



A Private-Public Partnership Serving Branch, Calhoun, Kalamazoo and St. Joseph Counties  
222 S. Westnedge Avenue, Kalamazoo, Michigan 49007-4628

**Michigan Works! Southwest  
Workforce Development Program  
Request for Proposal 2023-1**

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, Trade Adjustment Assistance Act, Workforce Innovation and Opportunity Act (WIOA), Temporary Assistance for Needy Families (TANF) and local grant funding through the Department of Labor and Economic Opportunity, State of Michigan (LEO)*

**This RFP Notification Expires on  
April 14, 2023 at 4:00 PM EST**

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**Michigan Works! Southwest Workforce Development Program  
Request for Proposal (RFP) 2023-1**

- Section 1: INTRODUCTION** provides a summary of the context within which services requested are to be delivered within the Michigan Works! Southwest Area.
- Section 2: SERVICE DELIVERY EXPECTATIONS** describes the design of the workforce development system for the responsibilities of the One-Stop Service Center Operator.
- Section 3: SCOPE OF RFP** provides a description of the manner in which services will be delivered in the Michigan Works! Southwest Area, eligibility criteria for service providers, funding levels, period of performance, area served, and delivery structure.
- 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: SERVICE PROVIDER REQUIREMENTS** address internal controls and management procedures of bidding agencies.
- Section 7: GENERAL ADMINISTRATIVE REQUIREMENTS** address the administrative roles and responsibilities of Michigan Works! Southwest, vendor information, process for the notification of award and several provisions required by federal and/or state law as part of the solicitation process.
- Section 8: 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 Workforce Innovation and Opportunity Act and other relevant statutes and regulations. See Reference #4 for detailed information.
- Section 9: NARRATIVE RESPONSE** provides the instructions for the written narrative response.
- Section 10: STAFFING** provides instructions for completion of a profile of each staff assigned to the proposal.
- Section 11: BUDGET** data provides the instructions and format for completing the budget.

## 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 Employment and Training Programs –Line Item Codes and Descriptions
- Reference # 3 General Administrative Requirements
- Reference # 4 Assurances, Certifications, and Stipulations
- Reference # 5 Debarment and Lobbying
- Reference # 6 Michigan Works! Southwest Workforce Development Board Policy Summary
- Reference # 7 Request for Proposal (RFP) Appeals Procedure
- Reference # 8 Michigan Works! Southwest 2023 Workforce Development Board
- Reference # 9 Michigan Works! Southwest Administrative Staff
- Reference # 10 Demand Driven System Approach
- Reference #11 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 #11.

## 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 to 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 better workers, better educated students from our school systems, and better 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 counties 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 PMTC 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 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 – SERVICE DELIVERY EXPECTATIONS

The preferred objective of this procurement is to select a single entity as the One-Stop Service Center Operator for Branch, Calhoun, Kalamazoo, and St. Joseph County Service Centers. The service delivery expectations for the One-Stop Service Center Operator are listed below.

### A. ONE-STOP OPERATOR

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.

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.

#### 1. COORDINATION OF OPERATIONS

The management of the One-Stop centers is a shared responsibility of Michigan Works! Southwest, core service providers, workforce partners, and the One-Stop operator.

Coordination of the One-Stop System requires effective, efficient, and full cooperation of all required One-Stop Partners. The One-Stop Operator is the recognized leader in this effort. However, many of the services and activities required of the One-Stop Operator cannot be achieved to their fullest extent without the assistance of all Partners.

The One-Stop Operator must establish and maintain a collaborative and functional relationship with the Michigan Works! Network Partner organizations and other workforce development entities that may be housed at the One-Stop Service Centers.

The One-Stop Operator is responsible for the coordination of the delivery of partner program services, ensuring that One-Stop Service Centers provide customers with career services, training services, and other employment related services provided by required partner programs. This includes the coordination of facility usage in accordance with the “Certification Criteria for Michigan Works! Service Centers.”

**NOTE:** In their capacity as lessee of the One-Stop Service Center facilities, the Michigan Works! Southwest Agency will assume specific responsibilities for addressing issues relating to One-Stop facilities. However, Michigan Works! Agency Administrative personnel are not stationed at One-Stop Service Centers on a regular basis.

Michigan Works! Agency Administrative personnel will:

- i. Serve as the liaison between the Service Center partners and the landlords including troubleshooting facility issues.
- ii. Serve as the liaison with partners for space utilization (including sub-lessees and the infrastructure funding agreement).
- iii. Assist in the identification of alternative sites for One-Stop Service Centers, auxiliary, or affiliate One-Stop sites as may be required.
- iv. Obtain input from the One-Stop Operator and partners on resources at the facility including: technology, security and safety, space allocation and usage, resource room, computer lab, staff training, etc.

#### 2. SYSTEMS COORDINATION

The One-Stop Operator will be responsible for the general oversight and coordination with the partner programs operating in the One-Stop Service Center facilities, to ensure a consistent, streamlined approach to customer service. This includes, but is not necessarily limited to:

- i. Partnerships - Facilitate integrated partnerships that seamlessly incorporate services for the common customers served by multiple program partners of the One-Stop.
- ii. Policies - Enforce procedural, conduct, and appearance policies of the State and/or Workforce Development Board. Develops and implements operational policies that reflect an integrated system of performance, communication, and case management, and uses technology to achieve integration and expanded service offerings, as appropriate.
- iii. Customer Service - Support customer service standards.
- iv. Partner Meetings - Assist in the coordination and facilitation of regular one-stop partner meetings including but not limited to, invitation, meeting logistics, agendas, training, and meeting collateral.
- v. Records - Maintain records of all One-Stop partner meetings and activities related to the One-Stop operator functions (e.g., minutes, attendance, handouts, etc.).
- vi. Continuous Improvement - Evaluate and provide recommendations to the Michigan Works! Southwest Administrative staff regarding the implementation of service delivery, communication, customer flow, and other opportunities to strengthen the overall system.
- vii. Partner Outreach - Assist with identifying and recruiting additional partners into the One-Stop Network through networking and the avocation of the value and opportunities of joining the One-Stop Network.
- viii. Annual One-Stop Certification Process - Assist Michigan Works! Administrative staff in the preparation for an implementation of the One-Stop certification.
- ix. Quarterly Assessment - Conduct a quarterly assessment to ensure that all One-Stop certification requirements and processes remain current and submit a report to the Michigan Works! Southwest Administrative staff.

According to WIOA, the One-Stop Operator may not perform any of the following duties:

1. Convening system stakeholders to assist in the development of the Local Plan;
2. Preparing and submitting Local Plans;
3. Being responsible for oversight of itself;
4. Managing or significantly participating in the competitive selection process for One-Stop operators;
5. Selecting or terminating One-Stop operators, career services, and youth providers;
6. Negotiating local performance accountability measures; and
7. Developing and submitting the budget for activities of MWSW Development Board in the local area.

An entity serving as a One-Stop operator, that also serves a different role within the one-stop delivery system, may perform some or all of these functions when it is acting in its other role, if it has established sufficient firewalls and conflict of interest policies and procedures.

### 3. STAFF DEVELOPMENT

In collaboration with service providers and Administration, the bidder selected as the One-Stop operator will ensure that staff assigned to specific functions are both qualified and trained to perform their task(s). The operator will assist with the coordination of a streamlined professional development system for all partners to ensure that current and new staff are:

- Informed of the overall Michigan Works! Network and One-Stop Center services;
- Informed and kept current of policy and compliance requirements of the program in which they are working;
- Informed and continuously updated on the technical requirements for the specific task(s) to which they are assigned; and
- Provided the opportunity to participate in Michigan Works! Association trainings and/or activities that will enhance their skills in performing their job and overall knowledge of the workforce development network.

#### 4. ACCESSIBILITY AND INCLUSION

One-Stop Service Centers need to be inclusive of all customers to be effective. A universally accessible system requires meeting the diverse customer needs that exist within the local service delivery area, including the needs of Veterans and eligible spouses, individuals with disabilities, people of different cultures, and persons with barriers to employment.

As recipients of federal funds, the One-Stop Operator, and the Michigan Works! Network are required to comply with various regulations relating to non-discrimination, equal opportunity, and inclusion. The most critical of these regulations are implementation of the Non-Discriminatory and Equal Opportunity Provision of the:

- a. WIOA of 2014;
- b. Section 504 of the Rehabilitation Act of 1998, as amended;
- c. Titles I and II of the Americans with Disabilities Act (ADA);
- d. Uniform Federal Accessibility Standards (UFAS).

Priority will be given to assuring that persons with physical, mental, cognitive, and sensory disabilities will have full **programmatic and physical access** to all One-Stop Service Center services and activities. The commitment to adequately serving individuals with disabilities extends beyond the specialized services of vocational rehabilitation.

#### 5. CUSTOMER SERVICES

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.

