



**REQUEST FOR QUOTES**

**FOR WEBSITE REDESIGN, HOSTING AND  
MAINTENANCE SERVICES**

Released by:

**Workforce Solutions Golden Crescent**  
120 S. Main St., Suite 501  
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Proposal Deadline:	March 11, 2022, 4:00 p.m. (CST)

*Note: Dates are subject to change.*

**Any** changes in the procurement schedule will be posted to the website, [www.gcworkforce.org/doing-business-with-us](http://www.gcworkforce.org/doing-business-with-us)



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# **Section 1 – GENERAL INFORMATION**

## **1.1. Background**

The Golden Crescent Workforce Development Board, Inc. dba Workforce Solutions Golden Crescent (GCWDB), is a nonprofit 501(c)(3), local governmental organization overseen by a 25-31 member volunteer Board appointed by the Chief Elected Officials of the region. The majority of Board members represent the private sector. The balance of the Board membership is comprised of representatives of educational agencies, organized labor, rehabilitation services, community-based organizations, economic development and state agencies. The Board is responsible for the planning, oversight and evaluation of the workforce development system, including child care resources, in the 7-county Workforce Development Area (WDA): Gonzales, Lavaca, Dewitt, Jackson, Calhoun, Goliad and Victoria counties.

The Board provides policy and program guidance and exercises independent oversight and evaluation of workforce development programs and services that affect area employers, residents, and job seeker services. Services include six Workforce Centers that provide services for businesses and the current, emerging, and transitional workforce. The Child Care Services (CCS) program is a dual-purpose program that provides access to child care services for low-income families so they can work, attend school, or enroll in training to improve the well-being of their families. At the same time, it also promotes the healthy development and school success of low and moderate-income children by providing them with higher-quality early learning and afterschool experiences. The Texas Workforce Commission (TWC) contracts with the Board to provide these services to eligible families.

The mission of GCWDB is to provide solutions for quality workforce development. To accomplish this mission, GCWDB is guided by the following principles:

The system will:

- Be efficient and cost effective by integrating programs to eliminate duplication;
- Offer services to meet the diverse needs of job seekers and employers;
- Treat people with concern, dignity, respect, and courtesy; and
- Require people to share responsibility for their outcomes.

## **1.2. Procurement Standard**

It is the policy of GCWDB to conduct procurement in a manner that provides for full and open competition. An award will be made only to an organization possessing the qualifications and demonstrated ability to perform successfully under the terms and conditions of a contract. The services solicited under this Request for Quotes (RFQ) are procured under the Professional and Consulting Services Method outlined in Chapter 14 of the TWC Financial Manual for Grants and Contracts (FMGC).

For purposes of this RFQ, the words “Bidder,” “Proposer,” and “Respondent” are interchangeable and refer to an entity submitting a proposal in response to this RFQ. The term “Contractor” refers to an entity selected and awarded a formal contract by the Board. The words “Workforce,” “Workforce Solutions Golden Crescent,” “GCWDB,” and “Board” are interchangeable and refer to the Workforce Solutions Golden Crescent, the issuer of this RFQ.

## **1.3. Purpose of Request for Quotations (RFQ)**

GCWDB is seeking quotations from qualified organizations to provide website redesign, hosting, ongoing maintenance and support services.

Our website features a large amount of information that is valuable to the many people we serve. The new website will provide a relatively similar level of content and pages presented in a more

accessible, client-based format. GCWDB is looking for an attractive design and platform that are easy to use and provide a responsive experience.

A successful website redesign will offer a user interface that is as intuitive as possible, and that carefully considers each and every visual and interactive element. Workforce Solutions Golden Crescent is the issuer of this RFQ.

## **Section 2 – DESCRIPTION OF WEBSITE REDESIGN, HOSTING AND MAINTENANCE SERVICES NEEDS**

### **2.1. Specifications and Requirements**

GCWDB is looking for a public website that is user-friendly and will serve all potential and current clients, partners, and the general public. The website must function as the main portal for anyone seeking information about our programs, policies and functions of GCWDB. Our current website is located at [www.gcworkforce.org](http://www.gcworkforce.org)

The Board intends to enter into a contract with one (1) entity to provide the following services:

- Website redesign and setup
- Website hosting
- Ongoing website support and maintenance

#### **a. Website Design and Infrastructure**

The selected contractor will be responsible for design/development of a highly visible, user-friendly and aesthetically pleasing website utilizing GCWDB's approved colors, logos and graphics.

