

**Request for Proposal 2024-3
Wagner-Peyser Employment Services
Narrative Response for Statement of Work**

Michigan Works! Southwest is releasing funding for the delivery of Wagner-Peyser Employment Services and is placing high expectations that the selected entities will provide a level of professional services commensurate to the funding allotted. Awarded bidders 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 for the Statement of Work is to be prepared using this document (Form D). The following are instructions for completing the narrative response:

1. All bidders must provide the requested information in the order and format stipulated.
2. Total length of Form D, including all questions as provided and bidding agency's responses, is not to exceed twenty (20) pages, single-spaced, in 11 point font with 1" margins, all around.
3. Use affirmative language "will" or "shall" so that proposals may be easily converted to contract format.
4. Each response should 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.
5. If a response is not appropriate for the type of service being proposed, type "N/A" or "Not Applicable" for the response and explain why.

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

NOTE: When developing responses to these RFP Instructions, Michigan Works! Southwest highly encourages bidders to review the appropriate sections of the [Employment Services Manual](#) authored by the State of Michigan, Department of Labor and Economic Opportunity. This resource provides significant detail of the requirements for the delivery of Wagner-Peyser Employment Services.

I. EXECUTIVE SUMMARY

Include a brief overview of the entire proposal including a summary of the understanding of Wagner-Peyser Employment Services requirements and an overview of the proposed scope of work.
Begin Response Here:

II. OVERALL PROGRAM DESIGN

In the following subsections, bidders are asked to provide information that should demonstrate/describe how the proposed program and service delivery design will operate and how it will support the objectives of Wagner-Peyser Employment Services.

A. Management of Public Labor Exchange

Describe the procedures that will be used to ensure that all job seekers and employers are made aware of and understand how to access Wagner-Peyser Employment Services that are available at the One-Stop Service Center locations in the Michigan Works! Southwest area.

Begin Response Here:

B. Innovation

Highlight innovative strategies your organization will use to enhance the customer experience and achieve the goals of Wagner-Peyser Employment Services.

Begin Response Here:

C. Customer Satisfaction/Service Accountability

1. Describe your proposed standards 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.
2. What are your proposed methodologies for customer and system evaluation, and what will be the areas of focus and frequency for the evaluations? How will evaluation results be used?

Begin Response Here:

D. Technology

Highlight the use of technology as it relates to enhancing the customer experience and achieving the goals of Wagner-Peyser Employment Services.

Begin Response Here:

III. Service to Employers

A. Business Solutions Team and Employer Services

Describe how your Wagner-Peyser Employment Services program design embraces and supports the key features of the Michigan Works! Southwest Business Services Team (BST) concept, and the Demand Driven Model. Describe strategies that you propose to enhance the work of the Michigan Works! Southwest Business Services Team and the effectiveness in reaching out to employers, encouraging them to access the resources available at the One-Stop Service Centers, etc.

Begin Response Here:

B. Job Orders

1. Describe how your organization will provide employers access and assistance to register job orders and search for qualified candidates using Pure Michigan Talent Connect (PMTTC).
2. Describe the internal procedures that will be used to ensure that job orders placed on the PMTC are compliant with requirements stated in the Employment Services Manual.

Begin Response Here:

C. Assessment, Testing and Referral

1. Describe the procedures to be implemented for the provision of occupational testing that may be requested by employers.
2. Describe the procedures that will be used to determine a need for formal career or occupational assessment and testing that are consistent with those described in the Employment Services Manual.

Begin Response Here:

IV. Services to Job Seekers

A. Service to Veterans

1. Describe the procedures that will be used to ensure that all job orders are suppressed in the PMTC system for a period of 24 clock hours after posting to ensure that qualified veterans and eligible spouses have exclusive access.
2. Describe the procedure that will be used to ensure services to veterans are provided in accordance with the Employment Services Manual requirements and how access to preference will be communicated to eligible Veterans. Describe services available to eligible spouses of veterans as well as services available to veterans who don't meet eligibility criteria.

Begin Response Here:

B. Job Search and Career Guidance Tools

1. Describe what tools and resources will be in place for customers as they job search, and what techniques and strategies will be used to offer job search, employability skills and career guidance.

Begin Response Here:

2. Describe what tools and resources will be in place for the facilitation of Job Search Workshops, and the frequency/availability of workshops.

Begin Response Here:

C. English Language Learners

What process will be utilized and what services will be made available to customers in need of interpretation services?

Begin Response Here:

D. Service to Individuals with Disabilities

Describe the procedures that will be used to ensure that services to individuals with disabilities are in compliance with WIOA Section 188, the Employment Services Manual and Workforce

Development Board Policy. Describe also how individuals with disabilities will be made aware of the accommodations available when using Wagner-Peyser Employment Services.

Begin Response Here:

E. Performance

Describe the proposed method for tracking and measurement of customer satisfaction.

Begin Response Here:

V. DELIVERY SYSTEM STAFFING/MANAGEMENT PLAN

- A.** Describe how it will be ensured that all relevant administrative personnel at the bidding entity (including all staff) will be familiarized with the general and administrative provisions and requirements of Wagner-Peyser.

Begin Response Here:

- B.** Describe how the staff of the bidding entity will ensure staff are adequately trained with a strong knowledge of the One-Stop Management Information System.

Begin Response Here:

- C.** Describe how the bidding entity maintains a merit based system of personnel administration in conformance with federal regulation 5 CFR 900.603, promulgated pursuant to Sections 4728 and 4763 of the federal Intergovernmental Personnel Act of 1979, as amended.

Begin Response Here:

- D.** Describe how program staff will be informed of program and/or policy changes that may impact their assigned functions and how you will ensure these changes are implemented in a timely manner. Describe ongoing professional development plan for staff (e.g., DEI training). Also describe how new staff will be oriented to the Michigan Works! Network and trained for their respective functions.

Begin Response Here:

VI. MONITORING AND OVERSIGHT

- A.** Concisely describe the methods and frequency with which components and activities will be monitored by staff for compliance with federal, state, and local requirements, including contractual compliance (*See Section 6 in the RFP Instructions*). All proposals **MUST** include a provision and system for conducting internal monitoring.

Begin Response Here:

- B.** Describe the system for ensuring fiscal and programmatic reporting, including participant reporting data on the state management information system.

Begin Response Here:

VII. LEVERAGED RESOURCES

- A. Please describe any non-grant funded services and/or resources (financial or in-kind) that will be used to assist and support program efforts.

Begin Response Here:

VIII. Administrative and Management Requirements

A. 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.

Begin Response Here:

B. Fund Source Management

Describe your experience with the management of federal fund sources.

Begin Response Here:

C. 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.

Begin Response Here:

D. Accessibility and Inclusion

In offering Wagner-Peyser Employment Services, describe how your program design and service hours assure that all job seekers and employers in the Michigan Works! Southwest area will have equitable access to Wagner-Peyser Employment Services. Include how you intend to accommodate workers unable to access Michigan Works! Southwest services during normal business hours.

Begin Response Here: