



REQUEST FOR QUOTES (RFQ)

#26-RFQ-01-006

For

**ORGANIZATIONAL CULTURE AND TEAM DEVELOPMENT
FACILITATOR SERVICES**

For

**LOWER RIO GRANDE VALLEY WORKFORCE
DEVELOPMENT BOARD
DBA WORKFORCE SOLUTIONS**

RFQ ISSUE DATE: TUESDAY, SEPTEMBER 15, 2026, 10:00 a.m. CST

**RFQ RESPONSE DEADLINE: TUESDAY, OCTOBER 13, 2026, 4:00 p.m.
CST**

Lower Rio Grande Valley Workforce Development Board dba Workforce Solutions is an equal opportunity employer/program and auxiliary aids and services are available upon request to include individuals with disabilities. TTY/TDD via RELAY Texas Service at 711 or (TDD) 1-800-735-2989/1-800-735-2988 (voice).

1. ABOUT WORKFORCE SOLUTIONS

Workforce Solutions (herein referred to as WFS) is the workforce development organization serving Hidalgo, Starr and Willacy counties in Texas. WFS is a non-profit 501(c)(3) organization and is led by a locally nominated Board of Directors.

The 29-member volunteer board consists of 51% private sector representation. The remaining 49% are comprised of education, community-based organizations, labor, vocational rehabilitation, public assistance, childcare workforce and employment services representatives.

WFS is responsible for the planning, oversight, fiscal accountability, and evaluation of workforce development services in this region. WFS is supported by the board staff, led by the Chief Executive Officer. WFS' practical function, through its workforce career centers, is to connect business with job seekers, to help improve the skills and abilities of the local workforce and help the current workforce retain and advance in their employment opportunities.

WFS strives to be a highly customer focused organization which continuously improves our business to better serve our customers. At an organizational level, we believe "***our primary customer is business***" and one of the critical roles for WFS is to be "a Talent for Business."

Vision: To pioneer workforce solutions that drive prosperity and growth for all in the Rio Grande Valley.

Mission: To provide the job seekers with resources and essential skills they need, and businesses with the exceptional talent necessary for their success.

Purpose: Leading Change, Connecting People, Improving Potential.

Core Values:

- **Integrity**, embracing transparency, unbiased actions, and doing what's right even when no one is watching.
- **Ingenuity**, fostering continuous learning, generating new ideas, and remaining solutions-oriented to drive our success.
- **Inclusion**, making everyone feel accepted and valued in the organization.
- **Inspirational**, purposefully igniting passion, motivation, and engagement while actively participating in our mission.

2. SCOPE OF WORK

Workforce Solutions (WFS) is requesting quotes from firms or individuals, or a combination of, to perform Facilitator Services.

The Request for Quotes for Facilitator Services is 100% federally funded by the Texas Workforce Commission in the amount of \$15,000 for the project.

The Facilitator shall:

1. Design and facilitate four (4) quarterly staff development sessions during the contract year to approximately 35 employees, including management staff.

2. Facilitator Services will be provided on site, at the Workforce Solutions conference room located at 3101 West US Hwy 83, McAllen, TX 78501.

3. Each session should be approximately 2 hours in length and include:

- ✓ facilitated discussion
- ✓ interactive team exercises
- ✓ practical workplace applications
- ✓ opportunities for employee participation
- ✓ action planning

Sessions should emphasize behavioral change.

4. The workshops will tentatively be held quarterly on Tuesdays from 9:00 a.m. to 11:00 a.m. at the McAllen office. The facilitator is responsible for communicating with the CEO or designee to schedule the dates for the workshops.

