



A Private-Public Partnership Serving Branch, Calhoun, Kalamazoo and St. Joseph Counties  
300 S. Westnedge Avenue, Kalamazoo, Michigan 49007-4630

**Michigan Works! Southwest  
Workforce Development Program  
Request for Proposal 2024-3**

Wagner-Peyser Employment Services  
For Branch, Calhoun, Kalamazoo, and St. Joseph Counties

*Funding for activities identified in this RFP are made possible by the Wagner-Peyser Act, pass through funding from the Department of Labor and Economic Opportunity, State of Michigan (LEO).*

**This RFP Notification Expires on  
December 4, 2024 at 4:00 PM EST**

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**Michigan Works! Southwest Workforce Development Program  
Request for Proposal (RFP) 2024-3**

- 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: PROGRAM DESIGN & 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 3: SOLICITATION SCHEDULE** provides a timeline of key activities that will take place during the solicitation process.
- Section 4: 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, the bidders understanding of workforce development systems, programmatic capabilities, Wagner-Peyser Employment Services deliverables, budget plan and overall assessment. In addition, Risk Assessment requirements, reviewing the performance, qualifications and procedures of bidding agency are outlined.
- Section 5: SERVICE PROVIDER REQUIREMENTS** address internal controls and management procedures of bidding agencies.
- Section 6: GENERAL ADMINISTRATIVE REQUIREMENTS** address the administrative requirements and general provisions of Michigan Works! Southwest, process for the notification of award and several provisions required by federal and/or state law as part of the solicitation process.
- Section 7: 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 #3 for detailed information.
- Section 8: NARRATIVE RESPONSE** provides the instructions for the written narrative response.
- Section 9: STAFFING** provides instructions for completion of a profile of each staff assigned to the proposal.
- Section 10: PERFORMANCE** provides instructions for proposed performance goals.
- 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 General Administrative Requirements (General Administrative Requirements and General Provisions)
- Reference # 3 Assurances, Certifications, and Stipulations
- Reference # 4 Debarment and Lobbying
- Reference # 5 Michigan Works! Southwest Employment and Training Programs –Line Item Codes and Descriptions
- Reference # 6 Michigan Works! Southwest Workforce Development Board Policy Summary
- Reference # 7 Request for Proposal (RFP) Appeals Procedure
- Reference # 8 Michigan Works! Southwest 2024 Workforce Development Board and Administrative Staff
- Reference # 9 Demand Driven System Approach
- Reference #10 Wagner-Peyser Federal Performance Measures
- Reference #11 Resource List
- Reference #12 Michigan Works! Southwest Wagner-Peyser Services Activity

Persons preparing responses to the RFP may access appropriate Wagner-Peyser Employment Services 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 Wagner-Peyser Services and is placing high expectations that the entities selected will provide a level of professional services commensurate to the funding allotted. Selected bidders 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 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 PMTTC 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 – PROGRAM DESIGN & SCOPE OF RFP

The objective of this procurement is to solicit one or more merit-based provider(s) to provide Wagner-Peyser Employment Services for the four counties in the Michigan Works! Southwest area. The service delivery expectations for Wagner-Peyser Employment Services are provided below.

This section provides a description of the delivery of Wagner-Peyser Employment Services in the Michigan Works! Southwest Area, including service provider eligibility criteria, description of Wagner-Peyser Employment Services deliverables, funding levels, period of performance, area served, target populations to be served, service delivery structure and expected deliverables.

### A. SERVICE PROVIDER ELIGIBILITY

As a condition of receiving Wagner-Peyser Employment Service funds, specific requirements apply to the agencies and/or organizations eligible to provide the services as described in this RFP. To be eligible, organizations must:

1. Be a merit-based unit of one of the following entities: state government, a local unit of government, a special purpose unit of government, a school district, an intermediate school district, a public community college, or a public college or university.
2. Provide written certification that the organization 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. These standards are defined as follows:
  - a. Recruiting, selecting, and advancing employees based on their relative ability, knowledge, and skills, including open consideration of qualified applicants for the initial appointment.
  - b. Providing equitable and adequate compensation.
  - c. Training employees, as needed, to ensure high quality performance.
  - d. Retaining employees based on the adequacy of their performance and separating employees whose inadequate performance cannot be corrected.
  - e. Assuring fair treatment of applicants and employees in all aspects of personnel administration without regard to political affiliation, race, color, national origin, sex, religious creed, age or disability and with proper regard for their privacy and constitutional rights as citizens. This “fair treatment” principle includes compliance with the federal equal employment opportunity and nondiscrimination laws.

