

# Texas Workforce Commission (TWC) Procurement

The Texas Workforce Commission (TWC) mission is to promote and support a workforce system that creates value and offers employers, families, individuals, and communities the opportunity to achieve and sustain economic prosperity.

**Procurement #** 3202400159

**Procurement Name:** Open Enrollment for Employment Services

## **Instructions for hyperlinks in this notice:**

To ensure that hyperlinks open, hold down the CTRL key while clicking on a hyperlink. Some hyperlinks for PDF forms and Microsoft Word documents, including chapters for the [Vocational Rehabilitation Standards for Providers Manual \(VR-SFP\)](#), may download to your device instead of opening immediately.

## **Instructions for embedded forms in this notice:**

When a form is embedded within this notice, double-click the form icon to open the document. Afterward, enter the required information for application submission and save your own copy to fill out and include with your application.

## **I. GENERAL INFORMATION**

### **A. Contract Subject**

Employment Services

### **B. Posting**

This is a notice of Open Enrollment for Employment Services to be provided to Vocational Rehabilitation (VR) customers served by the Texas Workforce Commission-Vocational Rehabilitation (TWC-VR) division on behalf of TWC. Opportunities are available to provide Employment Services for TWC-VR Workforce Solutions offices in all areas of the state. Applicants must meet **all** requirements and specifications outlined herein to be eligible to provide Employment Services.

### **C. TWC Points of Contact**

1. For procurement questions, including obtaining an encrypted email for submission and any questions about the solicitation:
  - a. TWC Consumer Procurement  
[consumer.procurement@twc.texas.gov](mailto:consumer.procurement@twc.texas.gov); or
  - b. Rebecca Stone [rebecca.stone@twc.texas.gov](mailto:rebecca.stone@twc.texas.gov);

2. For scope of work questions, including qualifications and forms in the enrollment packet contact the VR Standards mailbox at [vr.standards@twc.texas.gov](mailto:vr.standards@twc.texas.gov).

**Note:** If you prefer to speak with someone, a phone meeting can be scheduled when requested.

## D. Definitions

<b>Applicant</b>	An entity or individual who submits a <a href="#">Provider Enrollment Packet</a> in response to this solicitation.
<b>Confidential Information</b>	<p>Any communication or record (whether oral, written, electronically stored, or transmitted, or in any other form) provided to or made available to Contractor or that Contractor may create, receive, maintain, use, disclose or have access to on behalf of TWC that consists of or includes any or all of the following:</p> <ul style="list-style-type: none"> <li>a. Customer Information;</li> <li>b. Protected Health Information (PHI), in any form including without limitation, Electronic Protected Health Information or Unsecured Protected Health Information;</li> <li>c. Sensitive Personal Information, as defined by Texas Business and Commerce Code, § 521.002(a)(2);</li> <li>d. Federal Tax Information;</li> <li>e. Personally Identifiable Information (PII) as defined by Texas Business and Commerce Code § 521.002(a)(1);</li> <li>f. Social Security Administration Data, including, without limitation, Medicaid information;</li> <li>g. All privileged work product; all information designated as confidential under the constitution and laws of the State of Texas and of the United States, including the Texas Health and Safety Code and the Texas Public Information Act, Texas Government Code, Chapter 552;</li> <li>h. Personally Identifiable Information defined by 2 CFR 200.1; and</li> </ul>

	<p>i. Information deemed confidential under The Rehabilitation Act of 1973, 29 U.S.C. Chapter 16, as amended, and implementing regulations 34 C.F.R. Parts 361 through 396.</p>
<b>Conflict of Interest</b>	<p>A conflict of interest is a situation that creates a risk that professional judgment or actions will be unduly influenced by a personal interest or relationship and creates substantial conflicts with the proper discharge of duties required by a contract and the public interest. Each Applicant must comply with the content on Conflict of Interest located in the <a href="#">VR-SFP Chapter 3: Basic Standards</a>.</p>
<b>Contractor</b>	<p>A legal entity or individual who TWC is contracted with to provide goods and/or services for TWC Customers. Contractor can be used interchangeably with Provider, Service Provider, or Vendor.</p>
<b>Customer</b>	<p>An individual that has met the TWC eligibility criteria and has been approved to receive TWC services.</p>
<b>Employment Services Contracts</b>	<p>Includes services described in the following chapters in the <a href="#">VR Standards for Providers (VR-SFP) Manual</a> that can be provided to any VR Customers through issuance of a Service Authorization.</p> <ul style="list-style-type: none"> <li>a. <a href="#">Chapter 4: Employment Assessments</a></li> <li>b. <a href="#">Chapter 13: Work Readiness Services</a></li> <li>c. <a href="#">Chapter 14: Work Experience Services</a></li> <li>d. <a href="#">Chapter 17: Basic Employment Services</a></li> <li>e. <a href="#">Chapter 18: Supported Employment Services</a></li> </ul>

