



City of San Antonio

Agenda Memorandum

File Number:

Agenda Item Number: 13

Agenda Date: May 29, 2025

In Control: City Council A Session

DEPARTMENT: Workforce Development Office

DEPARTMENT HEAD: Michael Ramsey

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Ordinance approving two contracts for in-house training and intake and case managements services with Goodwill Industries of San Antonio and Hallmark University

SUMMARY:

This ordinance authorizes contracts with Goodwill Industries of San Antonio for up to \$18,674,756.10 and Hallmark University for up to \$13,747,214.36 to perform in-house training, intake, and case management services for the SA Ready to Work program for a total cost up to \$32,421,970.46. The contract term is July 1, 2025, through June 30, 2028, with one, one-year renewal at the City's option. Funding is available in the amount of \$7,613,678.15 from the SA Ready to Work Fund FY 2026 Adopted Budget. Funding for future years is contingent on City Council approval of the annual budget.

BACKGROUND INFORMATION:

In November 2020, San Antonio voters approved the San Antonio Ready to Work (RTW) initiative, which is designed to promote economic mobility by increasing access to education, training, and wraparound services for San Antonio residents; and by aligning with the talent needs of local businesses. RTW is funded by a 1/8-cent sales and use tax collected through December 2025 estimated to generate approximately \$235 million.

On February 17, 2022, City Council approved agreements with four local workforce development providers for implementation services for the Ready to Work program. The four organizations, often referred to as the ‘prime partners’ are Alamo Colleges, Project Quest, Restore Education and Workforce Solutions Alamo. Agreements with these four organizations included an initial three-year term, with three additional one-year extensions.

RTW aims to achieve the following goals: assist 39,000 applicants through intake and initial assessment; enroll 28,000 participants in training programs; and place 15,600 training completers into quality-paid, in-demand jobs. The RTW initiative seeks to expand its prime partner organizations to scale service delivery and streamline the process between participant intake and enrollment into training. These enhancements will better position RTW to meet the stated program goals.

On November 6, 2024, City Council received a B Session pre-solicitation briefing on a Request for Proposals from local education and training providers. The City issued this Request for Proposals (RFP) for the “Ready to Work Training Provider Intake and Case Management” (RFP 25-020, 6100018622) on November 27, 2024, with a submission deadline of January 17, 2025. The RFP was advertised in the San Antonio Express News, TVSA channel, the City’s Bidding & Contracting Opportunities website, the San Antonio e-Procurement System and an email notification was released to a list of potential respondents. Ten proposals were received, and two proposals were deemed non-responsive for failure to meet the Small Business Economic Development Advocacy (SBEDA) Program – Minority and/or Women-Owned Business Enterprise (M/WBE) 5% subcontracting requirement. The remaining eight proposals were deemed eligible for evaluation.

The evaluation committee consisted of representatives from the City Manager’s Office, Workforce Development Office and a Ready to Work Advisory Board Member . The Finance Department, Procurement Division assisted by ensuring compliance with City procurement policies and procedures.

The evaluation of each proposal response was based on a total of 100 points: 30 points allotted for experience, background and qualifications; 25 points allotted for proposed plan; 20 points allotted for respondent’s price schedule; 5 points allotted for the Small Business Enterprise (SBE) Prime Contract Program; 5 points for the Minority/Women Business Enterprise (M/WBE) Prime Contract Program; 10 points allotted for the Local Preference Program; and 5 points allotted for the Veteran-Owned Small Business Preference Program. Additional categories of consideration included references and financial qualifications.

The evaluation committee met to discuss and score the eight responsive proposals on March 25, 2025, and after initial scoring, the committee’s recommendation was to conduct interviews with the four highest-ranked firms. The evaluation committee reconvened for interviews and discussion on April 8, 2025. After interviews, the evaluation committee discussed and scored the shortlisted firms based on the aforementioned criteria. Individual scores were submitted, and aggregate scores were presented. After a recommendation for award was agreed upon by the evaluation committee, the price scores were revealed. Goodwill Industries of San Antonio and Hallmark University, the

highest-ranking firms, were recommended for award by the evaluation committee. On May 8, 2025, staff presented a post-solicitation briefing overview to City Council.

ISSUE:

These contracts will allow the the City to increase the number of ‘prime’ partners, thus allowing for increased capacity and access to education, training, wraparound services, job placement and job retention services for San Antonio residents.

SBEDA program applied the Small Business Enterprise (SBE) Prime Contract Program with five (5) evaluation preference points and Minority/ Women-Owned Business Enterprise (MWBE) Prime Contract Program with five (5) evaluation preference points, additionally a 5% Minority and/ or Women-Owned Business Enterprise (M/WBE) subcontracting goal has been applied. Goodwill Industries of San Antonio and Hallmark University are not SBEDA eligible and both have committed to meet the 5% M/WBE goal.

The Local Preference Program was applied, and both recommended vendors are local businesses.

The Veteran-Owned Small Business Preference Program was applied; however, the recommended vendors are not veteran-owned Small Businesses.

ALTERNATIVES:

Should these contracts not be approved, the City will not be able to scale the RTW program, which will create a lack of efficiency in program processes.

FISCAL IMPACT:

This ordinance will approve two contracts to provide the City with services in connection with the SA Ready to Work program. The contracts will award Goodwill Industries of San Antonio up to \$18,674,756.10 and Hallmark University up to \$13,747,214.36 to perform in-house training, intake and case management services for the SA Ready to Work program for a total cost up to \$32,421,970.46. The contract term shall begin July 1, 2025, through June 30, 2028. One, one-year renewal at the City’s option will also be authorized by this ordinance. Funding is available in the amount of \$7,613,678.15 from the SA Ready to Work Fund FY2026 Adopted Budget, if approved by City Council on May 29, 2025. Funding for future years is contingent on City Council approval of authorized budgets.

RECOMMENDATION:

Staff recommends approval of this ordinance authorizing contracts with Goodwill Industries of San Antonio and Hallmark University.

These contracts were procured by means of a Request for Proposals and Contracts Disclosure Forms are required.