Selected contractor shall provide design, content management system (CMS), programming, and other related services as specified by GCWDB. The CMS must allow non-technical staff to make content changes. The selected contractor will make available a complete version of the work product on a password protected server ("Shadow Site") for GCWDB's review and acceptance. GCWDB shall review and evaluate the work product to assess whether it meets specifications and standards prior to launching the final production site. GCWDB requires the availability of a staging environment that is a best-effort exact duplicate of the targeted production host. Such a staging environment will be utilized as a "final-step" in testing the web application and content prior to moving them into production. The shadow site could be used for staging if no additional cost is incurred by the shadow site existing on the hosting server.

Selected contractor, at its own expense, shall make a complete backup copy of the final website. Contractor shall deliver to GCWDB a complete electronic copy of the website (including all third-party tools and modules used).

#### **b. Website Hosting, Maintenance and Support**

Following GCWDB's acceptance of the work product, for a negotiated monthly fee for web hosting, maintenance and support, selected contractor shall provide the following:

- Monthly maintenance and support
- Site hosted server with server maintenance that is hardened and secure
- Upgrades and patches to performance, as needed, for both operational and security issues
- Registration of site
- Reporting services (monthly reports on maintenance and performance)
- Technical support to GCWDB's staff
- Back-ups
- Scalable, dedicated Internet bandwidth to the host server

#### **c. Content Control**

GCWDB shall have sole control over the content of the website and will own all rights to the website. Contractor shall not supplement, modify, or alter any work product which has been accepted by

GCWDB and any content (other than modifications strictly necessary to upload content to the website) without the prior written authorization of GCWDB. Contractor shall upload all initial content, including updates, to the website within 5 business days of delivery by GCWDB. Contractor shall also permit GCWDB to electronically transmit or upload content directly to the website through a CMS back end.

**d. *Site Backup***

Selected contractor shall perform backups and maintain a complete and current copy of the website at all times. Contractor shall guarantee backups are performed and quick site restoration in the event of a failure. Contractor will provide disaster recovery measures to be executed if needed.

**e. *Security***

Selected contractor shall prevent unauthorized access, physical or electronic, to the production and shadow site, other restricted areas of the website and any databases or other sensitive material generated from or used in conjunction with the website. Contractor shall monitor site for intrusions and notify GCWDB of any known security breaches or holes.

**f. *Server Logs and Web Site Statistics***

Selected contractor will provide monthly web server statistical reports to GCWDB, and at any other time as may be reasonably requested by Workforce Solutions. Contractor shall deliver in electronic form the raw server logs of the website activity for reports to be generated as part of another service. Contractor will enable server logs to capture all information, and Workforce Solutions will determine which information it will require.

**g. *Copyright and Confidentiality***

The successful Offeror must maintain strict privacy of GCWDB records, data and files (regardless of media); including any copyrighted material received from GCWDB.

**h. *Service Level Agreement***

GCWDB will require a Service Level Agreement (SLA) with the selected contractor. The SLA will outline compensation in the form of services or features for each month where the website is not accessible 99% of the time. If the services are no longer funded or the selected contractor becomes insolvent or is no longer capable of delivering services, all content and information stored on the host server will be physically and electronically delivered to GCWDB in a usable format.

**i. *Required Features and Capabilities***

The following is a list of the minimum required features for the website. This information is to be used in the development of proposals, including budget. Responsive proposers must have the ability to offer and support all these features.

- Dynamic design – mobile compatibility
- Compatible with all search engines
- Office 365 compatibility
- Site identification (banner)
- Homepage links to most requested items
- Graphic buttons customized to provide instant access to information and communication
- Print or email page, RSS, social media (i.e., Facebook and Twitter) on every page
- News Flash items
- Customer Friendly Navigation less than 3 clicks to content

- Commonly used large market share CMS with database development/integration as needed
- Calendars of events – at a glance with filter list, day, week, month, notify me, iCals and RSS
- Feedback Form email submission to designated address
- Permanent links on every page
- FAQs or other frequently used services
- Global navigation with hierarchical structure
- Ability to sign up for notifications via email or SMS
- Powerful search ability through site
- Dynamic Breadcrumbs & Site Map
- Search Engine Registration & Optimization
- Bad Links Identifier
- Area that links to blog or blog area provided
- Live chat function
- Meet accessibility requirements – The created websites must follow Federal 508 accessibility requirements and WCAG 2.0 AA standards and be tested for accessibility before acceptance by GCWDB. Selected vendor must provide a report that will include the results of auto-testing, screen-by-screen
- Assessments, pass/fail status for each of the identified compliance standards to be met and recommendations for how to repair the screens/pages that do not meet the standards. If possible, the report should include documentation of the experience of real users with disabilities and may recommend techniques for improving the usable accessibility of the application. Contractor shall validate, by title, if all accessibility requirements have been met.
- Translation of content into multiple languages via Google translate or similar technology
- Text should be scalable into larger fonts to accommodate the visually impaired to the greatest extent possible,
- Internal document depository – required username and password protected
- Website Statistics including ability to download web logs by month
- User interface for calendar updates
- Managed news with auto publish of last three current events
- Managed Contact Us and Form Center
- Monthly polls (ability to create/display with results)
- Event Registration through added module or integration with a third-party tool
- Direct access to database if applicable
- Well-documented instructions on how to update site
- Multiple Browser Support Windows, Mac, IOS, Android and be Mobile friendly and responsive
- Well-documented instructions of additional menu options
- Templates for future pages along with modification instructions
- Web-based Admin User Interface – Control Center for the following items: Content administration and management (ability to add/remove content, change headers and footers, modify menu & navigation, modify content, add/remove graphics, multiple user- level login & access, undo option)
- Mobile web site detection and browsing