#### 6. PUBLIC INFORMATION AND OUTREACH

The One-Stop Operator will support the outreach efforts of the Michigan Works! brand that creates awareness in the community and establishes expectations among Michigan Works! Southwest customers concerning the types of services provided in the One-Stop Service Centers. Good outreach practices help ensure One-Stop Service Centers' continued success and visibility:

- All outreach strategies will be coordinated between the One-Stop Operator and the Michigan Works! Southwest administration.
- All publications, websites and signage must distinguish between certified One-Stop Service Centers and Michigan Works! affiliate offices.
- One-Stop Service Center signage must be sufficiently prominent to assure customer recognition of the location, and if possible, should be larger in size than the signage of any other programs.
- The Michigan Works! Southwest name and logo must be included on all forms, communications, outreach, and publicity materials, along with the state required taglines recognizing funding source, equal opportunity, TTY, and other appropriate nondiscrimination/equal access notices.
- All telephone greetings must incorporate the Michigan Works! Southwest Network identity and any other identity that may be required by the State.
- All outreach materials must be shared with, and approved by, the Michigan Works! Southwest administration prior to using.

#### 7. EMERGENCY CONTINGENCY AND SAFETY/SECURITY PLANS

The subrecipient selected as the One-Stop Operator will be asked to review and update, as appropriate, the existing emergency contingency plan to ensure that coordinated and adequate response plans are in place for current and potential conditions. 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 at the One-Stop location. Those situations could result from natural disasters, catastrophic events, disruption of internet services, loss of power or water, and other unforeseen circumstances.



The subrecipient selected as the One-Stop Operator must also provide a Safety and Emergency Action Plan that would address staff and customer needs and safety when an emergency arises.

*The Michigan Works! Southwest Agency may amend, add, or delete provisions to this Service Delivery Expectation prior to the execution of any agreement that may result from this solicitation.*

## Section 3 – SCOPE OF RFP

This RFP provides instructions to solicit proposals to procure a One-Stop Service Center 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. SERVICE PROVIDER ELIGIBILITY

#### 1. One-Stop Operator Eligible Entities

The One-Stop Operator must be an entity (public, private, or nonprofit) or consortium of entities that, at a minimum, includes three or more of the required One-Stop partners of demonstrated effectiveness, located in the local area. 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 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

Bidders must be able to demonstrate experience and knowledge of managing multiple fund sources. Selected Bidders serving as One-Stop operators are subrecipients of a Federal award and are required to follow Uniform Guidance, 2 CFR 200 and the WIOA.

## 2. Funding Levels

An **estimated level of funding** for these services is:

**\$ 45,000**

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 or legislation have an impact on program design elements as described in this RFP Instructions. Funds made available for this RFP are for the first year (PY2023).

PY2023: July 1, 2023 through June 30, 2024

PY2024: July 1, 2024 through June 30, 2025

PY2025: July 1, 2025 through June 30, 2026

### 2. Subaward Agreement Period

The initial subaward issued through this solicitation will be developed for a one-year period. The development of agreements for the second year of funding is 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 subrecipient of the One-Stop Service Center Operations, the new subrecipient will be responsible for all services associated with the services carried into the program year 2023 (beginning July 1, 2023) from the prior program year 2022 (ending June 30, 2023). 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, 2023 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 Service Center 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 provide all the services 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 subaward 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 subaward agreement.
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. Implementation of regular partner meetings and documentation of outcomes from meetings;
6. Development of mechanisms for tracking partner usage of the One-Stop network and outcomes; and/or
7. 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 subaward agreement period if the deliverables established in subaward 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 17, 2023
Technical Assistance Deadline	Friday, March 31, 2023 by 4:00pm
Technical Assistance Responses Available	Tuesday, April 4, 2023 by 4:00pm
Notice of Intent to Bid Due	Friday, April 7, 2023 by 4:00pm
Proposals Due	Friday, April 14, 2023 by 4:00pm
Award Announcements	Approximately Friday, April 28, 2023

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 4:00 P.M., on April 14, 2023 to:

Amanda Rosenberg, 222 South Westnedge Ave, Kalamazoo, MI 49007

Proposals must include one (1) original (with signatures) and one (1) copy, along with an electronic copy of proposal on flash drive or via e-mail (miworks@upjohn.org). If emailing, please note: RFP 2023-1 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 2023-1 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 their proposals. A resource list is also included as Reference #11.

