

NCTRCA

NORTH CENTRAL TEXAS REGIONAL CERTIFICATION AGENCY

REQUEST FOR PROPOSAL

PERSONNEL MANAGEMENT SERVICES

Proposal #CA-08-01

PRE-PROPOSAL MEETING

JULY 21, 2008

11:00 A.M.

PROPOSAL OPENING

SEPTEMBER 15, 2008

11:00 A.M.

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Request for Proposal

Personnel Management Services Request for Proposals #CA-08-1

The **North Central Texas Regional Certification Agency** (hereafter called "NCTRCA" or "Agency"), a not-for-profit organization located in Tarrant County, Texas, is soliciting proposals for a three-year agreement with two one-year renewal options for personnel management services also referred to as "service provider".

If you are interested in being considered for this proposed contract, please submit one (1) original and ten (10) copies of your sealed proposals which will be received at the office of the NCTRCA located at 624 Six Flags Drive, Suite 100, Arlington, TX 76011 until 2:00 p.m. on Friday, September 12, 2008. On the outside of the envelope, proposers should note the RFP name and number as indicated above and specify to the attention of John Kelly. Proposals will be opened at a public opening at the NCTRCA Office, 624 Six Flags Drive, Suite 100, Arlington, TX 76011, on Monday, September 15, 2008 at 11:00 a.m.

It is the intention of the NCTRCA Board of Directors (hereafter called "Board") to award a contract to the responsive proposer which best meets all the requirements and qualifications as outlined in the following specifications. The award will be made at a regularly scheduled meeting of the Board.

As part of the process to determine if a proposer meets the requirements and qualifications, the Board may request additional information from proposers, their references, or any other appropriate source whether or not such source is included in the proposal and/or conduct interviews. The Board also reserves the right to reject all proposals and to waive any minor irregularities.

Questions or requests for clarifications should be e-mailed to Anthony Coleman at acoleman@cityofirving.org or Monique Pegues at mpegues@the-T.com. Specify the RFP number and title within the subject line. Questions will be received through August 4, 2008.

Pre-proposal Meeting

A pre-proposal meeting will be held at the NCTRCA Office, 624 Six Flags Drive, Suite 100, Arlington, Texas at 11:00 a.m. on Monday, July 21, 2008. Questions of a general nature affecting all potential proposers will be addressed in the form of an addendum.

I. SPECIFICATIONS

1.0 BACKGROUND

The NCTRCA was created to perform centralized certification services for Disadvantaged Business Enterprises (DBE's), Minority Business Enterprises (MBE's) and Women-Owned Business Enterprises (WBE's). Certification provides DBEs, MBEs and WBEs the maximum possible opportunity to participate in the procurement activities of the participating entities. In June, 1989, through an Interlocal Cooperation Agreement between nine local governmental entities, the NCTRCA was created and authorized. Currently, the agency has approximately twenty member entities. In October 2002, the NCTRCA became one of six authorized certifying agencies that perform certification under the U.S. Department of Transportation Texas Unified Certification Program (TUCP).

Due to limited staff size and functions, the Board decided to outsource all employment of agency personnel, and related functions, to a company providing personnel management services.

Individuals employed at the NCTRCA include the Agency Director (hereafter called "Director"), Senior Certification Specialists, Certification Specialists, Assistant Certification Specialists, and Administrative Assistant. The work consists of a combination of professional, administrative and clerical duties and includes DBE/MBE/WBE certification-specific tasks. There is a strong emphasis on communication, interpersonal, and customer service skills. Site visits to firms seeking certification are also conducted on a regular basis.

The day-to-day operations of the NCTRCA are the responsibility of the Director, who is guided by the Board to execute the Agency's mission which is to provide assistance through education and counseling throughout the certification process in order to build a certified vendor pool for the member entities.

2.0 CONTRACT PERIOD

The contract for the services set forth in this RFP shall be for a period of three years, with percentage quoted held firm during that period. The actual contract period will begin as soon as a contract is executed between both parties, following approval by the Board.