Bidders must demonstrate their capacity to address the requirements identified in this RFP through their responses to these RFP Instructions in the narrative response, Form D.

1. Award(s) 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.
2. Organizations that provide, for a fee, vocational or occupational training must be licensed by the State of Michigan.
3. 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 educational institutions that are both cost effective and meet criteria for demonstrated effectiveness.

### Employment Services Complaint System

Specific activities and services provided through the public labor-exchange are prescriptive. Detailed explanations of each service or activity, including roles and responsibilities of state and local staff are described in detail in the *Employment Services Manual* (see Department of Labor and Economic Opportunity Policies and Procedures on Reference #11).

Those responding to this solicitation must be fully aware of all of the services and prepared to meet the requirements as described in the ES Manual, including the ability to offer a formal mechanism for processing complaints from a customer who believes that their employment-related rights have been violated, denied, or that they have been unjustly treated in an employment-related situation. The selected service providers must identify specific staff at each One-Stop location, as an on-site complaint coordinator and a substitute complaint coordinator. Said coordinator must be trained by the state, in alignment with the ES Manual.

## **B. WAGNER-PEYSER EMPLOYMENT SERVICE DELIVERABLES**

The Wagner-Peyser Act of 1933, amended by the Workforce Innovation and Opportunity Act (WIOA), funds labor exchange services that assist job seekers in securing employment, and employers in finding workers. Wagner-Peyser Employment Services are delivered through the One-Stop Service Center of Michigan Works! Southwest, with offices in Branch, Calhoun, Kalamazoo, and St. Joseph counties. The Employment Services (ES) Manual, issued by the LEO, provides additional detailed guidance for ES administration as mandated by the Wagner-Peyser Act and other applicable state and federal statutes and regulations. A variety of laws and regulations govern the state labor exchange in Michigan. All labor exchange opportunities and services, including applications, job listings and complaint resolution, must meet the standards specified in the ES Manual.

Wagner-Peyser Employment Services are to be provided to the following groups:

- a. **Employers** will register or be assisted to register, with Pure Michigan Talent Connect (PMTTC) to enter job orders and to conduct searches for job seekers whose skills identified on their resume match the skills identified on the employers' job order.
- b. **Job seekers** typically fall into two classifications:
  - (1) *Unemployment Insurance Claimants*. This population includes job seekers making application to receive or who are already receiving Unemployment Insurance and who are required to meet UI work-test requirements. As a requirement for receiving unemployment insurance benefits or, in some cases, an extension of benefits, customers must register with the Pure Michigan Talent Connect at the Michigan Works! Service Center (MWSC).
  - (2) *Job seekers who are seeking services*. Job seekers do not need to be unemployed or meet requirements of any other program to receive Wagner-Peyser Employment Services.

Wagner-Peyser Employment Services will be provided at the designated Michigan Works! One-Stop Service Center(s). The following standards and expectations apply to Wagner-Peyser Employment Services, as delivered in the One-Stop Service Centers of Michigan Works! Southwest:

- a. Hours of operation for Wagner-Peyser Employment Services will be from 8:00 AM through 5:00 PM, without interruption each day the State of Michigan offices are open. This does not preclude expanded hours that the selected service provider may determine as appropriate to meet customer demand.

Where the selected service providers' organizational schedule of work may conflict with the State work schedule, the State schedule takes precedence and must be accommodated.
- b. The selected service provider(s) must provide assurances that all job seekers and employers in the Michigan Works! Southwest Area have equitable access to Wagner-Peyser Employment Services, regardless of their proximity to the Michigan Works! One-Stop Service Centers. Additionally, the need to accommodate workers unable to access MWSC services during normal business hours requires consideration for expanded services hours. These will be established by the provider(s) and must be described in their proposal.
- c. The designated services will be accessible to individuals with disabilities. Wagner-Peyser Employment Services programming will need to ensure accommodations will be made to provide equal access to available services and information.
- d. Adequate and comfortable space will be provided for job seekers and/or employers to ensure minimal waiting period for customers.

- e. Off-site services may be required to serve employers with unique needs, larger groups of job seekers, or other special situations.
- f. An adequate number of technically skilled staff must be available to provide on-site assistance to job seekers and employers with the use of PMTC.

