidential by Workforce Solutions to the extent permitted by State law. Proposers are reminded to identify and clearly mark all information in their proposal considered to be confidential, privileged, or proprietary (each applicable page must be clearly marked/labeled).

4.2 Sequence of Submission

The proposal must be submitted with all required documents and in the following order:

- Proposal Cover Sheet
- Table of Contents
- Executive Summary
- Proposal Narrative
- Budget
- Schedule
- Business References

4.3 Proposal Cover Sheet

Identify a liaison or primary contact person for the proposal, as well as the Signatory Authority (i.e. person who has the legal authority to negotiate and execute a contract on behalf of the proposing entity). This is also the person who must sign the required Certification forms included as Attachments to this RFP. Proposers who are certified as a Historically Underutilized Businesses (HUBs) must provide the certification number on the Proposal Cover Sheet and attach a copy of the current notice of certification.

4.4 Table of Contents

Proposals must include a Table of Contents that lists each item of the proposal, including attachments, with corresponding page numbers. Items must be in the order as specified in 4.2 above.

4.5 Executive Summary

Provide a brief (1 page) executive summary highlighting your organization's history; qualifications and competence; demonstrated performance; overall approach to providing human resources consulting services solicited in this RFP; expected outcomes (goals and objectives); and any unique or innovative aspects of your service delivery.

4.6 Proposal Narrative

The proposal should provide a complete description of services described/requested in this RFP in narrative form according to these instructions. Narrative responses for each item should be clear, concise and relevant. Be sure to include all required attachments. If selected and approved for the award of a contract, this section will be used as the basis for the Statement of Work in an executed contract.

PART 5 – BUDGET

5.1 Resource Allocation

The proposed budget must support the proposal narrative. All costs must be necessary, reasonable, and allowable under a federal or state award. The proposed budget must be broken down into task level activities with personnel and direct costs shown. If successful, the proposed budget will serve as a basis for contract negotiations.

END