3.0 RENEWAL OPTION

The NCTRCA may, if agreeable to both parties, exercise renewal options for two additional one-year periods. The NCTRCA may consider adjustments to the contract pricing at the time of each renewal option, and will include pricing and performance in determining whether or not to exercise the renewal options. The renewal option negotiation will commence 90 days prior to contract expiration date.

4.0 JOB DESCRIPTIONS

Prospective employees that would possibly be assigned by the service provider include Director, Senior Certification Specialists, Certification Specialists, Assistant Certification Specialists, and Administrative Assistant. Job Descriptions for these positions are included as **ATTACHMENT A**.

5.0 OBLIGATIONS OF SERVICE PROVIDER

- Comply with all federal, state and local laws, regulations and rules in hiring and maintaining staff that will be assigned to the NCTRCA.
- Receive necessary information from each applicant to complete its required personnel and payroll documentation.
- Conduct random drug screening on all prospective employees to be assigned to NCTRCA.
- Conduct criminal background checks in all geographical areas where prospective employees have lived for the past seven years.
- Share all information from screenings and checks with the NCTRCA and Board.
- Select employees that are the best qualified to perform the work required by specific job description.
- Ensure that service provider's employees are in professional attire while working at the Agency.
- Perform normal Human Resource functions for the NCTRCA to include recruiting, testing, dispatching, providing at least two performance reviews, and compensation.
- Provide on-going training to include customer service, DBE/MBE/WBE specific, diversity, cultural sensitivity, Fair Labor Standards, etc. If this training is not available in-house, the service provider will take the necessary steps to acquire such training from a qualified third party vendor.
- Provide the NCTRCA and Board with a copy of all policies, procedures, or training materials that is provided to service provider's employees.

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- Provide the NCTRCA and Board with telephone number(s) and contact name(s) of service provider's management that can always be reached during normal business hours.
- Maintain payroll records and perform payroll activities to include computing wages; withholding applicable federal, state and local taxes; withholding social security and Medicare payments; and remitting all employee withholdings to the proper governmental authorities within the prescribed times.
- Make State unemployment insurance payments within the prescribed times.
- Maintain and monitor working time for each employee and ensure that the hours worked are recorded as compensable time.
- Pay net wages and benefits directly to employees no less frequently than bi-weekly.
- Provide for liability, theft, and workers compensation insurance coverage as prescribed by law, and meeting the requirements of **ATTACHMENT B**. The service provider is responsible for any injuries to its personnel, including all state and federal reporting and insurance requirements relating to the injured employee.
- Ensure that service provider's employees do not use or possess any firearms, alcoholic or other intoxicating beverages, illegal drugs or controlled substances while on the job, either at the NCTRCA's office or in the course of a field visit or other outside assigned tasks connected to the work of NCTRCA, nor may such employees report to work when intoxicated, or under the influence of alcohol or drugs.
- At the request of NCTRCA or Board, the service provider will remove any of its employees assigned to the agency. The NCTRCA will not be capricious in its exercise of this right, but will not be required to provide any reason for said requests. The service provider has the sole discretion to employ and terminate its employees unless a removal has been requested.
- Ensure that nepotism does not occur at the Agency.

6.0 OBLIGATIONS OF NCTRCA

- Provide service provider's employees with a place of work that complies with all applicable federal, state, and local laws and regulations.
- Provide service provider with copies of safety rules and regulations that are applicable because of work location, so it may instruct and train those employees assigned to the NCTRCA.
- Provide service provider's employees with tools, equipment (including safety equipment), recourses, and supplies to accomplish

tasks listed in the various job descriptions. Such equipment and materials remain the property of NCTRCA.

7.0 EMPLOYEE COMPENSATORY TIME

- Exempt or non-exempt service provider's employees are not to work more than 40 hours per work week unless specifically requested in writing by the Director and approved by the Board.
- If work hours in excess of 40 are requested by the Director and approved by the Board; compensatory time will be properly documented on weekly time sheets and reflected on all invoices.
- Service provider employees will be paid for such compensatory time at regular salary rates. Compensatory time will be enacted in accordance with any applicable provisions of the Fair Labor Standards Act.

