



1601 S. Burdick Street, Kalamazoo, Michigan 49001-2711

**Michigan Works! Southwest
Workforce Development Program
Request for Proposal 2026-2**

One-Stop Service Center Operator
For Branch, Calhoun, Kalamazoo, and St. Joseph Counties

Funding for activities identified in this RFP are made possible by Wagner-Peyser Act, Workforce Innovation and Opportunity Act (WIOA), Temporary Assistance for Needy Families (TANF) and local funding through the Department of Labor and Economic Opportunity, State of Michigan (LEO)

**This RFP Notification Expires on
April 17, 2026 at 4:00 PM EST**

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**Michigan Works! Southwest Workforce Development Program
Request for Proposal (RFP) 2026_2**

- Section 1: INTRODUCTION** provides a summary of the context within which professional services requested are delivered within the Michigan Works! Southwest Area.
- Section 2: ONE-STOP OPERATOR EXPECTATIONS** describes the coordination of the workforce development system as the objective of the One-Stop Operator.
- Section 3: SCOPE OF RFP** provides a description of the eligibility criteria One-Stop Operators, funding, period of performance, area served, delivery structure, type of Agreement, performance measures/deliverables, and payment adjustments.
- Section 4: SOLICITATION SCHEDULE** provides a timeline of key activities that will take place during the solicitation process.
- Section 5: PROPOSAL REVIEW AND EVALUATION** highlights the elements considered in the review and evaluation of the proposals. This includes an overall assessment review of the proposal's compliance with RFP Instructions, performance objectives, coordination capabilities, budget plan and outcome expectations. In addition, Risk Assessment requirements, reviewing the performance, qualifications and procedures of bidding agency are outlined.
- Section 6: ADMINISTRATIVE AND MANAGEMENT REQUIREMENTS** addresses internal controls and management procedures of bidding agencies.
- Section 7: GENERAL ADMINISTRATIVE REQUIREMENTS** addresses the administrative roles and responsibilities of Michigan Works! Southwest.
- Section 8: ASSURANCES, CERTIFICATIONS, AND STIPULATIONS** identifies relevant statutes and regulations as required by state and/or federal law.
- Section 9: NARRATIVE RESPONSE** provides instructions for the written response.
- Section 10: STAFFING** provides instructions for completion of a profile of each staff assigned to the proposal.
- Section 11: BUDGET** provides the instructions and format for completing the budget summary.

REFERENCES

These RFP instructions have incorporated supplemental resources including data and information on local workforce development activity. The following are enclosed as References:

- Reference # 1 Michigan Works! Southwest Network Structure
- Reference # 2 Michigan Works! Southwest - Chart of Line Item Descriptions
- Reference # 3 Michigan Works! Southwest - General Administrative Requirements
- Reference # 4 Assurances, Certifications, and Stipulations
- Reference # 5 Michigan Works! Southwest Workforce Development Board Policies
- Reference # 6 MWSW PROCEDURE: Request for Proposal (RFP) Appeals
- Reference # 7 Michigan Works! Southwest Workforce Development Board Roster
- Reference # 8 Michigan Works! Southwest Administrative Staff
- Reference # 9 A Demand Driven Workforce Development System in Michigan
- Reference #10 Resource List

Persons preparing responses to the RFP may access appropriate Workforce Innovation and Opportunity Act guidance and regulations, along with Uniform Guidance, published reports, and materials as may be available to aid in the development of their proposals. A resource list is included as Reference #10.

Section 1 – INTRODUCTION

Michigan Works! Southwest (MWSW) is releasing funding for the delivery of One-Stop Service Center Operations and is placing high expectations that the entity selected will provide a level of professional services commensurate with the funding allotted. The selected bidder must have the ability to navigate federal and state policies and regulations, develop innovative strategies and perform at the highest possible levels.

The Michigan Works! Network is a demand driven workforce development system that serves businesses as the primary customer to ensure that employers have the skilled workers they need. It is based on the fundamental premise that in order for the state's employers to compete successfully in the international marketplace, they need well-developed-workers, well-educated students from our school systems, and skillfully-trained individuals coming from our public and private training providers. Through the Michigan Works! Demand Driven System and the implementation of the Michigan Industry Cluster Approach we will be able to better match employer needs with training provided to workers. A focus on businesses as a primary customer does not minimize our commitment to excellent customer service to our job seekers, instead it is through the utilization of this demand driven strategy that local businesses are engaged and Michigan Works! Agencies can effectively direct job seekers to appropriate training and stable job placements that lead to financial self-sufficiency.