## **2.2. Eligible Proposers**

Organizations possessing the capacity and demonstrated ability to perform successfully under the terms and conditions of a contract with GCWDB may respond to this RFQ. Eligible firms or independent agents include public entities, community-based organizations, faith-based organizations, non-profit organizations, private for-profit corporations, and other qualified providers. Minority, disadvantaged, veteran and/or women-owned businesses are encouraged to respond to this RFQ. Entities that are presently debarred, suspended, proposed for debarment, declared ineligible or

voluntarily excluded from participation in this transaction by any federal department or agency are not eligible to respond to this RFQ or receive a contract.

### **2.3. Funding Clause**

Funding for the contract agreement is made possible from Federal and State workforce program allocations contracted to GCWDB through the Texas Workforce Commission. Any contract award resulting from this RFQ will be subject to early termination in the event Federal and/or State funding from Texas Workforce Commission is terminated or reduced to a level that continued funding of contracted services is no longer feasible. Such termination shall be without penalty. The selected contractor must be willing to accept this Funding Clause and incorporate it into any resulting contract agreement.

For the purpose of compliance with Section 511 of Public Law 101-166 (the Stevens Amendment), 100% of this project is financed by Federal Funds.

### **2.4. Authority**

All contracts awarded as a result of this RFQ must fully comply with applicable federal, state and local laws, rules, regulations and policies. GCWDB's policies and plans are available upon request. Proposers are expected and presumed to be knowledgeable of all applicable federal, state and local laws, rules, regulations, and policies.

For more information, see the Texas Workforce Commission web page at: <https://twc.texas.gov/agency/laws-rules-policy>

### **2.5. Governing Provisions and Limitations**

Violation of any of the following provisions may cause a proposal to be rejected:

1. The GCWDB is not liable for any cost associated with responding to this RFQ and will not authorize such costs as part of the contract with the selected organization.
2. The only purpose of this RFQ is to ensure uniform information in the solicitation of proposals for the procurement of services under the programs it covers. This RFQ is not to be construed as a purchase agreement, contract, or commitment of any kind; nor does it commit GCWDB to pay for costs incurred prior to the execution of a formal contract unless such costs are specifically authorized in writing by GCWDB.
3. GCWDB reserves the right to accept or reject any or all proposals received, to cancel or reissue this RFQ in part, or its entirety.
4. GCWDB reserves the right to award a contract for any items/services solicited via this RFQ in any quantity GCWDB determines is in its best interest.
5. GCWDB reserves the right to request additional information, clarification of, or explanation of any aspect of a response to this RFQ.
6. GCWDB reserves the right to correct any error(s) and /or make changes to this solicitation as it deems necessary.
7. GCWDB reserves the right to negotiate the final terms of any and all contracts awarded as a result of this solicitation with the selected proposer and any such terms negotiated may be renegotiated



and/or amended as necessary in order to successfully meet the needs of the workforce development area.

8. GCWDB reserves the right to contact any individual or entity listed in the proposal that may have knowledge of the proposer's experience, performance and qualifications.

9. GCWDB reserves the right to withdraw or reduce the amount of an award or to cancel any subaward or agreement resulting from this procurement if adequate funding is not received from TWC or other funding sources or due to legislative changes.

10. Proposers shall not, under penalty of law, offer or provide any gratuities, favors, or anything of monetary value to any officer, member, employee, or agent of the Board for the purpose of having an influencing effect toward their own proposal or any other proposal submitted hereunder.

11. Proposers shall not attempt in any manner to advocate for, lobby or otherwise attempt to influence any officer, board member, employee, proposal evaluator, or agent of GCWDB or elected official for purposes of affecting the outcome of this procurement.