8.0 COMPENSATION and BENEFITS

- Compensation of service provider employees assigned to NCTRCA will be determined by the Agency's annual budget, taking into account comparable pay for comparable work in the local area. The Agency's fiscal year begins September 1st.
- In addition to the gross wages assigned by the NCTRCA under this agreement, the service provider will provide medical, dental and vision coverage without markup. There may be an associated cost to the service provider's employees based on the contract agreement.
- The service provider may also propose additional benefits to the Board. The Board will approve level and type of benefits provided, and must approve any change in benefits and any change in cost of providing said benefits. If the service provider increases a benefit without prior written approval of the Board, the increased cost is the sole responsibility of the service provider.

9.0 INVOICING

- The service provider will invoice NCTRCA bi-weekly.
- Service provider will provide time sheets with each invoice to validate the requested payment for hours worked.
- Service provider will include on the invoice to NCTRCA the cost of actual payments made on behalf of the employee. These include matching Social Security and Medicare payments, unemployment insurance, and any benefits such as those described in Section 8.0. Payments withheld from employee's wages will NOT be billed to NCTRCA.

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- Payment will be made at least Net 10 days to allow for invoice auditing and processing.
- Service provider's records as relating to payments made to, and on behalf of, employees assigned to NCTRCA are subject to audit by the Agency or its representative, and at the Agency's cost.

10.0 CHANGES IN STATUTES, LAWS AND REGULATIONS

- If the service provider is required to increase wages and/or other payroll- associated expenses as the result of changes in federal, state or local statutes, laws and/or regulations, the NCTRCA will be responsible for those additional costs.
- This provision does not apply to agreements or contracts, such as union or labor agreements, not mandated by federal, state, or local governmental bodies.

11.0 LABOR ORGANIZATIONS

- Texas is a right-to-work state, and NCTRCA will not enter into any labor agreement independently or on behalf of the service provider's employees.
- NCTRCA will not violate any terms of a collective bargaining agreement that the service provider may enter into with its employees.
- The service provider shall have sole authority in all processes arising from collective bargaining agreements such as collecting dues and addressing grievances.
- If the service provider is required to increase wages and/or other benefits as the result of a collective bargaining agreement, NCTRCA is not responsible for additional payments to, or on behalf of, the service provider's employees.
- Moreover, the service provider's proposal percentage to cover overhead and profit will not apply to additional costs incurred as a result of a collective bargaining agreement.

12.0 QUALIFICATIONS AND REFERENCES

- Proposers submitting proposals must have been in the business of personnel management for at least five years prior to date of submission.
- The principal(s) in the company must have at least three years lead experience in the field of personnel management.
- Proposers submitting proposals must be primarily engaged in the field of personnel services, as reflected by their current client roster.

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- Proposer must be based or have branch operations in the DFW Metroplex.
- Proposer must have regular office hours with available personnel, not an answering service/system.
- Proposer must submit a list of clients served in the last year in which personnel management or placement of three or more employees has taken place. This list will remain confidential. NCTRCA will contact a minimum of three of the listed firms to secure references.
- Proposer shall demonstrate experience via the submission of its processes and procedures to hire and place personnel; especially in public sector environments.
- Proposer must supply, upon request, evidence of financial stability. Any materials submitted will remain confidential. If the material is subject to the Public Information Act, it will be released to the extent allowed by the Texas Attorney General".
- NCTRCA may seek information about a proposer's performance from other sources than the company directly.

13.0 PERMITS AND LICENSES

- The service provider will maintain all federal, state and local licenses and permits which may be generally required of employers.
- If the service provider is required to obtain any licenses and/or permits outside of those described above, on behalf of NCTRCA, the cost shall be billed to the NCTRCA and listed on a separate invoice.

14.0 EXISTING EMPLOYEES

- The Board may consult and request periodic feedback as it relates to the function, performance, and assessment of the Director.
- The service provider will take necessary steps to hire existing employees unless there is compelling and substantiated reason for their non-employment.

15.0 INSURANCE AND WORKERS' COMPENSATION

- **ATTACHMENT B** defines the insurance and workers' compensation requirements that the service provider must have and shall maintain during the life of the contract.
- Acceptable evidence of compliance with these requirements must be presented to the NCTRCA before the final contract is executed.
- In order to stay in compliance with contract terms, evidence of renewal of insurance and workers' compensation must be

presented to NCTRCA thirty days prior to expiration of current insurance.