5. Facilitation topics include:

- Organizational Culture
 - a. Accountability (Promoting ownership of responsibilities, follow-through, and personal accountability.)
 - b. Workplace Relationships (Strengthening professional relationships across departments.)
 - c. Employee Engagement (Encouraging employees to feel connected and invested in the organization's mission.)
- Communication
 - a. Effective Workplace Communication (Communicating clearly, professionally, and respectfully across departments.)
 - b. Giving and Receiving Feedback (Providing constructive feedback and responding positively.)
 - c. Active Listening (Developing listening skills to improve understanding and collaboration.)
- Team Effectiveness
 - a. Collaboration (Working together toward shared goals.)
 - b. Adaptability (Responding effectively to changing priorities.)
 - c. Leadership at Every Level (Encouraging initiative regardless of job title.)

6. The RFQ is for a quote/proposal to provide four (4) individual quarterly workshops.

Quarterly Workshop	Proposed Quarterly Workshop Dates
First (1 st) Quarterly Workshop	December 2026
Second (2 nd) Quarterly Workshop	March 2027
Third (3 rd) Quarterly Workshop	May 2027
Fourth (4 th) Quarterly Workshop	September 2027

3. SERVICE PERIOD

Workforce Solutions expects to enter into a one year contract for the above mentioned services with the option to renew for an additional one (1) year renewal based on need, performance, and availability of funding.

4. EVENT SCHEDULE

Event	Date
RFQ Issued	Tuesday, September 15, 2026, 10:00 a.m. CST
Deadline for Written Questions	Thursday, September 24, 2026, at 4:00 p.m. CST
Q&A Posted to Website	Wednesday, September 30, 2026, no later than 1:00 p.m. CST
RFQ Submission Deadline	Tuesday, October 13, 2026, at 4:00 p.m. CST
Evaluation of Responses	October 14 – 21, 2026
WFS to Negotiate Contract	Week of October 26 - 30, 2026
Anticipated Contract Start Date	November 2, 2026

5. QUESTION AND ANSWER PERIOD

To ensure a fair and objective evaluation process, all questions regarding this RFQ must be submitted in writing by e-mail to Ingrid Castillo at ingrit@wfsolutions.org. Written questions must be received no later than Thursday, September 24, 2026 at 4:00 pm CST. Responses will be posted on the WFS website at www.wfsolutions.org on Wednesday, September 30, 2026, no later than 1 pm.

6. RESPONSE SUBMISSION AND DELIVERY

Responses must be received no later than **Tuesday, October 13, 2026, at 4:00 p.m. CST** in order to be considered.

Responses may be submitted by mail, e-mail, or delivered in person in a sealed envelop to:

Workforce Solutions
Ingrid Castillo, Procurement Technician
Attention: #26-RFQ-01-006
3101 West Business 83
McAllen, TX 78501

Phone: (956) 683-3702
Email: ingrit@wfsolutions.org

Responses received after the deadline will not be considered. It is the Respondent's responsibility to ensure that the response is received by WFS prior to the deadline.

7. SUBMISSION REQUIREMENTS

Respondents shall submit a qualification package using ***Attachment K: Response Submittal***. The qualification package must include the following information:

7.0 Cover Letter (Limited to one (1) page)

Cover letter should provide a description of you or your organization.

7.1 Response to Scope of Work

Respondents shall address the Scope of Work and provide the following information, including but not limited to:

1. Provide a summary (no more than 5 pages) of the individual or organizational history; structure, headquarters, qualifications/experience in the services requested.
2. Describe your organization's mission and long-term goals.
3. Provide a description of the proposed facilitator services including approach and an outline of proposed activities.

7.2 Demonstrated Performance

1. Provide a listing of projects you have led in the past 2 years. (See Attachment J)
2. What is your / your organization's experience in providing facilitator services? Please provide a listing of your customers served in the past 2 years.
3. Provide 3 professional references from these customers that we can contact, include names and contact information.

7.3 Qualifications

1. Provide the résumé and bio(s) for the individual(s) who would lead the project. Include any relevant education, certifications and experience.

