



REQUEST FOR PROPOSAL (RFP)
Workforce Innovation and Opportunity Act
ONE-STOP OPERATOR

Michigan Works! West Central is a proud partner of the American Job Center network and an Equal Opportunity Employer/Program.

Auxiliary Aids and Services are Available upon Request to Individuals with Disabilities
Michigan Relay Center/TTY Callers Use 711 or 1-844-578-6563

Table of Contents

PART I: General Information	3
Purpose	3
PART II: RFP PARAMETERS	3
Proposal Stipulations and Submission	3
Contract Award	3
Time Period for Activities	4
Equal Opportunity and Nondiscrimination	4
Funding Awards	4
Conflict of Interest	4
Lobbying Restrictions	4
Proposal Selection and Appeal Process	5
Process	5
Grievance Policy	5
PART III: ONE-STOP OPERATOR	5
Background	5
Proposed Scope of Work	6
Eligible Bidders	6
PART IV: PROPOSAL SUBMISSION	7
Narrative	7
Performance	8
Budget	8
RFP Evaluation Criteria	8
Attachments	8
REQUEST FOR PROPOSALS COVER SHEET	9

PART I: General Information

Purpose

In July 2014, the Workforce Innovation and Opportunity Act (WIOA) was signed into law. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.

The purpose of this RFP is to solicit proposals from prospective One-Stop Operators and procure a One-Stop Operator to coordinate the partners and services of the six One-Stop Service Centers that are a part of Michigan Works! West Central.

PART II: RFP PARAMETERS

Proposal Stipulations and Submission

The RFP will be made available in alternate format (audio type or large print) upon request. Requests for alternative formats shall be made in writing within three (3) business days of release of the RFP and shall be faxed to the attention of Kim Gager at 231-796-8316, emailed to kgager@michworkswc.org, or hand-delivered/mailed to the address listed below.

In order to be considered for funding, **proposals must be received no later than 3:30pm on Friday, June 7, 2019** to:

Kim Gager, Deputy Director
Michigan Works! West Central
14330 Northland Drive
Big Rapids, MI 49307

Proposals or any part thereof received after this time will not be accepted.

Proposals must be:

- Complete, computer-generated, and technically accurate.
- 3 – 5 pages, double-spaced with a font size of 12 or larger. A footer at the bottom of each proposal page should include the bidder's name as well as proposal page number.
- Signed by an official authorized to bind the agency. The proposal will be considered a firm offer for a 60-day period from the submittal date.

Bidders must submit one (1) original and (1) electronic copy of the proposal. Any differences between the original or electronic version are at the liability of the bidder. All proposals will be considered firm bids. No changes will be made after submission.

Contract Award

This request for proposals does not commit Michigan Works! West Central or its boards to award a contract, to pay any costs incurred in the preparation of an application to this request, or to procure or contract for services or supplies. Michigan Works! West Central and the boards reserve the right to accept or reject any or all applications received as a result of this request, or negotiate with all qualified sources to waive any informalities or minor irregularities in

applications/proposals, or to cancel in part or in its entirety the RFP if it is in the best interest of Michigan Works! West Central or the boards to do so. Michigan Works! West Central is not required to award bids to the lowest bidder or to the best score, but must make award decisions based on best overall proposals considering all relevant factors, including price, technical qualifications, demonstrated experience, etc. The board may require the agencies selected to participate in negotiations and to submit price, technical, or other revisions of their applications that may result from negotiations. Michigan Works! West Central reserve the right to negotiate a renewal of contract award for up to one additional year, or to negate the renewal and re-release all or selected RFPs due to funding reductions, reallocations, lack of performance by contractor, or funding/program-related requirements at the state or federal level.

Time Period for Activities

A one-year contract will be awarded, with the intent to allow for two, one-year renewals of the contract contingent upon acceptable performance, continued funding and authorization for activities and no major changes in legislation or programs. The contract time period will be July 1, 2019 to June 30, 2020.

Equal Opportunity and Nondiscrimination

All Contracts require and assure compliance with Equal Opportunity and Nondiscrimination requirements. Service Providers are required to comply with these requirements in the course of operating program services, including assurances of nondiscrimination in the provision of benefits, services and activities, in employment practices and in all terms, conditions and privileges of employment.

Funding Awards

The funding amount available is to support up to a ½ FTE.

Conflict of Interest

A listing of the WDB/LEO members is included on the Michigan Works! West Central Website, www.michworkswc.org. Agencies are asked to identify any of the members the agency has an affiliation with and to identify the affiliation. Examples are WDB/LEO members who may be on an agency board, advisory committee, employee, or with whom the agency has a financial relationship. Most relationships do not affect the bid.