The system includes Michigan Works! Service Centers in all MW area's across the state providing locally designed and operated services to meet local labor market needs.

- Employers seeking workers can post their job listings on the state-wide public labor exchange; Pure Michigan Talent Connect (PMTTC) available at <http://www.mitalent.org>.
- Job seekers can also post their resumes on PMTTC for review by employers who are recruiting workers.
- Dislocated workers can get help finding new jobs through labor market information and help with job seeking skills, such as resume writing assistance, and, as appropriate, in-demand skills training.
- Individuals receiving public assistance receive help in finding and maintaining employment.
- Young people can find information and assistance in making the transition from school to higher education or a long-term career.
- Individuals looking for training opportunities can utilize the state-wide Internet-based eligible training provider list; Michigan Training Connect (MiTC) available at <http://www.mitalent.org/mitc>.

The Michigan Department of Labor and Economic Opportunity (LEO) is the lead agency in the implementation of the statewide Michigan Works! Network. Locally, the County of Kalamazoo (Board of Commissioners) has been designated as the Grant Recipient by the State of Michigan to provide for the planning, implementation, delivery, and overall management of workforce development services for Branch, Calhoun, Kalamazoo, and St. Joseph Counties.

In accordance with the Workforce Innovation and Opportunity Act, or any successor legislation, Kalamazoo County as the local grant subrecipient, designated the W.E. Upjohn Trustee Corporation (W.E. Upjohn Institute for Employment Research) to act as both Administrative and Fiscal agent for employment and training funds awarded to the service area and as governed by Public Act 8 of 1967 Agreement between the Michigan Counties of Branch, Calhoun, Kalamazoo, and St. Joseph.

The W.E. Upjohn Institute for Employment Research, Center for Workforce Innovation and Solutions, otherwise identified as Michigan Works! Southwest provides the administrative and fiscal management duties for this Michigan Works! Agency. Michigan Works! Southwest is one of two Michigan Works! agencies that make up the State of Michigan's Prosperity Region 8.

The focus of Michigan Works! is to provide information and resources to enable customers – employers and job seekers – to achieve economic security. Services from the state's major workforce development programs are to be accessible in a seamless manner and a core set of services are to be available, free of charge, to all that seek them. Special attention is given to meeting the needs of veterans and individuals with disabilities. Generally, this is achieved through One-Stop Service Centers located throughout the State in each Michigan Works! Area. The One-Stop Service Centers (also referred to in Michigan as "Michigan Works! Service Centers") encourage co-location, functional alignment, integrated services, and a customer focus.

Section 2 – ONE-STOP OPERATOR EXPECTATIONS

The objective of this procurement is to select a One-Stop Operator for Branch, Calhoun, Kalamazoo, and St. Joseph County Service Centers. As the One-Stop Operator, the selected bidder will coordinate the service delivery of required one-stop partners and service providers in the Michigan Works! Southwest One-Stop Service Centers. This collaboration creates a seamless customer-focused One-Stop delivery system that integrates service delivery across all programs and enhances access to program services.

All required One-Stop partners have a shared responsibility to ensure that all customers receive services at the highest level possible. Partner agencies, individually and collectively, establish the “culture” of the One-Stop Service Centers. To ensure that Michigan Works! Southwest One-Stop Service Centers maintain a culture that is highly respected by customers and peers, each partner is expected to assist in the maintenance of One-Stop Services, particularly in situations of peak customer demand or as assistance may be requested by the One-Stop Operator.

The One-Stop Operator is the entity that coordinates service delivery of required one-stop partners and service providers. Coordination of the One-Stop System requires effective, efficient, and full cooperation of all required One-Stop Partners.