12. No employee, officer, or agent of GCWDB shall participate in the selection, award or administration of a contract supported by workforce development funds, if a conflict of interest, or potential conflict, would be involved.

13. Proposers shall not engage in any activity that will restrict or eliminate competition.

14. All proposals submitted must be an original work product of the proposers. The copying, paraphrasing or otherwise using substantial portions of the work product from other entities and submitted hereunder as original work of the proposer is not permitted. Failure to adhere to this instruction may cause the proposal to be disqualified and rejected.

15. The solicitation and selection of proposals must conform to all relevant federal, state and local laws, regulations, rules, and policies governing the procurement of products, goods, and services. Proposers are responsible for familiarizing themselves with all such matters.

## **Section 3 – RFQ GENERAL INFORMATION**

### **3.1. RFQ Availability**

The RFQ will be posted on GCWDB's website, [www.gcworkforce.org/doing-business-with-us](http://www.gcworkforce.org/doing-business-with-us), and Texas Registry on January 10, 2022

The deadline for submission in response to this RFQ is Friday, March 11, 2022, by 4:00 p.m. (CST).

### **3.2. Technical Assistance**

Any questions regarding this RFQ must be submitted by email no later than 4:00 pm Monday, January 24, 2022. No questions may be submitted via private or public mail carrier, courier service, fax, or hand delivery, nor via telephone or in-person communication. A question and answer publication will be released by the Board on Friday, January 31, 2022. This publication will be posted on the Board's website @ [www.gcworkforce.org/doing-business-with-us](http://www.gcworkforce.org/doing-business-with-us). All questions should be directed to [josetroncoso@gcworkforce.org](mailto:josetroncoso@gcworkforce.org).

Other than questions submitted as directed above, GCWDB board members and staff are precluded from answering questions concerning this RFQ or the procurement process. Contact with Board members or staff of the Board or the current Subrecipient from the date that this RFQ is released until the contract is awarded is strictly prohibited. Violations of this prohibition will result in the automatic disqualification of the proposal.

Proposals may be withdrawn upon written request if made before the response deadline. The cost of submissions or returning proposals that are withdrawn shall be the responsibility of the proposer. Once the response deadline is passed, all proposals will become the property of GCWDB and will not be returned.

### **3.3. Proposal Evaluation**

All proposals will be reviewed and evaluated by a review team designated by GCWDB executive director. The evaluation process will include the following steps:

Step 1 – Determine responsiveness of each proposal received in terms of the requirements and specifications contained in this RFQ. Proposals deemed as non-responsive will not be considered for selection/award.

Step 2 – Responsive proposals will be evaluated and scored using a standardized instrument listing the criteria contained in this RFQ.

Step 3 – Scores will be totaled, and a rank of proposals determined.

Step 4 – GCWDB staff will notify all proposers of their selection or non-selection. Negotiations will begin with the selected proposer/proposers.

**EVALUATION CRITERIA**

<p><u>Qualifications, Knowledge and Experience</u>          This criterion examines the qualifications, knowledge and skills of the respondent which have been derived from actual work experiences including a minimum of five (5) years of relevant prior experience providing similar services. Respondent’s demonstrated experience should also include knowledge and understanding of website design and accessibility compliance requirements. A minimum of three (3) references from active clients</p>	<p><b>35 POINTS</b></p>
<p><u>Design and Service Approach</u>          This criterion is a measure of the respondent’s proven ability to perform the services requested. Points will be awarded based on: (1) the firm’s proven track record in providing same or similar services as those requested in this RFQ, (2) the respondent’s operating approach and method for delivering such services, and (3) the technical resources available and designated for this contract</p>	<p><b>35 POINTS</b></p>
<p><u>Reasonableness of Cost</u>          This criterion will determine if costs submitted are reasonable and necessary to perform the proposed services.</p>	<p><b>35 POINTS</b></p>
<p><u>Historically Underutilized Businesses (HUB) Bonus Points</u>          Proposals that document HUB status will be awarded five bonus points. HUB must attach a copy of the notice of certification to be eligible for the points awarded under this section</p>	<p><b>5 POINTS</b></p>
<p><b>Total Possible Points:</b></p>	<p><b>105 POINTS</b></p>

**3.4. Acceptance of Evaluation Methodology**

By submitting a proposal, Proposer acknowledges:

- Proposer’s acceptance of the Proposal Evaluation Process
- The criteria for selection
- Proposer’s recognition that some subjective judgments must be made by GCWDB and the evaluators during the RFQ process.