<p><b>Vocational Rehabilitation Division (VRD):</b></p>	<p>The TWC Vocational Rehabilitation Division (VRD) administers the Vocational Rehabilitation Services Program, which is a joint state and federally funded program to assess, plan, develop, and provide VR services for eligible individuals with disabilities, consistent with their unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice so that these individuals can prepare for and engage in competitive integrated employment and achieve economic self-sufficiency. In accordance with the Rehabilitation Act of 1973, as amended by Title IV of WIOA (29 U.S.C. § 720 et seq.). VRD is the single designated state unit for the VR program.</p>
<p><b>Vocational Rehabilitation Standards for Providers Manual (VR-SFP)</b></p>	<p>The <a href="#">VR Standards for Providers (VR-SFP) Manual</a> focuses on the business practices, processes, and policies that must be followed for TWC and the contracted Provider to comply with federal and state laws and TWC rules and requirements. The <a href="#">VR-SFP Manual</a> ensures TWC-VR Customers receive quality services. Each Contractor should review the <a href="#">VR-SFP Manual</a> and forms for changes every thirty (30) calendar days. Each Provider is expected to be familiar with and comply with the most recently published <a href="#">VR-SFP Manual</a> and use the most recently published forms applicable to their contract.</p>

## **E. Open Enrollment Period**

1. Start Date: April 17, 2024
2. End Date: September 30, 2025, 3:00 p.m. CT

## **F. Certifications**

By signing and submitting the [Execution of Offer](#) form with the Provider Enrollment Packet, Applicant attests to its compliance with the Certifications provided in Section 3 of the [TWC-VR Standard Terms and Conditions](#).

## **G. Contract Award**

TWC intends to award contracts to qualified Applicants throughout the enrollment period and may award multiple contracts within individual counties or groups of counties.

Entities, Applicants, and/or individuals that are debarred or excluded by the federal government are excluded from receiving federal contracts or certain subcontracts, and certain types of financial and nonfinancial assistance and benefits. Entities, Applicants and/or individuals that are debarred or excluded by the State of Texas are excluded from doing business with the state.

TWC may consider past performance, or any other factor it deems to be in the best interest of TWC or the State of Texas, when determining whether to award a contract to an Applicant.

Participation in a post-award orientation will be required before any services related to the awarded contract can be performed.

## **H. Compensation**

Contractors must comply with [VR-SFP Manual](#) published for the date(s) the services were delivered. The [VR-SFP Manual](#) will describe the staff qualifications, service descriptions, process and procedures, outcomes required for payments and fees. The Employment Services includes services in the following in the [VR-SFP Manual](#):

- a. [Chapter 4: Employment Assessments](#)
- b. [Chapter 13: Work Readiness Services](#)
- c. [Chapter 14: Work Experience Services](#)
- d. [Chapter 17: Basic Employment Services](#)
- e. [Chapter 18: Supported Employment Services](#)

Contractors must comply with the [VR-SFP Chapter 3: Basic Standards](#) and any other applicable sections of the [VR-SFP Manual](#).

Payments made to Contractors will be based on the Fee Schedule in the [VR-SFP Manual](#) for the applicable service when all requirements have been achieved.

Additional payment requirements may be imposed on Contractors through the contract executed with successful Applicants.

## I. TWC-VR Standard Terms and Conditions

Contracts resulting from this solicitation will include the most current TWC-VR Standard Terms and Conditions. Though the current TWC-VR Standard Terms and Conditions is embedded below for your review, it may be different from the TWC-VR Standard Terms and Conditions in effect at the time of contract execution.



VR OE T&Cs  
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## II. Scope of Work

### A. Provider Requirements, Responsibilities, and TWC Policies

Providers must be knowledgeable about their responsibilities, the service requirements and TWC policies applicable to them.

### B. Standards for Providers

Providers under contract with TWC must adhere to the current [VR-SFP Manual](#) when providing services to VR Customers.