1. Customer Service – The One-Stop Operator will contribute innovative techniques, and operational policies and procedures, that support positive customer service experiences, promoting a professional, efficient, and accessible setting within each One-Stop Service Center, that supports the needs of job seekers, workers, and businesses. The One-Stop Operator must coordinate a system that integrates customer (employer and job seeker) access and awareness, including a coordinated, strategic customer service, and other tools, as necessary, to ensure that the One-Stop Service Center is highly visible and easy to locate and access.
2. Continuous Improvement – The One-Stop Operator will evaluate the Michigan Works! Agency performance, conducting regular assessments on the One-Stop system, including partnership development and improvement, and meet with the Michigan Works! Administrative staff to provide recommendations regarding the implementation of service delivery, communication, customer flow, and other opportunities that may strengthen and improve the overall system.
3. Annual One-Stop Certification Process - The One-Stop Operator will assist Michigan Works! Southwest Administrative staff with State requests and reviews specific to One-Stop Service Center services, including the State’s certification of the One-Stop Service Center.
4. Staff Development - In collaboration with service providers and the MWSW Administration, the One-Stop operator will ensure that staff assigned to specific functions are both qualified and trained to complete those functions. The selected One-Stop Operator will provide recommendations and resources and assist, as appropriate, with the coordination of a streamlined professional development system for all partners.
5. Accessibility and Inclusion – The One-Stop Operator will assist the Michigan Works! Agency with compliance of various regulations relating to non-discrimination, equal opportunity, and inclusion, giving priority to assuring persons with physical, mental, cognitive, and sensory disabilities have programmatic and physical access to all Michigan Works! services.
6. Emergency Contingency and Safety/Security plans – The One-Stop Operator will review and update, as appropriate, the existing emergency contingency plan, and Safety/Security plans, to ensure that coordinated and adequate response plans are in place for each MWSW Service Center. The goal of the emergency contingency plan is to minimize the disruption in customer service whenever emergencies arise that would severely restrict or prevent employment services from being provided, such as from natural disasters, disruption of internet services, loss of power or water, and other unforeseen circumstances. Safety/Security plans exist to address staff and customer needs and safety when an emergency arises.

Section 3 – SCOPE OF RFP

This RFP provides instructions to solicit proposals to procure a One-Stop Operator for the four counties in the Michigan Works! Southwest Area. This section provides a description of the coordination of services in the Michigan Works! Southwest Area, including eligibility criteria, funding levels, period of performance, area served, target populations to be served, service delivery structure and expected deliverables.

A. ONE-STOP OPERATOR ELIGIBILITY

1. One-Stop Operator Eligible Entities

The One-Stop Operator must be an entity (public, private, or nonprofit) or consortium of local entities that, at a minimum, includes three or more of the required One-Stop partners of demonstrated effectiveness. Entities selected and serving as One-Stop Operators are subrecipients of a federal award and thus are required to follow the Uniform Guidance. Such entities may include the following:

- Government agencies or governmental units, such as: local or county governments, school districts, State agencies, and Federal WIOA partners;
- Employment Service State agencies under the Wagner-Peyser Act, as amended by title III of WIOA;
- Indian Tribes, tribal organizations, Alaska native entities, Indian-controlled organizations serving Indians, or Native Hawaiian organizations (collectively referred to as “Indian Tribes”);
- Educational institutions, such as: institutions of higher education, nontraditional public secondary schools such as night schools, and area career and technical education schools (however, elementary and other secondary schools are not eligible to become a one-stop operator);
- Community-based organizations, nonprofit entities, or workforce intermediaries;
- Other interested organizations that are capable of carrying out the duties of the one-stop operator, such as a local chamber of commerce, other business organization, or a labor organization;
- Private for-profit entities;
- Local WDBs, if approved by the Chief Elected Official (CEO) and the Governor as required by WIOA sec. 107(g)(2).

2. Additional Criteria

In consideration of the importance assigned to this activity, it is imperative that the bidder possess a keen understanding of the requirements of the services requested, the customer groups, and service strategies required. The bidder must demonstrate their capacity to address the demands identified in this RFP through their responses to these RFP Instructions. An award as a result of this RFP will be made to entities legally organized to conduct business in the State of Michigan and who have demonstrated success in delivering the services proposed. Preferential consideration may be given to organizations whose business is located in proximity to the populations targeted to receive the services proposed in the Michigan Works! Southwest Area (Branch, Calhoun, Kalamazoo, and St. Joseph Counties); who are minority or female owned organizations/businesses; or faith or community-based organizations, or educational institutions that are both cost effective and meet criteria for demonstrated effectiveness. The bidder must serve as the One-Stop Operator for all four counties.

B. FUNDING

1. Funding Sources

- a. One-Stop Service Centers will be supported with resources allocated through the infrastructure funding Agreements, including:
 - Wagner-Peyser
 - Workforce Innovation and Opportunity Act of 2014 (Title I)
 - Trade Adjustment Assistance
 - Temporary Assistance for Needy Families (TANF)
 - Local Partners

Selected Bidders serving as One-Stop operators are required to follow Uniform Guidance, 2 CFR 200 and the WIOA.