16.0 BONDING

- The service provider shall secure, maintain, and provide to the NCTRCA, during the term of the contract and any subsequent renewal options, a performance and payment bond in the amounts of **\$100,000.00**.

17.0 LEGAL COMPLIANCE AND INDEMNIFICATION

- The service provider will comply with all applicable federal, state and local laws including, but not limited to, the provisions of the Equal Employment Opportunity Act and the Fair Labor Standards Act.
- The service provider will indemnify and hold NCTRCA harmless from and against any claims, demands, suits, losses, damages, costs and expenses arising out of non-compliance violation or alleged non-compliance violation by its employees of existing laws.
- The service provider will indemnify and hold NCTRCA harmless from and against all liabilities, claims, demands, suits, losses, damages, costs and expenses for bodily injury to, or death of any person, or damage to or destruction of any property, directly caused by negligent act or omission on the part of the service provider, its officers or employees, except for any such liability, claims, demands, suits, losses, damages, costs and expenses resulting from any negligent act or omission on the part of NCTRCA, it's officers, employees or agents.
- NCTRCA will comply with all applicable federal, state and local laws including, but not limited to, the provisions of the Equal Employment Opportunity Act and the Fair Labor Standards Act
- NCTRCA will indemnify and hold service provider harmless from, and against any claims, demands, suits, losses, and damages arising out of any non-compliance violation or alleged non-compliance violation by NCTRCA of any such laws.
- NCTRCA will indemnify and hold service provider harmless from, and against all liabilities, claims, demands, suits, losses, damages, costs and expenses for bodily injury to, or death of any person, or damage to or destruction of any property, directly caused by negligent act or omission on the part of NCTRCA, its officers or employees, except for any such liability, claims, demands, suits, losses, damages, costs and expenses resulting from any negligent act or omission on the part of service provider, it's officers, employees or agents.

18.0 CONTRACT TERMS

- When approved by the Board, a contract will be offered to the proposer whose proposal meets all the requirements and qualifications of these specifications.
- These specifications and attachments will be part of said contract.
- The contract will contain a Force Majeure provision releasing the service provider from performance in case of "acts of God" beyond the control of the service provider.
- The contract will provide for termination for cause by NCTRCA provided written opportunity has been given for service provider to correct performance issues.
- The contract will provide for termination without cause with sixty (60) days written notice by either party.
- The contract will allow assignment to a third party only with the written consent of both the service provider and the Board.
- The contract will reaffirm the proposer's status as an independent contractor, and will reaffirm that employees are in the employment of the service provider, not the NCTRCA.

19.0 ADDITIONAL INSTRUCTIONS

- Specifications may not be altered by proposers. Conditional proposals will not be accepted.
- Proposers must be owners, managers, or principals of the company for which they are responding, and must be responsible for the administration and oversight of any awarded contract.
- All costs directly or indirectly related to preparation of a response to the RFP and/or to clarify a proposal which may be required by the NCTRCA shall be the sole responsibility of, and shall be borne by, the proposer.
- Service provider must disclose and provide a brief summary of any current or pending litigation.
- It is the sole responsibility of the proposer to deliver its sealed proposals to the appropriate address by the specified due date and time. The NCTRCA is not responsible for late proposals, and will not accept them.
- No member of the Board or an immediate family member of the Board may submit a proposal. Neither will proposals be accepted from a company in which a Board member or immediate family member has a financial interest.

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20.0 EVALUATION CRITERIA

Proposals will be evaluated by the following criteria:

- 45% - Cost/Pricing
- 30% - Experience/References
- 15% - Financial Stability
- 10% - Familiarity with and support of D/M/WBE Certifications and Programs

21.0 PROPOSER INFORMATION SHEET

Please complete the following, sign in ink, and submit as your proposal response.