#### 1. Technical Assistance Timeline

Technical assistance will be provided for questions submitted through March 31, 2023. The Technical Assistance Contact identified below will receive questions. 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 on the Michigan Works! Southwest website (<https://www.michiganworkssouthwest.org/about/work-with-us/>)

## 2. Technical Assistance Contact

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](mailto:MIWorks@upjohn.org). Please note: RFP 2023-1 in the subject line.

## E. PROPOSAL CONTENT AND ORGANIZATION

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

- Proposals must be typed, single-spaced on 8 ½ x 11" paper in 11-point font with 1" margins all around.
- Hard copy proposal is not to be bound, except by clip or rubber band.
- Pages for the narrative response (Form B) should be numbered consecutively and not exceed 5 pages in length.
- Charts 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. All Risk Assessment materials
  3. Narrative Response (Form B)
  4. Budget Documents (Form C)\*
    - a. Wage and Benefit Detail Service Center Operator
      - Budget Detail Worksheet
      - Budget Summary (included in Service Center Operator Budget Workbook)
      - Expenditure, Enrollment and Termination Schedule (included in Service Center Operator Budget Workbook)
      - Budget Narrative (Form C5)
  5. Conflict of Interest Statement (Form D)
  6. Staffing Description, Resumes, Organizational Chart
  7. Organizational Experiences and Demonstrated Effectiveness (as appropriate)
  8. Other Documents (as appropriate)

\*Upon award, during contract negotiations, multiple fund source budgets, by county, will be required.

## Section 5 – PROPOSAL REVIEW AND EVALUATION

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

### COMPLIANCE REVIEW

#### 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:

- a. The bidding organization's prior experience with the same or similar subawards;
- b. The results of previous audits, including whether or not the subrecipient receives a Single Audit in accordance with Subpart F - Audit Requirements of the OMB Uniform Guidance, and the extent to which the same or similar subaward has been audited as a major program;
- c. Whether the bidding organization has new personnel or new or substantially changed systems; and
- d. The extent and results of Federal awarding agency monitoring (e.g., if the subrecipient 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 #6.
- 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 subrecipients of Michigan Works! Southwest must include documentation that shows Board resolution specifying who within your organization is assigned the authority to execute subaward agreements and revisions to subaward 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 (See reference #5)
- Certification Regarding Debarment, Suspension, Ineligibility, Voluntary Exclusion Lower Tier Covered Transactions (See reference #5)

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 2CFR 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:

- Timeliness of submission of all required documents,
- Adherence to all the RFP Instructions,
- Completeness of all required documents and responses, and
- Requested reference and supplemental documentation is provided and is complete.

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

## **C. EVALUATION AND SCORING**

### **1. UNDERSTANDING OF WORKFORCE DEVELOPMENT SYSTEMS (10%)**

Respondents must demonstrate a general understanding of the service delivery system, the services solicited by this RFP, and the ability to effectively and efficiently manage and deliver those requested services.

### **2. COORDINATION CAPACITY (35%)**

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

### **3. ONE-STOP DELIVERABLES (35%)**

Proposed deliverables are appropriate measures for determining system progress and effectiveness among partners and service providers of the local Michigan Works! Network.

### **4. BUDGET PLAN (15%)**

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

### **5. OVERALL ASSESSMENT (5%)**

Assessment of overall proposal will take into consideration the proposal's Executive Summary, quality of responses in the aggregate relative to completeness, consistency, reasonableness for the services proposed, cost and performance outcomes.

## **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), 222 S. Westnedge Avenue,



Kalamazoo MI 49007-4628, 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 #7, Request for Proposal (RFP) Appeals Procedure).

## Section 6 – SERVICE PROVIDER REQUIREMENTS

The bidder shall, as part of the Risk Assessment Review submit their “Internal Controls and Management Procedures” necessary to ensure that the tasks and functions listed below are discharged in a timely and accurate manner and which maintain the highest level of integrity.

### 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 will include at a minimum:

- Compliance with Federal, State and local policies and regulations
- Required program reports and assessments
- Monthly financial reports, invoices and budget changes
- Performance outcomes
- Work site safety and compliance
- Accuracy and timeliness of time sensitive activities
- Complete procurement and record management

#### 2. External Monitoring Responsibilities

Michigan Works! Southwest retains the overall authority for monitoring the performance of activities within this subaward. Michigan Works! Southwest Administrative staff will monitor program and fiscal activity. The Workforce Development Board will have the opportunity to attend and provide feedback on activities conducted under this agreement. Monitoring activities will be conducted through on-site evaluations and the desktop review of program reports.