2. Funding Levels

An **estimated level of funding, per program year**, for these services is:

\$ 25,000

Any award for services identified in this RFP is subject to the availability of state and/or federal funds for this purpose.

3. Expenditure Exclusions

The One-Stop Service Center supports an infrastructure for all partners housed at the One-Stop Service Center facility. The costs associated with this infrastructure should not be included in your proposal budget. Examples of these costs are:

- Space rental/usage expenses specific to the One-Stop facility location including space expense, custodial services, utilities and general maintenance expenses;
- Network Information Technology/Services including network system administration, internet connection, network-related computer maintenance, network software updates;
- Office equipment that is shared and used by all partner agencies, including the One-Stop; and
- Telephone equipment and access; copier and fax equipment provided by the One-Stop.

C. PERIOD OF PERFORMANCE

1. Operational Period

The period of this RFP is for three program years. However, Michigan Works! Southwest reserves the right to initiate a solicitation earlier if changes in funding, legislation, or termination of the Agreement have an impact on program design elements as described in these RFP Instructions. Funds made available for this RFP are for the first year (PY2026).

PY2026: July 1, 2026 through June 30, 2027

PY2027: July 1, 2027 through June 30, 2028

PY2028: July 1, 2028 through June 30, 2029

2. Agreement Period

The initial Agreement issued through this solicitation will be developed for a one-year period. The development of Agreements for consecutive years of funding are contingent upon the availability of state/federal funding, attainment of satisfactory performance objectives and the negotiation of budgets and performance levels.

3. One-Stop Operator Transition

Should an Agreement be awarded to a bidder that is not the current One-Stop Operator, the new One-Stop Operator will be responsible for all services associated with the services carried into the program year 2026 (beginning July 1, 2026) from the prior program year 2025 (ending June 30, 2026). A plan will be developed to ensure a smooth and efficient transition. Separate transition Agreements may be negotiated for a period prior to July 1, 2026, to enable the responsibilities to be carried out.

D. AREA SERVED: Michigan Counties of Branch, Calhoun, Kalamazoo, and St. Joseph

One successful bidder will be selected to serve as the One-Stop Operator in Branch, Calhoun, Kalamazoo, and St. Joseph Counties. At the time of this RFP, services are provided at the following One-Stop Service Center locations:

Branch County, 398 Marshall Street, Coldwater (currently an affiliate site)

Calhoun County, 200 Van Buren St. W, Battle Creek (comprehensive site)

Kalamazoo County, 1601 S. Burdick St., Kalamazoo (comprehensive site)

St. Joseph County, 16587 Enterprise Dr., Three Rivers (currently an affiliate site)

E. SERVICE DELIVERY STRUCTURE

Only one bidding organization will be selected to coordinate program services as identified in this RFP for Branch, Calhoun, Kalamazoo, and St. Joseph Counties.

In consideration of the importance assigned to this activity, it is imperative that bidders possess a keen understanding of the requirements of the services requested, the customer groups, and service strategies required. Bidders must demonstrate their capacity to address the demands identified in these RFP Instructions.

F. TYPE OF AGREEMENT

Agreements resulting from this solicitation will be “cost-reimbursement.”

G. PERFORMANCE MEASURES & DELIVERABLES

The One-Stop Operator will not be directly measured on federally required performance measures. However, performance measures are indicative of Michigan Works! Southwest’s priorities, and respondents should demonstrate how they will contribute to MWSW’s ability to successfully achieve federal performance measures.

One-Stop Operator Deliverables

Deliverables are those items that must be achieved within the timeframe of the Agreement period to enable full payment of expenses. Deliverables do not replace performance measures and all performance measures are not defined as deliverables. Payments will be based on achievement of deliverables in a manner agreed upon by Michigan Works! Southwest and the bidder.

Michigan Works! Southwest expects respective bidders to propose deliverables believed to be appropriate measures for determining system progress and effectiveness among partners and service providers of the local Michigan Works! network. Examples may include, but are not limited to:

1. Expenditure of at least 95% of funds made available in the award;
2. Development and measurement of system metrics;
3. Number of multi-partner professional development activities;
4. Support in the development of a referral and co-enrollment process across required partners;
5. Development of mechanisms for tracking partner usage of the One-Stop network and outcomes; and/or
6. Assisting the MWSW board, its staff, and partners, in ensuring One-Stop certification is achieved.