Notice of upcoming changes to the [VR-SFP Manual](#) are published on the [Vocational Rehabilitation Providers' Resources page](#) at least thirty (30) calendar days in advance of the effective date of the changes. Each Provider is contractually responsible for maintaining compliance with the most current [VR-SFP Manual](#).

A revision list that summarizes any formal changes to the VR-SFP Manual can be found on the [Vocational Rehabilitation Standards for Providers Revision Log](#).

TWC GovDelivery list notifies Providers every time revisions are posted to the [VR-SFP Manual](#) and other important information. All Contractors should subscribe to TWC GovDelivery to gain these notifications. Visit the [TWC GovDelivery website](#), enter an email address, and select the topic "Vocational Rehabilitation Contractors and Providers News" to subscribe.

For questions about the content in the VR-SFP email [vr.standards@twc.texas.gov](mailto:vr.standards@twc.texas.gov).

## C. Required Insurance

Contractors are responsible for their actions and the actions of their employees and subcontractors. Insurance can provide protection to Contractors from claims of negligence made by Customers.

Contractors must maintain insurance as described in [VR-SFP Chapter 3](#) and [VR-SFP Manual](#) chapter associated with the service being delivered when insurance requirements are applicable. Insurance requirements are subject to change after proposed changes have been posted at least 30 days on the [Vocational Rehabilitation Providers' Resources page](#).

Transportation of VR Customers is not required, but if done, Contractors must meet the minimum liability automobile insurance requirements required by Texas law and keep proof of insurance for any staff member who transports Customers in vehicles.

## D. Employment Services Scope of Work

Guidelines for the Scope of Work for Employment Service Contracts are outlined and can be found in the [VR-SFP Manual](#).

To access the scope of work for Employment Service Contracts use the links associated with each service listed below. The links will take you to the chapters that includes the staff qualifications, service definition, process, procedures, outcomes required for payment and fees for the service. At a minimum, the applicant must have **at least one (1) person** that meets the staff qualifications for the service to be included in the application.

Service	VR-SFP Manual Chapter
Career Planning Assessment	<a href="#">Chapter 4: Employment Assessments</a>
Environmental Work Assessment	<a href="#">Chapter 4: Employment Assessments</a>
Job Placement Services	<a href="#">Chapter 17: Basic Employment Services</a>
Job Skills Training	<a href="#">Chapter 17: Basic Employment Services</a>
Personal Social Adjustment Training	<a href="#">Chapter 13: Work Readiness Services</a>
Supported Employment Services	<a href="#">Chapter 18: Supported Employment Services</a>

Vocational Adjustment Training	<a href="#">Chapter 13: Work Readiness Services</a>
Vocational Evaluation	<a href="#">Chapter 4: Employment Assessments</a>
Work Adjustment Training	<a href="#">Chapter 13: Work Readiness Services</a>
Work Experience Placement	<a href="#">Chapter 14: Work Experience Services</a>
Work Experience Training	<a href="#">Chapter 14: Work Experience Services</a>

VR-SFP Manual, Chapter 3: Basic Standards requires each contractor to run background checks on each staff member who will interact with any VR customer. For more information refer to the VR-SFP Manual, Chapter 3, section 2.18 Background checks.

An Applicant applying for a contract must comply with the following [VR-SFP Manual](#) chapters as well.

- [Chapter 1: Introduction to Vocational Rehabilitation](#)
- [Chapter 2: Obtaining a Contract for Goods and Services](#)
- [Chapter 3: Basic Standards](#)

**All** Applicants must have at least one (1) person that meets the Director qualification as defined in the [VR-SFP Manual, Chapter 3 Basic Standards](#).

## **E. Service Areas**

This is a statewide open enrollment solicitation. All Texas counties are included in this solicitation. If awarded a contract for these services, the contractor may serve customers throughout the state of Texas upon receipt of an approved service authorization issued on behalf of a TWC-VR customer.

## **III. Submission of the Provider Enrollment Application**

### **A. Completed Enrollment Packet**

Completed Enrollment Packets may be submitted at any time during the enrollment period. All forms must be completed in their entirety. For qualified Applicants that submit complete applications, contracts will be developed as they are approved. The volume of applications may vary during the enrollment period, and contracts may take three months or more to be finalized, depending upon volume and workload.



Enrollment Packets can **only be submitted via email to** [consumer.procurement@twc.texas.gov](mailto:consumer.procurement@twc.texas.gov). TWC will not accept mailed or hand delivered applications or those sent to another email address.