Lobbying Restrictions

Bidders may be disqualified from bidding if they engage in any activity involving WDB/LEO members which influences or attempts to influence the award, terms, or structure of an award of funding that bidding agency is applying for.

Bidders may be disqualified if they gain or attempt to gain any advantage via information or influence in the process. This includes lobbying Michigan Works! West Central staff and attempting or gaining information not available to other bidders or before it is released.

This applies to funding under the control of the WDB/LEO and includes the contents and development of the RFP and proposals.

Proposal Selection and Appeal Process

A bidding entity may appeal action taken on their proposal by requesting a review. The Request for Review shall state the basis of the appeal, founded on violation of the enabling legislation or other specific and relevant legislation, regulations, or requirements including State of Michigan, Talent Investment Agency Policy. The basis for the request shall be explicitly stated and make specific reference to appropriate sections of the law, regulations, etc.

An appeal will not be accepted if it attempts to modify or include additional information or clarifications not contained in the original proposal.

Process

A Request for Review must be made in writing, within 15 calendar days of the date after a funding decision has been rendered by the WDB/LEO. The Request for Review must be received by the 15th calendar day at:

Executive Director
Michigan Works! West Central
14330 Northland Drive
Big Rapids, MI 49307

A meeting may be scheduled to review the appeal within 30 days of receipt. The Grievance Procedure will be used from this point. Appeals that do not allege a violation of the appropriate legislation, regulations, etc. may be dismissed by the WDB/LEO.

Grievance Policy

A Grievance Procedure is established and maintained for resolving any complaints or grievance alleging a violation of any program that is administered by Michigan Works! West Central. All recipients of funding awarded by Michigan Works! West Central are subject to the Michigan Works! West central grievance procedures. These procedures, in detail, may be found posted at our service centers.

PART III: ONE-STOP OPERATOR

Background

The Workforce Innovation and Opportunity Act (WIOA) requires each local Workforce Development Board to solicit a One-Stop Operator through a competitive bid process. The role of the One-Stop Operator, per WIOA, is to provide coordination of the various service providers within the American Job Centers. In alignment with WIOA sec. 121 and per United States Department of Labor (USDOL) Training and Guidance Letter 15-16, the One-Stop Operator must at a minimum:

- Disclose any potential conflicts of interest arising from the relationships of the One-Stop Operator with particular training service providers or other service providers, including but not limited to, career service providers;
- In coordinating services and serving as a One-Stop Operator, refrain from establishing practices that create disincentives to providing services to individuals with barriers to

employment who may require longer-term services, such as intensive employment, training and education services; and

- Comply with Federal regulations and procurement policies relating to the calculations and use of funds.

Proposed Scope of Work

Michigan Works! West Central has identified the following as examples of potential roles and activities for the selected One-Stop Operator:

- Facilitate integrated partnerships that incorporate services for the common customers served by program partners.
- Assist Michigan Works! West Central staff with coordinating and facilitating all center staff trainings to ensure all staff are equipped with the skills and knowledge to provide excellent service to job seekers and businesses consistent with partner program requirements.
- Conduct Service Center criteria reviews at least once annually, to ensure that One-Stop service centers in the Michigan Works! West Central service area meet the certification criteria required by the Talent Investment Agency Policy Issuance 15-30, Change 1, or subsequent Service Center certification policies.
- Provide an annual assessment of the effectiveness of inter-program referrals and deliver recommendations for continuous improvement for referrals between Michigan Works! West Central programs and partner programs such as Adult Education, Veterans' Services and Michigan Rehabilitation Services.
- Annually conduct a review of Michigan Works! West Central performance and customer satisfaction to ensure accountability, compliance and high quality program implementation.
- Upon request, assist staff with developing policies, plans and programs to meet performance standards for workforce development programs implemented by Michigan Works! West Central.
- Upon request, assist staff with designing programs to meet goals of the Workforce Development Board.

Entities selected and serving as one-stop operators are sub-recipients of a Federal award and thus are required to follow the Uniform Guidance, 2 CFR 200 and the WIOA.

A one-stop operator is the entity that coordinates the service delivery of required one-stop partners and service providers. Further background on the role of the one-stop operator can be found in Training & Employment Guidance Letter WIOA #15-16 and #16-16.