Full Legal Company Name _____

Address _____

City, State Zip _____

Phone Number _____

E-Mail Address _____

Signature _____

Printed Name _____

Title _____

In conformance with the specifications, I submit a proposal of _____% of the gross wages of employees to be assigned to the NCTRCA, for my company's overhead and profit. My signature verifies that I am authorized to commit my company to this proposal percentage, and further verifies that my company meets the requirements and is qualified to provide the requested services at the proposal price quoted.

Attachment A – Job Descriptions

Agency Director Job Description

Functional Statement

The Agency Director is responsible to the Board of Directors of the North Central Texas Regional Certification Agency (NCTRCA) for administration of the Agency in accordance with the goals, policies and procedures established by the Board.

Duties and Responsibilities

- Responsible for developing and implementing with Board approval, the certification of firms as minority and woman owned business enterprises in accordance with the Agency's Policy and Procedures Manuel and disadvantaged business enterprises in accordance with CFR 49 part 23.
- Responsible for preparing and spending, with Board approval, NCTRCA'S annual operating budget including researching and recommending major purchases: equipment, leasing, etc.
- Responsible for setting up and administering personnel procedures, with Board approval, to be incorporated by the employee leasing firm in its employee handbook for NCTRCA staff. Includes hiring and firing authority, setting staff salaries (except its own, which is set by the Board) and doing periodic performance evaluations.
- Responsible for establishing and implementing office procedures designed to maximize the efficiency of NCTRCA staff time in the certification process.
- Responsible for representing the Agency In the community, before government organizations, vendors, the media and other interested parties with Board approval.
- Responsible for preparing periodic reports for the Board on work activity of the staff, NCTRCA finances and any other issues that might be of interest to the member entitles.

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Job Description

Agency Director

- Responsible or approving each certification Issued by NCTRCA as well as each denial action. Serving in the Informal appeal process denied vendors to ensure due process.
- Responsible for supervising Agency staff and running day to day operation.
- Perform other duties assigned by the Board.

The Agency Director is expected to handle all requests by any Board as expeditious as practical. If the Agency Director will be unable to do so, agree upon a completion date prior to beginning the work, and then meet the deadline. Any established deadline, on any subject, will be met.

If the Agency Director has any contact with an elected official, or an upper-echelon management person of one of the entities, and the Agency is discussed, the Agency Director should notify the Board Member of that entity immediately. If the contact is made after normal working hours, the Board Member shall be notified early the next workday.

The Agency Director shall be furnished, by legal staff, with a copy of what documents are available under the Open Records law. If a request comes in, and it falls within the clear parameters of the Open Records Law, copies will be sent to the requesting party as soon as possible.

The Agency Director shall develop "output" measures for the entire agency with relation to certification goals. Each Monthly Report will contain a comparison of the "actual" figures measured against the goal. The goals will be set for each calendar year and be submitted for approval wit annual Budget.

This document may be added to, by addenda, on an annual basis.

THE AGENCY DIRECTOR'S ABILITY TO PERFORM WITHIN THESE PARAMETERS SHALL BE PARAMOUNT WHEN EVALUATING THE AGENCY DIRECTOR'S OVERALL PERFORMANCE.

Administrative Assistant Job Description

Functional Statement

This position will work under the supervision of the Agency Director in providing responsible administrative assistance to Agency personnel. In addition, the individual will deal with the public both on the telephone and on a personal basis to facilitate the functions of the Agency.

Duties and Responsibilities

- Greet the public and provide applications and general information on the certification process.
- Answer and direct telephone calls to appropriate staff and transcribe messages.
- Maintain all office inventory and equipment.
- Assist in keeping track of the office supplies and inventory, including the fax machine, copier, postage meter, etc.
- Respond to verbal/written inquiries from vendors and from member entities on the certification status of applications.
- Maintain schedules for the Agency Director and appeal hearings with the Appeals Advisory Committee.
- Log in new applications, correspondence and other information in the database (e.g., placing cases on priority).
- Handle incoming/outgoing mail including applications.
- Serve as backup for Assistant Certification Specialist.
- Perform data entry.
- General knowledge of office procedures.
- Capacity to prioritize assignments and work with minimal supervision.

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Job Description

Administrative Assistant

- Sensitivity to and experience in working and dealing with people of diverse ethnic/cultural backgrounds.
- Perform filing related to applications and for the Agency Director.
- Perform any other duties as assigned.