## Reporting

The selected service provider(s) will be responsible for the completion and submission of reports required for Wagner-Peyser Employment Services. All staff assisted services must be documented using federally prescribed reports and forms. Specific reporting procedures are identified in the description of Wagner-Peyser Employment Services activities in the ES Manual. Assigned Wagner-Peyser Employment Services staff must be trained and fully aware of the reporting responsibilities and the use of the statewide Management Information System, for data gathering.

## Wagner-Peyser Employment Services to Employers

The Michigan Works! Southwest (MWSW) Business Solutions Team (BST) is key to implementing the demand-driven model and provides greater value to our customers, employers and job seekers. The BST concept, which MWSW has adopted, requires the workforce development system to place ***Businesses as Our Primary Customer***. A strong relationship with businesses through which we provide business solutions leverages an increasing number of jobs for people we serve, thereby serving the needs of both supply and demand. Listed below are the key objectives of a successful workforce development system relationship with businesses:

- Assess where jobs are and will be in the near and long-term future
- Assess skills required to fill jobs available today and in the future
- Provide individualized business solutions in partnership with other local, State and Federal workforce development, economic development and education partners

In collaboration with the MWSW BST, the selected service provider(s) will assist employers in identifying qualified workers by making Pure Michigan Talent Connect accessible. Job listings will be self-entered by the employer. However, Wagner-Peyser Employment Services staff may assist employers in the use of the PMTC either at a One-Stop Service Center or an employer location.

The Business Solutions Team (BST) conducts outreach to area employers in Branch, Calhoun, Kalamazoo and St. Joseph counties. The Wagner-Peyser Employment Services model directly reflects the concepts of the Business Solutions Team. Wagner-Peyser Employment Services staff shall promote services to employers that include but are not limited to:

- Assistance with training needs
- Expansion projects
- Hiring and retention of current workforce
- Layoff aversion strategies
- Response to business closures
- Turnover reduction strategies

Wagner-Peyser Employment Services staff will offer recruitment services to assist employers with job openings. Services are delivered in one of three modes including self-service, facilitated self-help services, and staff-assisted service delivery approaches. The services offered to employers, in addition to referral of job seekers to available job openings, include assistance in development of job order requirements and matching job seeker experience with job requirements and skills.

The Michigan Works! System, including both on-site and off-site service providers, will use Pure Michigan Talent Connect as its labor exchange system for employer job orders. Wagner-Peyser Employment Services staff may assist employers by inputting job orders on the PMTC, in alignment with the ES Manual.

Wagner-Peyser Employment Services will also provide local administration of the Fidelity Bonding Program (FBP). The FBP provides for the hiring of high-risk individuals, due to factors in their personal background, by providing an insurance policy to employers thus mitigating the risk against employee dishonesty including theft, forgery, larceny and embezzlement. The incentive offered through the FBP provides a means for employers to obtain workers without taking a risk and yields work opportunities for high-risk job seekers.



## **Wagner-Peyser Employment Services to Job Seekers**

Wagner-Peyser Employment services will be provided to all individuals who request them. There are **no preconditions** for receiving Wagner-Peyser Employment Services. However, individuals meeting certain criteria (unemployment insurance registrants/claimants, veterans, migrant/ seasonal farm workers, etc.) **must** receive additional consideration for staff assisted services, as described below. Wagner-Peyser services are available to citizens and nationals of the United States, lawfully admitted permanent resident aliens, refugees, and other immigrants authorized to work in the United States.

### **1. Job Search Workshops**

Job Search Workshops provide instruction on resume writing, preparation of job applications, interviewing skills, and/or development of job leads as an organized group activity. Workshops should also provide instruction on the use of labor market information, Pure Michigan Talent Connect orientation, job search techniques using Internet-based resources, and the types of assistance that are available through Wagner-Peyser Employment Services.

Job Search Workshops are required to be made available on a regularly scheduled basis. Workshops are a staff assisted service and require a Wagner-Peyser Employment Services registration of the customer and reporting of their participation in the One-Stop MIS.

Other forms of job search assistance (staff assisted services) may occur independent of workshops, based on available resources. These may include resume assistance, job clubs, specific labor market information and job search planning.

### **2. Screening and Referral**

Wagner-Peyser Employment Services assist customers in the verification of a need for more intensive and, as needed, training services. The Wagner-Peyser Employment Service staff will perform a follow-up on each referral made to other workforce development programs.