An application that is submitted after the closing date, illegible, incomplete, corrupted, or otherwise considered disqualified due to failure of electronic equipment or operator error.

Disqualification of an application can occur when an applicant fails to:

- Submit an application in accordance with the requirements of the solicitation; or
- Submit requested corrections or additional documentation within 14 days unless another timeframe is specified by TWC.

## **B. Encrypted Format**

### **Important:**

No mailed or hand delivered application will be accepted.

All emailed **submissions must be received by TWC in an encrypted format** to protect the content from being read by entities other than the intended recipients.

If you do not have encryption software, email the procurement contact person listed [C.TWC Points of Contact](#) and request that an email be sent to you. Reply to the contact person's email and attach your Enrollment Packet; your reply and Enrollment Packet will then be delivered to TWC in an encrypted format.

1. Email Subject Line shall read:

OE -Application for Employment Services, Procurement #3202400159

2. Enrollment Packet Contents and Organization (Attachments):

Your Enrollment Packet must include all documents listed below in [C. Provider Enrollment Application](#).

Attach each document/form to your email **as a separate document in PDF format**. Each document/form requiring signature (s) must be properly signed and dated.

The application will be rejected if the Applicant does not submit each document/form as a separate document in PDF format with required signatures.

Organize and name each document as described in [C. Provider Enrollment Application](#).

**Note:** TWC-VR will reject the Enrollment Packet if its documents are not submitted in the PDF format and name convention as described in this notice.

## C. Provider Enrollment Application

All content must be complete, accurate and organized following the instructions below.

### **TAB 1: Execution of Offer**

Complete the Form Execution of Offer.



#### **Naming Convention for submission:**

T1\_APPLICANT Name\_Execution of Offer

### **TAB 2: W-9 and Direct Deposit Form (VR1020)**

**Important: Alternative W-9 forms will not be accepted.**

Complete the [Form VR1020, TWC Substitute W-9 and Direct Deposit](#).

Refer to the [VR1020 instructions](#) and to [TWC Substitute W-9 and Direct Deposit Form video](#) for guidance.

If the TWC1020 shows a "Business Name" (DBA) designation in Box 2, include a copy of County DBA registry letter.

If the TWC1020 uses an "EIN" in box 6, include a copy of IRS letter assigning Employer Identification Number.

#### **Naming Convention for submission:**

T2\_APPLICANT NAME\_W-9

### **TAB 3: Child Support Certification**

Complete the [Form VR1305, Child Support Certification](#).

Refer to the [VR1305 instructions](#) for additional guidance.

Provide the name and social security number (SSN) of the individual or sole proprietor, or if not a sole proprietorship, of each partner, shareholder, or owner with an ownership interest of at least 25 percent of the business entity.

If no one person owns 25 percent or more of the business, state "Not Applicable (N/A)" in the Name/SSN field and complete the remaining sections.

Form VR1305 must be signed by the entity's legal authorized representative.

**Naming Convention for submission:**

T3\_ APPLICANT NAME\_VR1305

**TAB 4: Form VR3443, TWC VR Standards for Provider Certification**

Complete [Form VR3443, TWC VR Standards for Provider Certification](#).

Form VR3443 must be signed by the entity's legal authorized representative.

**Naming Convention for submission:**

T4\_ APPLICANT NAME\_VR3443

**TAB 5: Form VR3444, Conflict of Interest Certification**

Complete the [Form VR3444, Conflict of Interest Certification](#).

Form VR3444 must be signed by the entity's legal authorized representative.

**Naming Convention for email submittals:**

T5\_ APPLICANT NAME\_VR3444

**TAB 6: Form VR3445, Provider Insurance Certification**

Applicants with or without insurance must complete the form [VR3445, Provider Insurance Certification](#).

When the Applicant has insurance, a current and accurate certificate of insurance from the Association for Cooperative Operations Research and Development (ACORD) or its equivalent must be attached to Form VR3445.

The Applicant's staff who will be transporting Customers in personal vehicles must provide proof of insurance on their VR3455, Provider Staff Information Form; refer to TAB 12.

Refer to [Section II C. Required Insurance](#) for additional information.

**Naming Convention for email submittals:**

T6\_APPLICANT NAME\_VR3445

**TAB 7: Form VR3441A Entity Headquarters Information Management Team**

Complete the [Form VR3441A, Entity Headquarters Information Management Team](#) to record the Applicant's management team information.

