

**Request for Proposal 2023-1  
One-Stop Operator  
Narrative Response**

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**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 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 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, typed, single-spaced on 8 ½ x 11" paper 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 your response and explain why.

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

USE AFFIRMATIVE LANGUAGE "WILL" OR "SHALL" SO THAT PROPOSAL MAY BE EASILY CONVERTED TO CONTRACT FORMAT.

**OVERALL PROGRAM DESIGN**

The following are a series of opportunities to describe your program design and how it will be implemented.

**A. Overview**

**1. Executive Summary**

Provide a concise summary of your proposal. The summary should include why your organization should be selected, include any previous experience in workforce development and the delivery of workforce services. Incorporate how you propose to operate the service centers.

**2. System Programs, Partners and Coordination**

- a. Describe how you will establish and maintain functional and collaborative relationships with the required One-Stop partners. Include how you will ensure that the Partners achieve a sense of "ownership" within the Michigan Works! System and One-Stop Service Centers.

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- b. Explain how you will ensure partners are providing input into the system organization and operation and making contributions to the functioning of the One-Stop Service Centers, including the provision of staff assistance in times of great demand.
- c. Detail your plan for the implantation of regular partner meetings, and how these meeting outcomes will be documented.
- d. How will you ensure all resources are used in the most efficient and effective manner; including, the various funding sources.
- e. Describe how you will coordinate One-Stop services, including the referral and co-enrollment process with other partner programs, as well as how partner usage and outcomes will be tracked.

**3. Public Information and Outreach**

For purposes of this proposal response, describe any outreach and public relations strategies that will be utilized to ensure cohesive Michigan Works! Southwest branding. Also, describe how these outreach and public relations strategies will be coordinated with One-Stop Partners, the Michigan Works! Agency and the Workforce Development Board.

**4. Customer Service**

Describe your proposed collaboration strategies for customer service to ensure that all job seekers and employers receive high quality, exceptional service, by all partners, every time they visit a Service Center or are provided a service.

**5. Additional Support**

Please describe any services and/or resources (financial or in-kind) that would be used to assist and support program efforts.

**B. One-Stop Operator**

**1. Systems Management**

Describe the design of your proposed One-Stop Operator structure to ensure that all the elements stated in Section 2 of the RFP document will be fully addressed. Please indicate specific elements of the One-Stop Operations for which partner assistance is required as part of the One-Stop Operations strategy, name of partner(s), and the specific roles they will assume in this assistance.

**2. Annual Certification**

As the One-Stop Operator, describe how you 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: 21-36, and subsequent changes*), are met and how corrective action will be implemented to address areas not meeting required criteria.

**3. Professional Development**

Describe the steps that will be taken for collaboration to ensure current and new staff throughout the One-Stop system, including multiple partner staff, are properly trained for their assigned tasks. Include how you will ensure that staff are informed of new or revised policies relating to the services described in this proposal.

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**4. Emergency Contingency and Safety/Emergency Action Plan**

Describe the elements of your organization's proposed safety and emergency action plan that would address staff and customer needs and safety when an emergency arises. Suggest elements that would be included in your organization's proposed emergency contingency plan modifications, that would minimize the disruption in customer service when an emergency arises preventing services from being provided at any One-Stop location. (Note: Review and updates to existing Contingency Plan will be required as part of any agreement resulting from this RFP)

**5. Innovation**

Highlight innovative strategies your organization will utilize to enhance the customer experience and achieve the goals of being the One-Stop Operator.

**6. Technology**

Highlight plans for the use of technology as it relates to enhancing the customer experience. How will technology assist with achieving the goals of being the One-Stop Operator?

**7. Deliverables**

Propose deliverables believed to be appropriate measures for determining system progress and effectiveness among partners and service provider of the local Michigan Works! network.

**C. Administrative and Management Requirements**

**1. Internal Management**

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. Fund Source Management**

Describe your experience managing multiple fund sources.

**3. Equal Opportunity**

Briefly describe your 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.

**4. Accessibility and Inclusion**

Describe how, as the One-Stop Operator, you will ensure that 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.