7.4 Cost

1. What is the proposed cost for the project? If a flat consulting fee is proposed, please indicate if travel and lodging expenses are included. If an hourly rate is proposed, indicate what is included in the rate and if travel and lodging expenses are separate, please estimate travel costs. Finally, sum all costs for a total projected cost.

7.5 Required Forms

Respondents must complete and submit all required forms included as attachments to this RFQ, including but not limited to:

Attachment A - Certification of Respondent
Attachment B - Certification Regarding Debarment

Attachment C - Certification Regarding Conflict of Interest
Attachment D - Workforce Solutions Disclosure of Interest
Attachment E - Certification Regarding Drug-Free Workplace
Attachment F - Certification Regarding Lobbying
Attachment G - Certification Regarding Texas Corporate Franchise Tax
Attachment H - State Assessment Certification
Attachment I - Equal Opportunity and Nondiscrimination
Attachment J - Listing of Prior Contracts for Similar Work
Attachment K – Response Submittal

The list of prior contracts shall include the name of the entity, description of services provided, contract period, and contact information.

Failure to submit all required forms will result in disqualification.

8. VETERAN HEROES UNITED IN BUSINESS (VetHUB)

Veteran Heroes United in Business (VetHUB) is a program administered by the Texas Comptroller of Public Accounts that supports the certification of Service-Disabled Veteran-Owned Businesses (SDVOBs). The program is intended to promote business growth and increase participation by service-disabled veteran-owned businesses in State of Texas contracting opportunities.

Workforce Solutions encourages participation from qualified businesses, including those certified through the VetHUB program. Respondents may indicate their VetHUB certification status in their response; however, VetHUB certification will not be used as a scored evaluation criterion in this procurement.

For additional information regarding the VetHUB program, visit: [Veteran Heroes United in Business \(VetHUB\)](#).

9. SELECTION AND EVALUATION CRITERIA

WFS will evaluate responses and select vendor(s) based on the following criteria:

Criteria	Points
Understanding of Organizational Development and Employee Engagement	20
Proposed Facilitation Approach and Interactive Methodology	30
Experience and Qualifications	25
Project Management and Deliverables	15
Cost	10
Total	100

In addition to the evaluation criteria above, respondents must comply with applicable federal requirements associated with the use of federal funds. In accordance with 2 CFR 200.322, as appropriate and to the extent consistent with law, a vendor using federal grant award funds

should, to the greatest extent practicable, provide a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States (US), including but not limited to iron, aluminum, steel, cement, and other manufactured products. The vendor must include this requirement in all subawards, including all contracts and purchase orders for work or products under the federal grant award.

10. RESOLVING TIE SCORES

A tie occurs when two or more proposals receive the same score after evaluation.

In the event of a tie, WFS will first apply any applicable federal requirements, including the Domestic Preference for U.S.-produced products as referenced above.

If a tie still remains, the award will be determined through a random selection process, such as drawing lots, tossing a coin, or randomly drawing names in the presence of two witnesses to oversee the tie-breaking activity.

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

11. PAYMENT TERMS

Compensation will be paid within 30 days after invoice is received and services have been completed.

12. GENERAL RESERVATIONS

WFS reserves the right to accept or reject any or all proposals received or to cancel or extend in part or its entirety, this Request for Quotes, or make multiple or partial awards.

WFS reserves the right to negotiate with any respondent, request additional information or clarification from respondents, and award a contract in the best interest of WFS.

A response does not commit WFS to award a purchase agreement or contract or to pay any costs incurred in the preparation of a response, nor to pay for any costs incurred prior to the execution of a formal purchase agreement or contract unless such costs are specifically authorized in writing by WFS.

13. RESPONDENT DEBRIEFINGS AND PROTESTS

WFS is the responsible authority for handling protests related to the procurement and bid selection process. Once a procurement decision is made, WFS will notify each respondent of the results in writing. Unsuccessful respondents will be informed of their right to request either a debriefing or a hearing.