**Naming Convention for email submittals:**

T7\_APPLICANT NAME\_VR3441A

**TAB 8: VR3441B Entity Headquarters Information - Services**

Complete [Form VR3441B, Entity Headquarters Information- Part B- Services](#) form to describe the Applicant's staff experience, skills and to indicate what services the Applicant is applying for to gain a contract.

To be eligible to apply for a service the Applicant must:

- have **at least one** (1) person who meets the qualifications to provide the service at application, and
- have **at least one** (1) person who is designated as the Director and has UNTWISE credential at application.

**Naming Convention for email submittals:**

T8\_APPLICANT NAME\_VR3441B

**TAB 9: Form VR3441C Entity Headquarters Information - Location(s)**

Complete [Form VR3441C, Entity Headquarters Information - Location\(s\)](#) form.

Form VR3441C must be completed by all Applicants to record the counties where the **Applicant is able to provide services with the staff currently hired**. Counties can be added and removed without amending the contract as staff availability changes by completing and submitting a new Form VR3441C to the assigned regional quality assurance specialist.

**Naming Convention for email submittals:**

T9\_APPLICANT NAME\_VR3441C

**TAB 10: Form VR3442A, Entity's Physical Location(s)- Part A- Service Contracts Certification Statement**

Complete the [Form VR3442 A, Entity's Physical Location\(s\)- Part A- Service Contracts Certification Statement](#).

Form VR3442A must complete by the Applicant to indicate if the Applicant has a physical location. The VR3442A form must be submitted even if the Provider does not have a physical location.

**Naming Convention for email submittals:**

T10\_APPLICANT NAME\_VR3442A

**TAB 11: Form VR3442B, Entity's Physical Location(s)-Part B- General Information Service Contracts**

Complete the [Form VR3442 B - Entity's Physical Location\(s\)-Part B- General Information Service Contracts](#) when applicable.

Form VR3442B must be completed for **each** physical location the entity has. If the entity does not have any physical locations, the Form VR3442B is not required.

**Naming Convention for email submittals:**

T11\_APPLICANT NAME\_VR3442B

**TAB 12: Form VR3455, Provider Staff Information Form(s) with Supporting Documentation**

Complete a VR3455, Provider Staff Information Form(s) with required supporting documentation for the Director and staff. Refer to guidance below and to the [VR-SFP Manual](#) for staff requirements and qualifications.

Complete a [Form VR3455, Provider Staff Information](#) and attach required supporting documentation (resumes, transcripts, proof of insurance, and credentials) to demonstrate the staff person meets the required qualifications as stated in the [VR-SFP Manual](#).

Applicants are responsible for purchasing and conducting a background check for each staff person. For additional information refer to:

- [SFP Chapter 3, Section 2.18 Background Checks](#)
- [Form VR1307 Background Checks Attestation and Release Form](#)
- [Convictions Barring Contractor Staff from Performing Services for TWC](#)
- [Contracted Service Exempt from Background Checks](#)
- [Exception to Background Check Instructions](#)
- [Background Check FAQ](#)
- [Webinar: Background and National Public Sex Offender Requirements](#)

When a staff person will be transporting VR customers in personal vehicles, the staff person must submit proof of auto liability insurance as required by the Texas Department of Insurance with the [Form VR3455](#).

Verification statements on [Form VR3455](#) must be signed by the staff person represented on the form and the Director appointed by the legal authorized representative.

### **Director:**

Each Entity must have a Director who meets the qualification as stated in the [VR-SFP Manual, Chapter 3 Basic Standards](#). The Entity's legally authorized representative must appoint the Director using the Form VR3441A.

### **Staff providing services to TWC-VR Customer:**

For the Applicant must have **at least one (1) person** who meets the qualifications to provide the service(s) as described in the [VR-SFP Manual](#). Refer to the table in [D. Employment Services Scope of Work](#) to identify the appropriate chapter(s).

**After a contract is awarded:**

A separate [VR3455](#) with the supporting documentation (resumes, transcripts, proof of insurance, and credentials) must be submitted for **each** person who will be providing services under the contract and Directors appointed by the legal authorized representative. Each contractor must submit Form VR3455 and the supporting evidence that the staff member meets the required qualifications within 30 days of:

- hiring new staff member;
- making a significant change to a staff member's job duties;
- changing staff qualifications and/or credentials; or
- terminating a staff member.

For additional information refer to the [VR-SFP Manual](#).

**Naming Convention for email submittals:**

T12\_APPLICANT NAME\_ Staff Legal Last Name\_VR3455