

**Request for Proposal 2024-1  
WIOA Adult and Dislocated Worker Services  
Narrative Response for Statement of Work**

Michigan Works! Southwest is releasing funding for the delivery of The Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker Services and is placing high expectations that the entity selected will provide a level of professional services commensurate to the funding allotted. The selected subrecipient must have the ability to navigate federal and state policies and regulations, develop innovative strategies and perform at the highest possible levels. Responses prepared should reflect these expectations.

The Narrative Response for the Statement of Work is to be prepared using this document (Form D). The following are instructions for completing the narrative response:

1. All bidders must provide the requested information in the order and format stipulated.
2. Total length of Form D, including all questions as provided and bidding agency's responses, is not to exceed twenty five (25) pages, single-spaced, in 11 point font with 1" margins, all around.
3. Use affirmative language "will" or "shall" so that proposals may be easily converted to contract format.
4. Each response should clearly address the following types of questions:
  - **What** is proposed;
  - **How** will it be achieved;
  - **When** will it be achieved;
  - **Where** will it be achieved.
5. If a response is not appropriate for the type of service being proposed, type "N/A" or "Not Applicable" for the response and explain why.

Failure to respond to any part within the narrative could adversely affect, at minimum, the Technical and Compliance scores of the RFP Evaluation, and possible receipt of the award.

*NOTE: When developing responses to these RFP Instructions, Michigan Works! Southwest highly encourages bidders to review the appropriate sections of the [WIOA Manual](#) authored by the State of Michigan, Department of Labor and Economic Opportunity. This resource provides significant detail of the requirements for the delivery of WIOA Services.*

## **I. EXECUTIVE SUMMARY**

Include a brief overview of the entire proposal including a summary of the understanding of the WIOA Adult and Dislocated Worker Services requirements and an overview of the proposed scope of work.

*Begin Response Here:*

## **II. OVERALL PROGRAM DESIGN**

In the following subsections, bidders are asked to provide information that should demonstrate/describe how the proposed program and service delivery design will operate and how it will support the objectives of WIOA Adult and Dislocated Worker Services.

### **A. Service Flow Chart**

Provide a service flowchart that reflects program activities from enrollment to exit and through the 12-month follow-up process.

NOTE: The flowchart should paint a picture of what the proposed delivery system and partnership will look like, as it is proposed throughout the remainder of the narrative.

*Include Service Flow Chart as an attachment to the proposal. It is not taken into consideration in the twenty five (25) page narrative limit.*

### **B. Needs Statement**

1. Describe what the bidding organization perceives to be the workforce development needs of the adult and dislocated worker population in the Michigan Works! Southwest area. The description should take into consideration current and forecasted economic conditions as well as any differing needs based on each county and/or geographic area.
2. Describe any target groups or special segments of this population being proposed to be served.

*Begin Response Here:*

### **C. Outreach and Recruitment**

1. Describe the outreach and recruitment process, including how potential customers will be identified and how the bidding agency intends to coordinate with and support other partners in the Michigan Works! Network (e.g., Employment Services, Trade Act, and other workforce programs) regarding outreach and recruitment efforts.
2. Outline any county specific outreach and recruitment strategies that will be implemented to ensure connections throughout the diverse counties in the Southwest Michigan Works! Area.
3. Describe strategies for ensuring the WIOA services, funded through any award as a result of this RFP, are branded as a service of Michigan Works! Southwest.

*Begin Response Here:*

### **D. Intake, Eligibility Determination, and Verification**

Describe the intake, eligibility determination, and verification processes. Describe when and how the program applicants will be informed of the purpose, structure, services, and requirements of the program. Include any distinctions between the Adult and Dislocated Worker program orientation processes, as well as dual enrollments with other One-Stop Partners, including the mandatory dual enrollment of Dislocated Worker and TAA.

*Begin Response Here:*

**E. Career Management**

1. Describe the career management delivery system including the assessment process and tools, counseling, support service delivery, and coordination with other community agencies.
2. Describe the use of technology to support career management activities including the use of any digital platforms and the provision of any virtual services and/or activities.  
*Begin Response Here:*

**F. Individual Service Strategy (ISS)/Individual Employment Plan (IEP)**

1. Discuss the process for completing, reviewing, and updating the participant's ISS/IEP.
2. Describe how barriers to employment will be determined.
3. Describe how it will be ensured that participant information is entered on the state management information system in a timely manner and how it is reviewed with the participant periodically?

Note: Be sure to include the frequency in which each of these will occur.  
*Begin Response Here:*

**G. One-Stop Services for Adult and Dislocated Workers**

1. Describe how the resources of the Michigan Works! Service Centers will be utilized.
2. Please explain the plan for services offered in locations, outside of the Service Centers, and provide location information.  
*Begin Response Here:*

**H. Collaboration with Community Organizations, Programs, and Employers**

1. Describe how a strong connection with the One-Stop Service Delivery Network will be incorporated into the proposed program design.
2. Describe how a strong connection with community/neighborhood groups in each of the four counties will be incorporated into the proposed program design.
3. Describe how the proposed service delivery design embraces and supports the key features of the Michigan Works! Southwest Business Solutions Team (BST) concept, and the Demand Driven Model.
4. Describe how relationships with local employers will be built and maintained.  
*Begin Response Here:*

**I. Training Services**

1. Describe briefly the process for determining locally in-demand trainings, and matching customers to appropriate training opportunities.
2. Describe strategies to ensure innovative and diverse training opportunities are available to participants, including occupational skills training leading to industry recognized credentials and on-the-job training (OJT).
3. Include in the description occupational/skills training, customized training, and on the job training (OJT) and the internal management of the ITA voucher process for the organization.

4. Outline the plan to include the use of apprenticeships and pre-apprenticeships as a training resource for participants.  
*Begin Response Here:*

**J. Follow-Up Services**

Describe in detail the delivery of quality follow-up services for each of the situations below:

1. Training Component Follow-up
2. Job Placement Follow-up
3. Post Exit Follow-up  
*Begin Response Here:*

**K. Performance**

Describe the proposed strategy for managing and achieving performance.  
*Begin Response Here:*

**L. Customer Satisfaction**

Describe the proposed method for tracking and measurement of customer satisfaction.  
*Begin Response Here:*

**III. DELIVERY SYSTEM STAFFING/MANAGEMENT PLAN**

- A. Describe how it will be ensured that all relevant administrative personnel at the bidding organization (including frontline staff, as well as organizational support staff, such as the Business Office) will be familiarized with the general and administrative provisions and requirements of WIOA.  
*Begin Response Here:*
- B. Describe how program staff will be informed of program and/or policy changes that may impact their assigned functions and how you will ensure these changes are implemented in a timely manner. Describe ongoing professional development plan for staff (e.g., DEI training). Also describe how new staff will be oriented to the Michigan Works! Network and trained for their respective functions.  
*Begin Response Here:*

**IV. MONITORING AND OVERSIGHT**

- A. Concisely describe the methods and frequency with which components and activities will be monitored by staff for compliance with federal, state, and local requirements, including contractual compliance (*See Section 6 in the RFP Instructions*). All proposals MUST include a provision and system for conducting internal monitoring.  
*Begin Response Here:*
- B. Describe the system for ensuring fiscal and programmatic reporting, including participant reporting data on the state management information system.  
*Begin Response Here:*

**V. LEVERAGED RESOURCES**

- A. Please describe any non-grant funded services and/or resources (financial or in-kind) that will be used to assist and support program efforts.  
*Begin Response Here:*