**3.5. Debriefings and Appeals**

- The purpose of a Debriefing is to promote the exchange of information between a respondent and the Board staff pertaining to the proposal process and the bid evaluation system. The goal of a Debriefing is to assist a respondent in improving the quality of future bids. A Debriefing shall include an informal exchange of information pertaining to the Board proposal process and bid evaluation system and shall serve as an educational function for residents. During a Debriefing, the respondent will receive information on how their proposal was received and ranked. The Board reserves the right to limit the amount of time allocated for a Debriefing.

**Step 1:**

Respondents who desire a Debriefing must submit a written request within ten (10) calendar days of receipt of the Board’s notification of the procurement decision. The Board shall acknowledge receipt of the request for a Debriefing in writing within ten (10) working days of receipt, along with the date and time of the scheduled Debriefing.

The Request for a Debriefing must be sent by registered mail or hand delivered (receipt will be issued), clearly identified externally as “Dated Material” and addressed to:

Workforce Solutions Golden Crescent Attn: Executive Director, 120 S. Main St., Suite 501, Victoria,

Texas 77901. Telefax, facsimile, and e-mail requests for a Debriefing will NOT be accepted.

**Step 2:**

The Debriefing shall be scheduled at the Board office located at 120 S. Main Street, Suite 501, Victoria, Texas 77901 or by phone no later than ten (10) working days from the date the inquiry is received by the Board.

**Step 3:**

The Board staff shall meet with the respondent and shall review: 1) the proposal and bid evaluation process; and 2) how the appealing party's proposal/bid was scored and ranked; suggestions on how to improve future bids (if applicable).

- An Appeal occurs when an unsuccessful respondent believes that they were treated unfairly in the bid proposal and award process, and that they, rather than the organization selected for the award, deserve the procurement contract.

**Step 1:** If a respondent wishes to appeal the decision of the Board regarding their bid proposal, the complainant respondent must submit to the Executive Director, a written Request for a Hearing within ten (10) calendar days of the Debriefing. The Board shall acknowledge receipt of the Request for a Hearing in writing within ten (10) working days of receipt, along with the date and time of the scheduled Hearing. The Request for a Hearing must be sent by registered mail or hand delivered (receipt will be issued), clearly identified externally as "Dated Material" and addressed to:

Workforce Solutions Golden Crescent  
Attn: Executive Director  
120 S. Main, Suite 501, Victoria, Texas 77901

Note: Telefax, facsimile, and e-mail notices will NOT be accepted

**Step 2:** The written Request for a Hearing sent to the Executive Director must include the following information:

- a. The funding decision being appealed (i.e. specific date of the RFQ/IFB and the Board's action taken);
- b. Name, address, and phone number of the protesting party(ies);
- c. A description of any alleged acts or omissions by the Board that form the basis for the protest (this must include the specific concerns and the specific grounds for the protest, and a citation of the law or regulation allegedly violated that forms the appeal.)
- d. Any written information that respondent believes is relevant to the protest.
- e. The remedy sought by the respondent.
- f. An original signature by the appealing organization's authorized representative.

**Step 3:** A Hearing shall be scheduled at the Board Offices or by phone at a mutually agreed time and date, but no later than twenty (20) calendar days from the date the Request for a Hearing is received by the Board.

**Step 4:** The Executive Director, or his/her designee, shall act as the Hearing Officer. The Executive Director shall also appoint a Committee of either GCWDB Members and/or GCWDB staff to serve as the Hearings Committee. Such committee shall consist of the Hearing Officer and two or four additional committee members.

**Step 5:** The Hearing Committee shall meet with the protesting party to discuss the specific concerns and the grounds for the protest identified in the Request for a Hearing (see Step 2(c) above). Only those issues presented in the Request for a Hearing will be addressed at the Hearing. The Hearings Committee shall evaluate the appropriate actions which should be taken while abiding by GCWDB

funding rules and regulations and which are consistent with GCWDB procurement policies.

**Step 6:** A determination will be made within ten (10) business days from the date of the Hearing. Should the Hearings Committee determination result in a different outcome for the respondent, such recommendation shall be presented to the full GCWDB for consideration and possible action at the next scheduled meeting. However, GCWDB is NOT obligated to accept the Hearings Committee determination and/or recommendation.

**Right to Make No Awards.** The Board specifically reserves the right to vary the provisions set forth herein any time prior to the execution of a contract where such a variance is deemed in the best interest of the Board. The Board reserves the right to accept or reject any or all proposals submitted; to cancel this Request in part or in its entirety; or to reissue the RFQ in part or in its entirety.