Skills, Knowledge and Abilities

- General knowledge of office procedures.
- General knowledge in use of office equipment.
- Ability to deal with the public in stressful situations.
- Ability to work with people from socially/economically diverse backgrounds.
- Type or word process a minimum of 40 wpm.

Education and Experience

- High school diploma with courses in Business and PC.
- Two years of related experience working in an office environment.
- Associate's Degree is preferred.
- Bilingual in English/Spanish a plus.

Assistant Certification Specialist Job Description

Functional Statement

This position will work under the direct supervision of the Agency Director performing the initial review of applications for certification and provide support in other areas to Agency personnel.

Duties and Responsibilities

- Performs "initial review for completion" of all new applications for certification
- Responsible for maintaining/updating the vendor database.
- Provides customer service by responding to questions and concerns by the public.
- Performs any other duties as assigned.

Skills, Knowledge and Abilities

- General knowledge of office procedures.
- General knowledge in use of office equipment.
- Ability to deal with the public in stressful situations.
- Detailed oriented.
- Interpret and demonstrate understanding of DBE, MBE and WBE certification standards and guidelines.
- Type or word process a minimum of 40 wpm.

Education and Experience

- Four years of related experience working in an office environment.
- Associate's Degree is preferred.
- Bilingual in English/Spanish a plus.

CERTIFICATION SPECIALIST Job Description

Functional Statement

This position will work under the direct supervision of the Agency Director to perform the duties of certification and recertification by interpreting and administering established Disadvantaged, Minority, and Woman Business Enterprise (DBE, MBE, and WBE) policies and guidelines. Duties shall also include significant discretion and judgment as well as research, evaluation, fact finding as well as recommending subsequent action. This person will make recommendations regarding certification and recertification to the Agency Director and will be required to work autonomously or in collaboration with others.

Duties and Responsibilities

- Perform review of DBE, MBE, and WBE applications for certification and recertification to ensure applicant submitted complete application.
- Review and evaluate documentation such as citizenship papers, tax returns, licenses, corporate bylaws, partnership agreements, etc.
- Request required or supplemental documentation including corresponding with applicants through telephone and written correspondence.
- Conduct site visits and personal interviews for evaluation of DBE, MBE, and WBE applicants.
- Prepare written reports regarding site visits and interviews.
- Participate in informal hearings of applicants who have been deemed an Issue of Concern.
- Attend and present compiled, written facts of denied applicants along with Agency Director before the Appeals Advisory Committee.
- Responsible for updating and maintaining vendor database.
- Participate in workshops regarding the certification process.
- Exercise courteous, customer service during all levels of certification process.

Job Description

Certification Specialist

- Perform any other duties as assigned.

Skills, Knowledge and Abilities

- General knowledge of business principles, accounting, and legal structure of businesses.
- Ability to write clear, concise and accurate reports covering detailed complex subject matter.
- Ability to research, evaluate and make recommendations based on established policies and guidelines.
- Capacity to prioritize and plan work with minimal direction and supervision.
- Sensitivity to and experience in working and dealing with people of diverse ethnic/cultural backgrounds.
- Ability to work under stressful circumstances, particularly in dealing with applicants, designated representatives, attorneys, and member entities.

Education and Experience

- One year of experience in administering, analyzing, and interpreting federal, state or municipal certification guidelines is desirable.
- Experience in Business Management, Accounting, Computer Science, Public Administration or a related field with at least one year related work experience in a government or public organization environment.
- Associate's Degree is preferred.
- Two years of related experience will substitute for one year of college.
- Bilingual in English/Spanish a plus.

SENIOR CERTIFICATION SPECIALIST Job Description

Functional Statement

This position will work under the direct supervision of the Agency Director to perform the duties of certification and recertification by interpreting and administering established Disadvantaged, Minority, and Woman Business Enterprise (DBE, MBE, and WBE) policies and guidelines. Duties shall include but may not be limited to interpretation and administration of policies involving significant discretion and judgment as well as research, evaluation, fact finding, and taking or recommending subsequent action. This person will report to the Agency Director and will be required to work autonomously or in collaboration with others. Individual will lead certification specialist staff as instructed by the Agency Director or in their absence.