Eligible Bidders

One One-Stop Operator is being sought to provide services under this RFP for all six centers, since they operate as a unified system. **It is expected that the one-stop operator staffing will be no more than a ½ FTE staff position.** The Michigan Works! West Central has six American Job Centers and are located at the following addresses:

Lake County Service Center
5252 M-37
Baldwin, MI 49304

Mason County Service Center
5722 West US-10
Ludington, MI 49431

Mecosta County Service Center
14330 Northland Drive
Big Rapids, MI 49307

Newaygo County Service Center
5479 West 72nd Street
Fremont, MI 49412

Osceola County Service Center
240 East Church Avenue
Reed City, MI 49677

Oceana Service Center
195 North Michigan Ave.
Shelby, MI 49455

The following types of organizations are allowed to bid to become a One-Stop Operator:

- 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 – Peysner 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 herein 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 Workforce Development Boards (WDB), if approved by the Chief Elected Official (CEO) and the Governor as required in WIOA sec. 107(g) (2).

Female-owned, minority-owned, and small business are encouraged to apply. Entities selected and serving as one-stop operators are sub-recipients of a federal award and thus are required to follow the Uniform Guidance, 2 CFR 200 and the WIOA.

PART IV: PROPOSAL SUBMISSION

Narrative

Michigan works! West Central is requesting a 3-5 page document that addresses the following:

- a. Describe how you would propose to deliver the list of activities identified in the “Proposed Scope of Work” section. Provide any other information or potential ideas you would like to add in addition to those listed in the “Proposed Scope of Work.”

- b. Describe the staff and/or personnel that will be involved in the project. Please provide specific experience the staff has had with working with the state and the length of time.
- c. Describe your knowledge and experience with the specifics of the WIOA law, regulations and programming of other programs operated by Michigan Works! West Central.
- d. Describe your knowledge and experience with coordinating multiple programs and partners for a unified delivery system of programming.
- e. Describe any related experience you have with the operation of workforce development services, addressing at a minimum:
 - i. Types, quantity, duration, and locations of service;
 - ii. Population group(s) served;
 - iii. Specific, previous participation with Michigan Works! West Central.
- f. Describe any experience you have had with any required Partner of Michigan Works!

Performance

Describe your approach to continuous improvement, including how you will develop additional means for “listening to the customer” beyond written surveys. How will you ensure all feedback is evaluated? How will you work with the partners to address concerns and service gaps?

Budget

Provide a detailed budget that includes the hourly rate and number of hours proposed to fulfill the requirements of this RFP.

RFP Evaluation Criteria

Evaluation Criteria	Number of Points Possible
Proposal Narrative	45
Understanding of Partnership Development and Coordination	10
Experience and Qualifications	10
Performance	10
Budget	25
Total	100

Attachments

- a. Cover Sheet

MICHIGAN WORKS! WEST CENTRAL REQUEST FOR PROPOSALS COVER SHEET

<p>A. Legal Name & Address of Organization:</p>	<p>Received by Michigan Works! West Central</p>				
<p>B. Contact Person:</p> <p>Phone:</p> <p>Email:</p> <p>-----</p> <p>Alternate Contact:</p> <p>Phone:</p> <p>Email:</p>	<p>C. Bid Being Submitted for:</p> <p><input type="checkbox"/> WIOA One-Stop Operator</p>				
<p>D. Conflict of Interest Declaration</p> <p>A membership list of the Workforce Development Board and Local Elected Officials for Michigan Works! West Central is on the website at www.michworkswc.org. Does your organization have a relationship with any of these members?</p> <p><input type="checkbox"/> NO</p> <p><input type="checkbox"/> YES If YES, describe relationship</p>					
<p>E. Signature of Authorized Representative:</p> <p>The person whose signature appears below certifies the information given in this proposal is true and correct and that they are authorized to bind the proposing organization; certifies this proposal is a firm offer binding the organization for a period of 60 days, and understands that approved proposals are subject to negotiation.</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"> <p>_____</p> <p>Typed Name</p> </td> <td style="width: 50%; border: none;"> <p>_____</p> <p>Title</p> </td> </tr> <tr> <td style="border: none;"> <p>_____</p> <p>Signature</p> </td> <td style="border: none;"> <p>_____</p> <p>Date</p> </td> </tr> </table>		<p>_____</p> <p>Typed Name</p>	<p>_____</p> <p>Title</p>	<p>_____</p> <p>Signature</p>	<p>_____</p> <p>Date</p>
<p>_____</p> <p>Typed Name</p>	<p>_____</p> <p>Title</p>				
<p>_____</p> <p>Signature</p>	<p>_____</p> <p>Date</p>				