MWSW 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.
- **Annual Accessibility of Program Activities Report-** Initial submission by the subrecipient of an assessment of their accessibility of program activities as well as the physical accessibility of their location (s). The forms and format of this report will be provided by MWSW.
- **Invoiced and Un-invoiced Cost Reports-** Provided by the subrecipient 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. CUSTOMER SATISFACTION/ SERVICE ACCOUNTABILITY

The selected subrecipient will coordinate with employment services staff in the establishment of a customer satisfaction review system that encourages follow-up with customers and allows for information and data to be collected to track customer services and outcomes (to be defined in this proposal response. See Form B). At a minimum, the following components are expected:

1. The system must utilize data generated through the state developed system of measuring customer satisfaction to implement service improvements;
2. The system must institute an integrated service management process;
3. Partners must adhere to confidentiality protections for customers, as required by state and federal law and regulations; and
4. Development of interagency agreements for information exchange (where necessary).

#### **C. GRIEVANCE PROCEDURES**

The awarded subrecipient 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.

#### **D. 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.

#### **E. EQUAL OPPORTUNITY PROCEDURES**

##### Equal Opportunity

The awarded subrecipient (organization) 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).

##### Program Accessibility

The awarded subrecipient may be required to complete a "Self-Evaluation: Program Accessibility" (See Section 6, A, #3).

#### **F. STAFFING**

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

#### **G. 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 US Department of Labor, Employment and Training Administration by the State of Michigan. This date is extended until existing audit/litigation problems are resolved. This is further defined in the local Records Management and Destruction policy and procedures. (Reference # 6-WDB Policy Summaries – Policy 31 and subsequent revisions "Records Management and Destruction")

## Section 7 - GENERAL ADMINISTRATIVE REQUIREMENTS

GENERAL PROVISIONS 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 in these RFP instructions. The narrative response must take into consideration not only what your organization would be directly responsible for, should your proposal be accepted, but also the level of reliance on other components of the local Michigan Works! network and 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. These staff will also be listed on the “Staff Wage and Benefit Detail,” Form C-1.

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 all staff assigned to this project.

**C. ORGANIZATIONAL STRUCTURE**

Provide an organizational chart that depicts the organizational relationship of the positions identified above. Include the line of supervision, staff names, and 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). The individual forms are presented as separate “worksheets” and are electronically linked to each other. Therefore, they are intended to be completed in the order presented. Instructions pertaining to data entry in specific cells are included on each form. Upon award, during contract negotiations, multiple fund source budgets, by county, will be required. **Please review the “Instructions” tab prior to completing any of the Budget Forms.**

- a. **Staff Wage and Benefit Detail:** The Staff Wage and Benefit Detail provide a breakdown of the wage and fringe benefit cost for each position funded for the proposed services. The detail from this form provides the detail necessary to complete the Budget Detail Worksheet.
- b. **Budget Detail Worksheet:** This form provides a detailed presentation of each of the line items appropriate for the activity proposed. Total expenses noted for each line item are transferred to the appropriate cost category/line item on the Budget Summary. Wage and benefit information is linked and auto-filled from the Staff Wage and Benefit Detail tabs discussed above.
- c. **Budget Summary:** This form provides the summary of line item cost, by cost category. Information presented on this form is linked and auto-filled from the Budget Detail Worksheets. Do NOT enter data on this form.
- d. **Service Schedule:** This form will document the anticipated monthly participant and expenditure activity throughout the subaward agreement period. Projections of the monthly activity will reflect what would reasonably be expected based on the program design. An equal monthly distribution of participant activity and/or expenditures is not reasonable and will not be seen as an acceptable response.

### B. BUDGET INFORMATION

- a. **Period of Budget -** The budget should reflect expenses for the period of performance stated in the proposal. The duration of this funding cycle extends from July 1, 2023 through June 30, 2024.
- b. **Budget Presentation -** A line item budget is required for all proposals.
- c. **Budget Narrative -** 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.

### C. COST CATEGORIES

For purpose of this RFP, expenditures identified must comply with the limitations on certain costs as defined by regulation. All costs identified in the proposals submitted for consideration must be identified as: In-school and/or Out-of-school.

### D. ALLOWABLE COSTS

Only costs directly related to the operation 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 or shared facilities 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 (See Section 5. A.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 OMB 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 for indirect costs to be considered, a complete justification of indirect charges is to be submitted as an attachment to Form C, at the time of submission.

**E. LINE ITEM CODES AND DESCRIPTIONS**

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