H. PAYMENT ADJUSTMENTS

The Michigan Works! Agency reserves the right to withhold payment equal to five percent (5%) of reported expenditures through the Agreement period if the deliverables established in the Agreement are not achieved.

Section 4 – SOLICITATION SCHEDULE

A. SCHEDULE OF SOLICITATION ACTIVITIES

To the extent possible, the following schedule will be followed for the administration of this Request for Proposal:

RFP Instructions Released	Friday, March 13, 2026
Technical Assistance Deadline	Friday, March 20, 2026 by 4:00pm EST
Technical Assistance Responses Available	Tuesday, March 24, 2026 by 4:00pm EST
Notice of Intent to Bid Due	Friday, April 3, 2026 by 4:00pm EST
Proposals Due	Friday, April 17, 2026 by 4:00pm EST
Award Announcements	Approximately Thursday, April 30, 2026

In addition, based on the discretion of the Michigan Works! Southwest Workforce Development Board RFP Review Committee, an interview process for bidders may be implemented and individual interviews with each bidding organization may be scheduled.

This schedule will be adhered to as closely as possible. However, the Michigan Works! Southwest Agency reserves the right to make revisions without prior notification.

B. SUBMISSION DETAILS AND DEADLINE

Proposals must be submitted by 4:00pm EST, on Friday, April 17, 2026 to:

Amanda Rosenberg
MIWorks@upjohn.org

Proposals must include signature in an electronic copy via e-mail to MIWorks@upjohn.org. Please note: RFP 2026-2 in the subject line.

1. It is the responsibility of the interested bidder to ensure that the proposal is received by Michigan Works! Southwest by the date and time specified above.
2. Proposals must be complete, legible, and technically accurate at the time of submission. Each proposal will be reviewed as submitted. After a proposal is submitted, it may not be modified prior to review unless requested by Michigan Works! Southwest.
3. A proposal may be withdrawn from consideration for funding if such a request to do so is transmitted in writing to Amanda Rosenberg at MIWorks@upjohn.org. Please note: RFP 2026-2 in the subject line.

C. LATE PROPOSALS

Proposals received by the Michigan Works! Southwest Agency after 4:00 P.M. EST on the date specified may not be considered for award under this solicitation.

D. TECHNICAL ASSISTANCE

Organizations are responsible for the content and development of their own proposal. Persons preparing responses to the RFP may access appropriate Workforce Innovation and Opportunity Act guidance, regulations, Federal Management and Budget Circulars, published reports, and materials as may be available to aid in the development of proposals. A resource list is also included as Reference #10.

Technical assistance will be provided for questions submitted by 4:00 p.m. EST, Friday, March 20, 2026. Only written questions submitted via email will be accepted. Responses that may have an impact on the interpretation or clarification of these RFP Instructions will be posted by 4:00 p.m. EST, Tuesday, March 24, 2026 on the Michigan Works! Southwest website (<https://www.michiganworkssouthwest.org/rfps>).

For purposes of administering this solicitation, the individual responsible for responding to any question that may arise during the preparation of proposals in response to this RFP is Amanda Rosenberg at MIWorks@upjohn.org. Please note: RFP 2026-2 in the subject line.

E. PROPOSAL CONTENT AND ORGANIZATION

All proposals shall be prepared to ensure consistency and uniformity in terms of appearance and content. All proposals must be submitted in accordance with the following specifications.

- Proposals must be single-spaced in 11-point font with 1" margins all around.
- Pages should be numbered consecutively and not exceed 5 pages in length.
- Charts, Flowcharts and/or graphs may be used if they convey required information. These should be provided as attachments.
- Supplementary documentation as required by these RFP instructions is to be included as attachments to the proposal. However, do not provide additional information if it does not directly support the proposal narrative.
- All proposals submitted shall contain the following documents and be compiled in the following order:
 1. Cover Sheet and Proposal Certification (Form A) (Do not provide a separate cover letter)
 2. Risk Assessment materials
 3. Narrative Response (Form B)
 4. Budget Documents
 - Budget Summary (Form C-1)
 - Budget Narrative (Form C-2)
 5. Conflict of Interest Statement (Form D)
 6. Staffing Description, Resumes, Organizational Chart
 7. Organizational Experiences, Demonstrated Effectiveness, Other documents, as appropriate.