### **3. Assessment/Testing**

Assessment and testing for job seekers may be performed on an as needed basis. These services are governed by strict requirements based on assessment and testing tools used and the manner in which test results are interpreted and applied. Service providers may administer proficiency and aptitude tests. However, only Wagner-Peyser Employment Services personnel that are trained in the administration and interpretation of the assessment instrument chosen for use will interpret the assessment results and, where appropriate, any candidate selection devices for vocational counseling.

### **4. Career Guidance**

The selected Wagner-Peyser Employment Services provider(s) will be responsible for the identification of situations where career counseling/guidance may be needed and refer the job seeker to the appropriate One-Stop partner for such services.

### **5. Unemployment Claimants**

One-Stop Service Center customers that may be eligible for or are receiving Unemployment Insurance (UI) benefits are provided the following services, through Wagner-Peyser Employment Services:

#### **a. Registration of Unemployment Insurance Claimants**

The Unemployment Insurance Agency uses an on-line process for claim filing; however, UI claimants are still required to have their registration validated at a Michigan Works! One-Stop Service Center. Wagner-Peyser Employment Services personnel will ensure that the UIA receives a timely certification that the claimant has completed the required Wagner-Peyser Employment Services registration process.

#### **b. Reporting Claimants Non-Compliance with Work-Test Requirement**

Wagner-Peyser Employment Service providers must complete a state defined form and report to UIA any specific evidence of a claimant's unavailability for or lack of seeking work, not being able to work, or refusing suitable

work which may come to their attention. Additionally, Wagner-Peyser Employment Services staff will follow procedures as outlined in TEGL 15-23, and LEO-WD policy guidance, to report suspected fraud program abuse or criminal conduct involving recipients receiving federal funds.

c. **Training Approvals for Claimants**

The Michigan Employment Security Act provides that unemployment compensation claimants may attend vocational training while continuing to receive their UI benefits. The Unemployment Insurance Agency may waive the requirement to seek work and be available for work for claimants who are enrolled in approved training. The selected service providers for Wagner-Peyser Employment Services must determine if the training meets established criteria and submit the required documents to UIA for approval of the waiver.

Further, the selected bidder(s) must collaborate with Michigan Works! Southwest Reemployment Services and Eligibility Assessment (RESEA) program staff within the designated timeframe to identify and provide service to claimants identified to receive services.

**6. Veterans**

Wagner-Peyser Employment Service providers must comply with Title 38 of the U.S. Code that requires that all U.S. veterans, eligible spouses and family caregivers must receive priority in the counseling, training, and job placement services provided to the public, in accordance with the order of priority defined by Title 38. Wagner-Peyser Employment Services providers must work in partnership with the Jobs for Veterans State Grant (JVSG) Veterans Career Advisors (VCA) to implement and develop a “cross-agency” approach to ensuring veterans have full access to all resources offered at the One-Stop Career Centers, in alignment with the process outlined in the Employment Services Manual.

**7. Individuals with Disabilities**

One-Stop Service Centers in the Michigan Works! Southwest area promote employment opportunities for persons with disabilities and will provide an atmosphere that is welcoming and inclusive to all customers. Wagner-Peyser Employment services will maintain a system that meets the diverse needs of customers that exist within the local delivery area, which includes the needs of individuals with disabilities, people of different cultures, and persons with barriers to employment.

In addition to all of the aforementioned services, customers with disabilities are provided the following services:

- a. Description of Wagner-Peyser Employment Services available and where to obtain them, as well as an overview of the accommodations that are available through the One-Stop Service Center.
- b. As appropriate, referral to Michigan Rehabilitation Services (MRS) or other appropriate agencies/services.

**8. Migrant and Seasonal Farm Workers**

Selected Wagner-Peyser Employment Services providers are required to determine whether a job seeker is a Migrant and Seasonal Farm Worker (MSFW) at the time of service. Further, selected providers must support agricultural employers utilizing the Agricultural Recruitment System (ARS) to find workers.

Each Michigan Works! Service Center of the Michigan Works! Southwest area shall offer MSFWs the full range of employment services, benefits, and protections, including the full range of counseling, testing, and job training/referral services, as are provided to non-MSFWs. Furthermore, each MWA shall assure that, in a local area, the same local offices offer the same level of services to both non-MSFWs and MSFWs.

**9. English Language Learners**

Selected providers should develop a strategy of how to transact business in the event that a non-English speaking customer is seeking services. Wagner-Peyser Employment Services staff need to be aware of the plan, to ensure appropriate services are provided to customers upon their visit.