### **3.6. RFQ Submission Instructions**

The deadline for submission in response to this RFQ is Friday, March 11, 2021 by 4:00 p.m. (CST). Timely delivery of proposals to the Board offices or via email is the sole responsibility of the proposer.

Completed proposals must be submitted to:

Workforce Solutions Golden Crescent  
120 South Main, Suite 501  
Victoria, Texas 77901  
Attention: Jose Troncoso  
or email to: [josetroncoso@gcworkforce.org](mailto:josetroncoso@gcworkforce.org)

Unless requested by the Board, no additional information will be accepted from a proposer after the deadline for submission of proposals. (Note: All proposals will become the property of the Board).

Proposers must submit the original with all executed (i.e. original signatures) forms and certificates. Any Proposal lacking any of the attachments will be ruled unresponsive and will not be considered under this procurement.

#### **SUBMISSION ORDER**

Sequentially numbered pages, including any attachments

- Proposal Cover Sheet (Attachment A)
- Proposal Narrative (Attachment B)
  - A. Qualifications and Experience
  - B. Design and Service Approach
- Budget Form (Attachment C)
- Capabilities Chart (Attachment D)
- Certification Regarding Conflict of Interest (Attachment E)
- Certifications Regarding Lobbying, Debarment, Suspension and Other Responsibility Matters, Drug-Free Workplace Requirements (Attachment F)
- Texas Corporate Franchise Tax Certification (Attachment G)
- State Assessment Certification Workplace (Attachment H)
- Certification of Proposer (Attachment I)
- Other relevant information

**ATTACHMENT A – PROPOSAL COVER SHEET**

REQUEST FOR QUOTES  
FOR WEBSITE REDESIGN, HOSTING AND MAINTENANCE SERVICES

Legal Name of Proposing Entity and dba, if any:	
Mailing Address	
Physical Address	
Authorized Representative/Signatory Authority:	
Telephone Number:	
Cell Phone Number	
Fax Number:	
E-Mail:	
Type of Organization	<input type="checkbox"/> Private for-profit <input type="checkbox"/> Private non-profit <input type="checkbox"/> Government Agency <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> Other (specify)
Date Established	
Federal EIN	
Texas State Comptroller ID Number	
Historically Underutilized Business?	<input type="checkbox"/> Yes (if yes, attach current certificate) <input type="checkbox"/> No
Typed Name & Title of Authorized Signatory:	
Signature and Date:	

## **ATTACHMENT B – PROPOSAL NARRATIVE**

### **A. Qualifications and Experience**

- 1) Provide a brief description of the history and structure of your organization: how long you have been in business, description of ownership type, principal location, and number of employees.
- 2) Describe the services that your organization provides.
- 3) Describe the capabilities and capacity of your organization to demonstrate your ability to perform the services requested in this RFQ.
- 4) Identify all personnel that will be assigned to any work associated with this proposal (name and title) and provide a brief summary of each person's qualifications. Identify the person who will serve as the lead or primary contact for the project.
- 5) Provide at least three (3) references of current clients and/or former clients that you have provided the same or similar services as described in this RFQ to during the last two (3) years. Include organization name, contact person, address, telephone number, and email address (if available), and dates of service.
- 6) Provide evidence of a high level of skill in website design and in producing attractive websites that offer an effective, user-friendly environment that is easy to manage and meets contemporary standards for website appearance and functionality. Provide links to three (3) websites that demonstrate your web design skills.
- 7) Provide any additional information that would support your organization's proposal.

### **B. Design and Service Approach**

- 1) Describe your approach to for the development, implementation, and maintenance services outlined in this RFQ. Provide a timeline and budget for project plan, assessment, implementation, testing, training, deployment, and maintenance. (Note: The specific services should address and demonstrate your understanding of the type of services requested).
- 2) Describe your operating approach and method of performance in providing this type of services to non-profit, public organizations.
- 3) Describe the specific resources your firm will dedicate to this contract and your ability to perform website design, as described in this RFQ, in a timely manner. Describe your firm's ability to perform work assignments within tight timeframes. Including your expertise in website architecture development content management systems, interactivity, analytics and searchability, database integration, security, customer support and other technical aspects of producing a highly functional website.
- 4) Does your firm intend to subcontract any work out to other individuals or firms? If your response is YES, please specify what work would be subcontracted, the reasons for subcontracting, and to whom. And if work is subcontracted, does your firm have the ability to procure additional services from other vendors using a competitive process (e.g., obtaining a minimum of three quotes)? And does your subcontract documents allow for including specific contract provisions required by our Board and funding agency?