F. DISCLAIMER

This RFP does not commit Michigan Works! Southwest to award an Agreement or pay any cost incurred in the preparation of a proposal. Michigan Works! Southwest reserves the right to accept or reject any or all proposals or parts of proposals received as a result of this request. Michigan Works! Southwest can cancel this RFP, in part or in its entirety, if it is in the best interest to do so.

Additionally, Michigan Works! Southwest reserves the right to make an award without further discussion of the proposals submitted. Therefore, proposals should be submitted initially on the most favorable terms, from both technical and price standpoints, which the bidder can propose. Michigan Works! Southwest contemplates awarding the bidder with the highest total points.

Section 5 – PROPOSAL REVIEW AND EVALUATION

All bidding organizations must submit documentation required of the Risk Assessment as part of the submitted proposal.

A. RISK ASSESSMENT

Risk Assessments will be reviewed by Michigan Works! Southwest and will examine the performance of each bidding organization based on a review of qualifications, past performance and procedures. Criteria to be evaluated include:

1. The bidding organization's prior experience with the same or similar services;
2. The results of previous audits, including whether or not the bidder received a Single Audit in accordance with Subpart F - Audit Requirements of the OMB Uniform Guidance, and the extent to which the same or similar services have been audited as a major program;
3. Whether the bidding organization has new personnel or new or substantially changed systems; and
4. The extent and results of Federal awarding agency monitoring (e.g., if the bidder also receives Federal awards directly from a Federal awarding agency).

To exhibit these criteria, Risk Assessment materials to be submitted should include:

- a) Procurement process and procedures of the bidding organization. If not applicable, a signed statement agreeing to accept the procurement and property management policy of Michigan Works! Southwest. Information regarding Michigan Works! Southwest Local Workforce Development Board Policies is included as Reference #5.
- b) Internal controls and management procedures of the bidding organization.
- c) Cost Allocation Plan/Methodology.
- d) Audit and Management Letters.

All bidders must provide a copy of the most recent audit of the agency, or in the absence of an audit, a statement from a CPA that the agency/organization's accounting system and internal control procedures are adequate for the purpose of accounting for and reporting of Federal revenues and expenditures in compliance with generally accepted accounting principles and Federal requirements.

- i. Monitoring performance reports, as applicable, performed by an outside agency/third party.
All bidding agencies must provide copies of monitoring reports, performance reports, program (non-financial) audits and similar reports, that attest to your agency's operational capabilities. The documents must be relevant (i.e., address program operations that are the same as or substantially equivalent to those proposed) and current (i.e., not older than two years).

If none of these documents are available, the bidding agency must provide a description of how program activities and operations are reviewed for quality and customer satisfaction.
- ii. Proof of Legal Status
All bidding agencies must have active registration on the System for Award Management website, <https://www.sam.gov>. Please note that there is no cost to register on this site.
All agencies that are not current One Stop Operators of Michigan Works! Southwest must include documentation that shows Board resolution specifying who within your organization is assigned the authority to execute Agreements and revisions to Agreements.
- iii. Certification Documents Requiring Signature/Affirmation
The following documents must be incorporated into any Agreement developed resulting from this solicitation. They must be executed by the organization through signature and affirmation. (See Reference #4, "Assurances, Certifications & Stipulations")
 - Certification Regarding Lobbying for Contracts, Grants, Loans, and Cooperative Agreements

- Certification Regarding Debarment, Suspension, Ineligibility, Voluntary Exclusion Lower Tier Covered Transactions

Per this evaluation, the identification of a bidder deemed to be high risk does not eliminate a proposal from consideration. It simply requires additional steps to be taken to address any real or apparent risk.

Per 2CFR Part 200.207, high risk is defined as: when an applicant or recipient has a history of failure to comply with the general or specific terms and conditions of a Federal award; when an applicant or recipient fails to meet expected performance goals as described in 2 CFR Part 200.210; information contained in a Federal award; or when an applicant or recipient is not otherwise responsible.

B. TECHNICAL REVIEW

Proposals will be reviewed by Michigan Works! Southwest to determine:

- a. Timelines of submission of all required documents,
- b. Adherence to all the RFP Instructions,
- c. Completeness of all required documents and responses, and
- d. Reference/supplemental documentation, if provided, is complete.