Duties and Responsibilities

- Perform review of DBE, MBE, and WBE applications for certification and recertification to ensure applicant submitted complete application.
- Review and evaluate documentation such as citizenship papers, tax returns, licenses, corporate bylaws, partnership agreements, etc.
- Request required or supplemental documentation including corresponding with applicants through telephone and written correspondence.
- Conduct site visits and personal interviews for evaluation of DBE, MBE, and WBE applicants.
- Prepare written reports regarding site visits and interviews.
- Participate in informal hearings of applicants who have been deemed an Issue of Concern.
- Attend and present compiled, written facts of denied applicants along with Agency Director before the Appeals Advisory Committee.
- Responsible for updating and maintaining vendor database.
- Produces management reports as instructed by the Agency Director regarding staff workload, assignments, etc.

Job Description

Senior Certification Specialist

- Prepare detailed, comprehensive reports of work activity, under direction from the Agency Director, to be used in reports to the NCTRCA Board.
- Assist with compiling additional reports as deemed necessary by the Agency Director.
- Assist Agency Director with new staff training.
- Conduct or participate in workshops regarding the certification process.
- Exercise courteous, customer service during all levels of certification process.
- Perform any other duties as assigned.

Skills, Knowledge and Abilities

- Ability to provide direction plus manage effectively and efficiently.
- General knowledge of business principles, accounting, and legal structure of businesses.
- Ability to write clear, concise and accurate reports covering detailed complex subject matter.
- Ability to research, evaluate and make recommendations based on established policies and guidelines.
- Capacity to prioritize and plan work with minimal direction and supervision.
- Sensitivity to and experience in working and dealing with people of diverse ethnic/cultural backgrounds.
- Ability to work under stressful circumstances, particularly in dealing with applicants, designated representatives, attorneys, and member entities.

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Job Description

Senior Certification Specialist

Education and Experience

- Two to three years of experience in administering, analyzing, and interpreting federal, state or municipal certification guidelines is desirable.
- Knowledge of Business Management, Accounting, Computer Science, Public Administration or a related field with at least one year related work experience in a government or public organization environment.
- Bachelor's Degree is preferred.
- Two years of related experience will substitute for one year of college.
- Bilingual in English/Spanish a plus.

Attachment B – Insurance & Workers’ Comp

All insurance policies must have a waiver of subrogation on the general liability, automobile liability and the workers’ compensation. They must also name the NCTRCA member entities as an additional insured on the general liability and automobile liability.

Workers’ Compensation	Statutory limits
Employer’s Liability	\$500,000 per accident / \$500,000 per employee
General Liability	
Bodily injury and property damage	\$1,000,000 combined single limits / \$2,000,000 aggregate
Business Automobile Liability: for Owned, Scheduled, Non-Owned, or Hired Automobiles	
Bodily injury	\$250,000 per person / \$500,000 per accident
Property damage	\$100,000
Fidelity Bond	\$25,000
Professional Errors and Omissions	\$1,000,000 per claim and aggregate
Umbrella Policy	\$1,000,000 / \$1,000,000 aggregate

All insurance policies proposed or obtained in satisfaction of these requirements will comply with the following general specifications, and will be maintained in compliance with these general specifications throughout the duration of the contract, or longer, if noted:

1. Each policy will be issued by a company authorized to do business in the state of Texas with an A. M. Best Company rating of at least A-.
2. Liability policies will be endorsed to provide the following:
 - Name as additional insured the NCTRCA member entities, its officials, agents, and employees.
 - That such insurance is primary to any other insurance available to the additional insured.
 - All policies will be endorsed to provide 30 days’ prior written notice or cancellation, nonrenewal, or reduction in coverage except ten days for nonpayment of premium.
 - Should any of the required insurance be provided under a claims-made form, the contractor will maintain such coverage continuously throughout the term of this contract and without lapse, for a period of three years beyond the contract expiration, such that occurrences arising during the contract term which give rise to claims made after expiration of the contract will be covered.