- 5) Describe how the shadow site will be created, which will be utilized to review and evaluate the work product and serve as a staging/testing environment prior to launching the production site.
- 6) Explain the process that will be followed to update the site and evaluate usability standards and testing.
- 7) Provide a description of infrastructure, utilities and tools proposed for website updates and maintenance.
- 8) Describe the process to be used for upgrades and patches that will be performed for both operational and security issues as needed.
- 9) Describe your systems for ensuring security of the website, databases or any sensitive materials. Include a description of your system monitoring and processes of notification and action to any breaches or holes.
- 10) Provide a detailed description (or list) of the services to be provided/included as part of the ongoing maintenance and support of the website, including:
  - a. Data center redundancy
  - b. Frequency of backups
  - c. Safeguarding of the back-up copies
  - d. Monitoring tools and measures to ensure website availability
  - e. Provider's responsibilities and action if the service is compromised, e.g. by power loss, flood, fire, or structural damage to your location
  - f. Information on the hosting site, including specifications on security, disaster recovery, and procedures for handling outages
- 11) Describe the security of the host server and for the website.
- 12) Describe requirements, if any, for bandwidth to the Internet necessary to support reasonable performance of website maintenance tools
- 12) Complete Attachment D – Capabilities Chart

### C. Timelines

The proposal should include a comprehensive list of planned tasks, timelines and deliverables. GCWDB's firm date for going live with the website is July 1, 2022. Provide the following:

- 1) Outline of all tasks to be performed.
- 2) Person(s) responsible for each task.
- 3) Timeframe for completion of each task.
- 4) Number of days/hours estimated to complete work.
- 5) A contingency plan should be included in case the original timeline is not met.

Indicate the frequency of progress reports or progress meetings which GCWDB can anticipate during this project.



## ATTACHMENT C – BUDGET FORM

Provide a line-item budget or schedule of fees for each of the cost area listed below. Include an explanation for all costs – i.e. hourly rates, set-up fees, frequency, etc. Attach additional pages if needed.

### Cost Summary

Website Design	\$
Hosting	\$
Ongoing Maintenance and Support	\$
TOTAL	\$

1. Website Redesign Costs
2. Hosting
3. Ongoing Maintenance and Support
4. Hourly Rate(s) for added services as needed

## ATTACHMENT D – CAPABILITIES CHART

Check all items that are included or applicable in your hosting proposal. Provide a line-item budget or schedule of fees for each of the cost area listed below. Include an explanation of service and costs in the note section along with frequency – i.e. hourly rates, set-up fees, etc. Attach additional pages if needed.

WEB HOSTING	PROVIDED			NOTES:
	YES	NO	NA	
Secure Hosting and features or services				
Disk Space allotted for hosting package				
Bandwidth (Network Traffic) List limits if any.				
Daily Backups and Restore abilities				
Monthly Maintenance/Support included (Number of Hours)				
Domain Names/Sub Domains				
99% Network Uptime Guarantee				
Control Panel or Admin Access				
Web Site Traffic Report				
Access to raw web file logs				
Describe any site monitoring offered				
Auto Responders				
FTP Accounts				
My SQL Databases				
Custom Error Page				
Protected Directories				
Streaming Audio & Video				
Tech Support				
SSL				
24/7 Access FTP				
Site Ranking Reports				
File Manager				
Automated Programming Interfaces (APIs)				
Live Chat				
Event Registration				
Security Patches – Please include frequency				

**ATTACHMENT E – CERTIFICATION REGARDING CONFLICT OF INTEREST**

By signature of this proposal, Proposer covenants and affirms that:

- (1) No manager, employee, or paid consultant of the Proposer is a member of the Board, the CEO, or an employee of the Board;
- (2) No manager or paid consultant of the Proposer is married to a member of the Board, the CEO, or an employee of the Board;
- (3) No member of the Board, the CEO, or employee of the Board owns or controls more than a 10 percent interest in the Proposer;
- (4) No spouse or member of the Board, CEO, or employee of the Board is a manager or paid consultant of the Proposer;
- (5) No member of the Board, the CEO, or employee of the Board receives compensation from Proposer for lobbying activities as defined in Chapter 305 of the Texas Government Code;
- (6) Proposer has disclosed within the proposal any interest, fact, or circumstance which does or may present a potential conflict of interest;
- (7) Should Proposer fail to abide by the foregoing covenants and affirmations regarding conflict of interest, Proposer shall not be entitled to the recovery of any costs or expenses incurred in relation to any contract with the Board and shall immediately refund to the Board any fees or expenses that may have been paid under the contract and shall further be liable for any other costs incurred or damages sustained by the Board relating to that contract.