Upon completion of Technical Review by Michigan Works! Southwest, and having determined that the bidder meets the minimum standards regarding compliance, the Michigan Works! Southwest Agency Administrative and Fiscal staff and Michigan Works! Southwest Workforce Development Board RFP Committee will move forward with completing a merit review in the following areas: One-Stop Deliverables, Administrative and Management Requirements, and Budget Plan.

C. EVALUATION AND SCORING

1. ONE-STOP OPERATOR DELIVERABLES (50%)

Proposed deliverables are appropriate for system coordination, customer service, continuous improvement, annual one-stop certification, staff development, accessibility and inclusion, and recommendations for emergency contingency and safety/emergency action plans.

2. ADMINISTRATIVE AND MANAGEMENT REQUIREMENTS (40%)

Proposal demonstrates an understanding of required coordination of partner services, internal management, administrative responsibilities, resource coordination and integration, community partnering, customer service, data collection responsibilities, staffing and management plan, etc.

3. BUDGET PLAN (10%)

Budget documents demonstrate completeness and consistency. Description of elements of expense are adequate to determine allowability of expenses and reasonableness for proposed coordination activities.

D. REVIEW AND APPEAL PROCESS

Bidders wishing to appeal the final funding decision resulting from this solicitation must submit their written request to the RFP Technical Assistance contact at Michigan Works! Southwest Agency (Upjohn Institute) within ten (10) calendar days following the date of the written notification of the funding recommendation.

The request for appeal shall include a clear description of the grievance and basis for appeal. The request shall be signed by the bidder's authorized signatory. The request will be processed through the established appeal process for the Michigan Works! Southwest Area (Reference #6, Request for Proposal (RFP) Appeals Procedure).

A. MONITORING AND OVERSIGHT

The bidder shall have in place a “System of Internal Monitoring” which will be conducted to ensure compliance and progress in managing program and administrative goals.

1. Internal Monitoring Mechanisms and Responsibilities

Internal monitoring should include at a minimum:

- Compliance with Federal, State and local policies;
- Program reports and assessments;
- Monthly financial reports, invoices and budget amendments;
- Performance outcomes;
- Work site safety and compliance;
- Work site emergency preparedness;
- Accuracy and timeliness of time sensitive activities; and
- Complete procurement and records management.

2. External Monitoring Responsibilities

Michigan Works! Southwest retains the overall authority for monitoring the performance of activities within any Agreements and Michigan Works! Southwest Administrative staff will monitor activities under this agreement as appropriate.

Michigan Works! Southwest will provide written notice of formal monitoring visits, including those performed by the state or other external entities. However, unannounced observations and visits may be conducted periodically for assessment and general information purposes.

3. Reports/Monitoring Tools

Submission of the following reports/information are required, and the information shall be submitted in Microsoft Word or Excel format. The following reports will be utilized for the review and assessment of activities:

- **Quarterly Report-** Operator narrative description of performance during the preceding quarter using a focused list of questions provided by Michigan Works! Southwest.
- **Invoiced and Un-invoiced Cost Reports-** Provided by the bidder to report accrued and actual expenses for a specified period.
- **Special Reports/Requests-** Occasionally requested to provide specific information regarding activities conducted under the Agreement. Time frames for submittal shall also be included.

B. GRIEVANCE PROCEDURES

The awarded bidder will uphold written procedures of Michigan Works! Southwest to handle client complaints and grievances. The procedures will clearly outline the process that must be followed for both an initial grievance as well as opportunities for appeal.

C. CONFLICT OF INTEREST

To ensure that the bidder, the Michigan Works! Southwest Administrative Staff, and the Michigan Works! Southwest Workforce Development Board have full protection from apparent or real conflict of interest; the proposal must include a completed and signed Form D “Conflict of Interest Statement.”

The identification of an apparent or real conflict of interest with the Michigan Works! Southwest Workforce Development Board or Michigan Works! Agency staff on this form does not eliminate a proposal from consideration. It simply requires additional steps to be taken to address any real or apparent conflict of interest.

D. EQUAL OPPORTUNITY PROCEDURES

The awarded bidder is required to follow Michigan Works! Southwest procedures ensuring compliance with federal and state Equal Opportunity, Affirmative Action, and Non-Discrimination requirements. The bidder must describe how these practices would be applied to program customers in their proposal response. (See Form B).

E. STAFFING

The selected bidder will ensure that staff assigned to specific functions are both qualified and trained to perform the tasks outlined in this Request for Proposal.