13.1 Debriefing

The purpose of a Debriefing is to promote the exchange of information between a respondent and Workforce Solutions staff pertaining to the proposal process and the bid evaluation system. The

goal of a Debriefing is to assist respondents in improving the quality of future bids.

A Debriefing shall include an informal exchange of information pertaining to WFS' proposal process and bid evaluation system and shall serve as an educational function for respondents. During a Debriefing, the respondent will receive information on how their proposal was received and ranked. WFS 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 WFS' notification of the procurement decision. WFS shall acknowledge receipt of the request for a Debriefing in writing within five (5) 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:

Mr. Francisco Almaraz
Chief Executive Officer (CEO)
Workforce Solutions
3101 W. Business 83
McAllen, TX 78501

Faxes and email requests for a Debriefing will not be accepted.

Step 2: The Debriefing shall be scheduled no later than ten (10) working days from the date the inquiry is received by WFS. Debrief may occur in person at 3101 W. Business 83, McAllen, Texas 78501 or by conference/video call.

Step 3: WFS staff will meet with the respondent and review: 1) the proposal and bid evaluation process; and 2) how the respondent's proposal/bid was scored and ranked, including suggestions for improving future bids, if applicable.

13.2 Appeal/Hearing Request

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, should have been awarded the procurement contract. WFS will not grant a Hearing to a respondent who has not engaged in the Debriefing process described above.

Step 1: If a respondent wishes to appeal the decision of WFS regarding their bid proposal, the respondent must submit to the CEO a written Request for a Hearing within ten (10) calendar days of receipt of WFS' notification of the procurement decision.

WFS shall acknowledge receipt of the request for a Hearing in writing within five (5) 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:

Mr. Francisco Almaraz
Chief Executive Officer (CEO)
Workforce Solutions
3101 W. Business 83
McAllen, TX 78501

Faxes and email notices will not be accepted.

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

- a. The funding decision being appealed (i.e., specific date of the RFP/IFB and WFS action taken).
- b. Name, address, and phone number of the protesting party(ies);
- c. A description of any alleged acts or omissions by WFS that form the basis for the protest (this must include the specific concerns and the specific grounds for the protest).
- d. Any written information the respondent believes is relevant to the protest;
- e. The remedy sought by the respondent.

Step 3: Upon written request, WFS staff shall make available to the respondent all requested documents not exempt from disclosure under state or federal law. WFS will provide copies of these documents upon payment of the standard fees for record duplication.

Step 4: A Hearing shall be scheduled at WFS offices 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 WFS.

Step 5: The CEO or his/her designee shall act as the Hearing Officer. The CEO shall also appoint a committee of WFS Board Staff and/or Board members to serve as the Hearings Committee. Such committee shall consist of the Hearing Officer and either two (2) or four (4) additional committee members.

Step 6: The Hearings Committee shall meet with the protesting party to discuss the specific concerns and the specific 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 to be taken while abiding by WFS funding rules and regulations and consistent with WFS' procurement policies.

Step 7: A determination will be made within ten (10) business days from the date of the Hearing.

Should the Hearings Committee's determination result in a different outcome for the respondent, such recommendation shall be presented to the full WFS Board for consideration and possible action at the next scheduled meeting.

However, WFS is not obligated to accept the Hearings Committee determination and/or recommendations.

If the Hearings Committee's determination does not result in a different outcome for the respondent, such information need not be presented to WFS Board, and the respondent shall be informed in writing by the Hearings Officer of the Hearing outcome.

13.3 Appeal to Texas Workforce Commission

The Texas Workforce Commission ("TWC") will not review any protest from a respondent until all administrative remedies at the local Board level (Workforce Solutions) have been exhausted. TWC appeal review is limited to:

- Violations of federal laws and regulations (state and local laws violations shall be under the jurisdiction of state and local authorities).
- Violations of WFS' protest/dispute procedures or failure to properly review a protest or dispute.