

**Request for Proposal 2026-2
One-Stop Operator
Narrative Response**

Preparing Your Response

Michigan Works! Southwest is releasing funding for the delivery of workforce development services and is placing high expectations that the entity selected will provide a level of professional services commensurate to the funding allotted. The selected bidder must have the ability to navigate federal, state, and local policies and regulations, develop innovative strategies and perform at the highest possible levels. Responses prepared should reflect these expectations.

The Narrative Response must be prepared using this document. The following are instructions for completing the narrative response:

- All bidders must provide the requested information in the order and format stipulated.
- Total length, including all questions as provided and bidding agency's responses, is not to exceed 5 pages, single-spaced in 11-point font with 1" margins all around.
- Each response must 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.
- If a response is not appropriate for the type of service you are proposing, type "N/A" or "Not Applicable" as the response and explain why.

Failure to respond to any part within the narrative could adversely affect scores of the proposal evaluation, and receipt of the award.

A. ONE-STOP OPERATOR DELIVERABLES

1. System Coordination

- a. Provide a concise summary of the proposal. The summary should include why the bidder should be selected, highlighting previous experience in workforce development and demonstrating understanding of the delivery of workforce services. Incorporate how you coordinate service delivery of the required One-Stop Partners as the One-Stop Operator, efficiently managing the coordination of workforce delivery services. Highlight innovative strategies your organization will utilize to enhance customer experience and achieve the goals of being the One-Stop Operator.
- b. Describe how the bidder will establish and maintain functional and collaborative relationships with required One-Stop partners. Include how the bidder will ensure that partners achieve a sense of "ownership" within One-Stop Service Centers, allowing partners input into the system organization and operation, including the provision of staff assistance in times of great demand.
- c. How will the bidder ensure all resources are used in the most efficient and effective manner, including, resources provided by the various partners. Please describe any services and/or resources (financial or in-kind) that would be used to assist and support efforts.

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2. Customer Service and Continuous Improvement

- a. Describe your proposed collaboration strategies for customer service to ensure that all job seekers and employers receive high quality, exceptional service, inclusive of Equal Opportunity practices, by all partners, every time they visit a Service Center or are provided a service.
- b. How will the bidder plan to provide Michigan Works! Administrative staff recommendations regarding service delivery, communication, customer flow, and other opportunities that may strengthen and improve the overall system?

3. Annual One-Stop Certification

- a. Describe how the bidder will assist with regular and periodic certification of the One-Stop Service Centers. Include planned routine evaluations to ensure that all certification criteria, (per State of Michigan Policy Issuance: 25-07, and subsequent changes), are met and how corrective action will be implemented to address areas not meeting required criteria.

4. Staff Development

- a. What steps will be taken for collaboration with Michigan Works! Administrative staff to assist current and new staff throughout the One-Stop system, including multiple partner staff, with professional development appropriate for their assigned tasks? Include how this will ensure that staff are informed of new or revised policies related to the services described in this proposal.

5. Accessibility and Inclusion

- a. Describe how, as the One-Stop Operator, full accessibility and inclusion will be addressed for each One-Stop Service Center, including any training or professional development of One-Stop Operator or Partner staff, surveys and / or evaluations that will be conducted, the frequency of such reviews, how results of such reviews will be used for continuous improvement.

6. Emergency Contingency and Safety/Emergency Action Plan

- a. Describe how the bidding organization will provide recommendations for updating safety and emergency action plans for each comprehensive and affiliate serve center that would address staff and customer needs and safety when an emergency arises. (Note: Review and updates to existing Contingency Plans for each comprehensive and affiliate service center will be required as part of any agreement resulting from this RFP)

B. ADMINISTRATIVE AND MANAGEMENT REQUIREMENTS

1. Internal Management

- a. Describe what internal management procedures will be used to ensure that all of the terms and conditions specified in this RFP will be addressed.

2. Equal Opportunity

- a. Briefly describe the organization's practices for ensuring compliance with federal and state Equal Opportunity, Affirmative Action, and Non-Discrimination requirements, including the manner in which they are applied to the hiring, retention, and promotion of staff.