F. RECORD RETENTION

Program records must be retained for a defined period following the date on which the expenditure report containing the final expenditures charged to any program year's allotment is submitted to the U.S Department of Labor, Employment and Training Administration by the State of Michigan. This date is extended until any existing audit/litigation problems are resolved. This is further defined in the local Records Management and Destruction policy and procedures. (Reference #5-WDB Policy Summary – Policy 31 and any subsequent revisions “Records Management and Destruction”)

Section 7 – GENERAL ADMINISTRATIVE REQUIREMENTS

GENERAL ADMINISTRATIVE REQUIREMENTS address the administrative roles and responsibilities of the Michigan Works! Agency, vendor information, and process for the notification of award and several provisions required by federal and/or state law as part of the solicitation process. (See Reference #3, “General Administrative Requirements” for detailed information.)

Section 8 – ASSURANCES, CERTIFICATIONS, AND STIPULATIONS

ASSURANCES, CERTIFICATIONS and STIPULATIONS identifies assurances and certifications which are required by state and/or federal law as they pertain to the administration of activities authorized by the WIOA and other relevant statutes and regulations. (See Reference #4, “Assurances, Certifications, and Stipulations” for detailed information.)

Section 9 – NARRATIVE RESPONSE

Expectations for the Michigan Works! Southwest Agency have been identified throughout these RFP instructions. The narrative response must take into consideration not only what the bidder would be directly responsible for, should the proposal be accepted, but also the level of reliance on other components of the local Michigan Works! network, as well as the community.

USE FORM “B” FOR YOUR NARRATIVE RESPONSE

Section 10 – STAFFING

A. DESCRIPTION OF STAFFING

For staff assigned to provide services, in whole or in part, provide the following information that describes the level of staffing.

1. Position Title (Assigned by the organization)
2. Position Classification (Professional, technical, managerial, clerical, etc.)
3. Full-time Equivalency (Express fractions as decimals, i.e., ½ time as .50 FTE)
4. Areas of Responsibility (Identify primary functions that will be assigned to this position)
5. Qualifications (Identify skills, attributions and/or prior experiences examined for individuals filling this position)
6. Credentials (Identify any credentials that are required for this position, and a brief explanation of how these credentials relate to the areas of responsibility assigned to this position)

B. RESUME

Provide a current resume for each of the staff assigned to this project.

C. ORGANIZATIONAL STRUCTURE

Provide an organizational chart that depicts the organizational relationship of all of the positions identified in the proposal. Include the line of supervision, staff names, and full-time equivalents (FTEs) for each position.

Section 11 – BUDGET

A. BUDGET INFORMATION AND FORMS

The forms contained in this RFP have been produced in an electronic spreadsheet format (Microsoft Excel). Upon award, during Agreement negotiations, multiple fund source budgets, by county, may be required. This solicitation includes the following Budget Forms:

- a. **Budget Summary (Form C-1):** This form provides the summary of line item cost by category, in alignment with the line item descriptions. Information presented on this form will automatically total. Do NOT enter data in the final, total, row.
- b. **Budget Narrative (Form C-2) -** The narrative will provide a description of the elements of each line item on the “Budget Detail Worksheet.” Please follow specific directions when completing the narrative descriptions. Examples of responses are provided.

B. ALLOWABLE COSTS

Only costs directly related to the coordination of service delivery of the One-Stop Operator, allowable per 2 CFR 200 and properly supported with back-up data and records will be allowable charges. For shared time arrangements, where staff charges, facilities, utilities, supplies, etc. are to be funded by more than one source, a cost allocation plan must be included with each proposal.

C. Indirect Costs

Each item of cost incurred for the same purpose shall be treated consistently in like circumstances, either as a direct or indirect cost, in order to avoid possible double charging of Federal awards. Guidelines for determining direct and indirect costs charged to Federal awards are provided in 2 CFR Part 200 Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards; Subpart E – Cost Principles §200.413 and §200.414.

If a bidder is requesting that indirect costs be considered, a complete justification of indirect charges is to be submitted as an attachment to Form C-1, at the time of proposal submission.

D. LINE ITEM DESCRIPTIONS

A chart of line Item codes and descriptions provides a description of the types of cost that are likely to be included in the budget summary. Because definitions may differ from those of other organizations, please consult Reference #2, “Michigan Works! Southwest, Chart of Line Item Descriptions”, when assigning costs to your budget summary.