Disclosure of Potential Conflict of Interest (Please describe): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Name of Organization

\_\_\_\_\_

Signature of Authorized Representative

Date

\_\_\_\_\_

Printed Name and Title of Authorized Representative

**ATTACHMENT F – STATE ASSESSMENT CERTIFICATION**

The undersigned authorized representative of the firm or individual 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 firm or individual certifies that:

\_\_\_\_\_ 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.

and

\_\_\_\_\_ Has no outstanding Unemployment Insurance overpayment balance payable to the State of Texas.

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Signature and Date

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Printed Name and Title

**ATTACHMENT G – TEXAS CORPORATE FRANCHISE TAX CERTIFICATION**

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Pursuant to Article 2.45, Texas Business Corporation Act, state agencies may not contract with a for-profit corporation that is 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.

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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 tax to the State of Texas.

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Signature and Date

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Printed Name and Title

**ATTACHMENT H – CERTIFICATION REGARDING LOBBYING, DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS, EQUAL OPPORTUNITY/NON-DISCRIMINATION, AND DRUG-FREE WORKPLACE REQUIREMENTS**

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 Education (34 CFR Part 82), Department of Health and Human Services (45 CFR Part 93).

The undersigned contractor 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.

Debarment, Suspension, and Other Responsibility Matters: This certification is required by the Federal Regulations, implementing, Executive Order 12549, Government-wide Debarment and Suspension, 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), Department of Health and Human Services (45 CFR Part 76).

The undersigned contractor certifies that neither it nor its principals:

- (1) Are presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from participation in this transaction by any federal department or agency.
- (2) Have not within a three-year period preceding this contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, State or Local) transaction or contract under a public transaction, violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- (3) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity with commission of any of the offenses enumerated in Paragraph (2) of this certification; and,
- (4) Have not within a three-year period preceding this contract had one or more public transactions terminated for cause or default.

Where the prospective recipient of federal assistance funds is unable to certify to any of the statements in this certification, such prospective recipient shall attach an explanation to this certification.

Equal Opportunity/Non-Discrimination: This certification is required by the Federal Regulations, implementing Section 29 CFR part 38 of the Workforce Innovative and Opportunity Act under the Department of Labor.

WSGC is an Equal Opportunity Employer and complies fully with the nondiscrimination and equal opportunity provisions of the applicable laws. As a condition to the award of financial assistance from the Department of Labor under Title I of WIOA, the grant applicant assures that it has the ability to comply with the nondiscrimination and equal opportunity provisions of the following laws and will remain in compliance for the duration of the award of federal financial assistance:

- (1) Section 188 of the Workforce Innovation and Opportunity Act (WIOA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or against beneficiaries on the basis of either citizenship status or participation in any WIOA Title I-financially assisted program or activity;
- (2) Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color and national origin;
- (3) Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
- (4) American with Disabilities Act of 1990 (ADA), as amended, which prohibits discrimination based on disability;
- (5) The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and
- (6) Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

The grant applicant also assures that, as a recipient of WIOA Title I financial assistance, it will comply with 29 CFR part 38 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIOA Title I-financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIOA Title I-financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.

Other Federal statutes related to nondiscrimination that may apply must also be followed.

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 contractor 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 Contractor's 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 Contractor's policy statement;
- (4) Notifying the employees in the Contractor's policy statement that as a condition of employment under this contract, employees shall abide by the terms of the policy statement and notifying the Contractor in writing within five (5) days after any conviction for a violation by the employee of a criminal drug statute in the workplace;
- (5) Notifying Workforce Solutions within ten (10) days of Contractor's 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. Submission of this certification is a prerequisite for making or entering into this transaction.

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Signature and Date

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Printed Name and Title



**ATTACHMENT I – CERTIFICATION OF PROPOSER**

I hereby certify that the information contained in this proposal and any attachments is true and correct and may be viewed as an accurate representation of proposed services to be provided and the administrative, management and financial systems of this organization. I certify that no employee of Workforce Solutions Golden Crescent has assisted in the preparation of this proposal.

I acknowledge that I have read and understand the requirements and provisions of the RFP and that the organization will comply with applicable local, state and federal regulations and directives in the implementation of the program. I also certify that I have read and understand the Governing Provisions and Limitations section presented in this RFP and will comply with the terms.

This proposal is a firm offer for a minimum of 180 days.

I, \_\_\_\_\_, certify that I am the  
(Printed Name)

\_\_\_\_\_ of the corporation, partnership, organization, or other  
(Printed Title)

entity named as Respondent herein and that I am authorized to sign this proposal and submit it to the Workforce Solutions Golden Crescent Workforce Board on behalf of said organization by authority of its governing body.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Address)

\_\_\_\_\_  
(Phone)