### C. FUNDING

Funding levels identified in this RFP are preliminary estimates to be used for planning purposes and represent 90% of the current year's allocation, to provide the services outlined in this RFP. These levels do not include carry-over of unexpected funds from the prior year.

- a. Funding Source: Wagner-Peyser Employment Service awards, supported through the Department of Labor and Economic Opportunity – Workforce Development (LEO-WD)

All bidders must have demonstrated experience in managing multiple fund sources. Selected Bidders are subrecipients of a Federal award and are required to follow Uniform Guidance, 2 CFR 200 and the WIOA.

- b. Funding Levels

An *estimated* level of funding for these services throughout the entire Michigan Works! Southwest service area, as outlined in this RFP are:

**Program Year 2025**

Wagner-Peyser Employment Services

**\$348,161.04**

Any award(s) for services identified in this RFP is subject to the availability of state and/or federal funds for this purpose.

### D. PERIOD OF PERFORMANCE

- i. 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, changes in legislation, or termination of the agreement have an impact on program design elements as described in this RFP Instructions. Funds made available for this RFP are for the first year (PY2025).

PY2025: July 1, 2025 through June 30, 2026

PY2026: July 1, 2026 through June 30, 2027

PY2027: July 1, 2027 through June 30, 2028

- ii. Subaward Agreement Period

The initial subaward(s) issued through this solicitation will be developed for a one-year period. The development of agreements for the second and third year of funding are contingent upon the availability of state/federal funding, the attainment of satisfactory performance objectives and the negotiation of budgets and performance levels.

- iii. Program Transition

The new service provider(s) will be responsible for all services and participants associated with the services carried into the program year 2025 (beginning July 1, 2025) from the prior program year 2024 (ending June 30, 2025). New service providers are also responsible for fulfilling the terms and commitments of any participant currently active on the statewide management information system as of July 1, 2025. A plan will be developed to ensure a smooth and efficient transition. Separate transition agreements may be negotiated for a period prior to July 2025 to enable these responsibilities to be carried out.

Equipment purchased (copiers, computers, faxes, etc.) with Wagner-Peyser Employment Services funding remains the property of the Michigan Works! Southwest Agency. If a change in service providers occurs, the existing equipment shall be transferred to the new service providers at the time of transition. If the new service providers find it necessary to upgrade or replace certain equipment, they need to budget for those expenses and must have the written permission of Michigan Works! Southwest administrative staff. An inventory list is available upon request.

**E. AREA SERVED: Michigan Counties of Branch, Calhoun, Kalamazoo, and St. Joseph**

One or more bidding organizations will be selected to provide Wagner-Peyser Employment Services 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 (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., #5, Three Rivers (affiliate site)

**F. SERVICE DELIVERY STRUCTURE**

Bidders must demonstrate their capacity to address the requirements identified in these RFP Instructions.

**G. TYPE OF AGREEMENT**

Agreements resulting from this solicitation will be “cost-reimbursement.”

**H. PERFORMANCE MEASURES**

Wagner-Peyser Employment Services will be directly measured on federally required performance measures, established under the Workforce Innovation and Opportunity Act (WIOA). The Michigan Works! Southwest Wagner-Peyser Employment Services Performance Measures for PY2025 are described below and in Reference #10, with instructions and the technical explanation of the performance measure:

	<b>PY 2025 Target</b>
Employment 2 <sup>nd</sup> Quarter After Exit	70%
Employment 4 <sup>th</sup> Quarter After Exit	67%
Median Earnings 2 <sup>nd</sup> Quarter After Exit	\$8,000
Effectiveness of Serving Employers	Baseline

**I. 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 3 – 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	Thursday, November 7, 2024
Technical Assistance Deadline	Wednesday, November 13, 2024 by 4:00 p.m. EST
Technical Assistance Responses Available	Friday, November 15, 2024
Notice of Intent to Bid Due	Friday, November 22, 2024 by 4:00 p.m. EST
Proposals Due	Wednesday, December 4, 2024 by 4:00 p.m. EST
Award Announcements	Approximately Friday, December 13, 2024

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

A Notice of Intent to Bid is a mandatory submission and must be emailed to [MIWorks@upjohn.org](mailto:MIWorks@upjohn.org) prior to 4:00p.m. EST on Friday, November 22, 2024, for proposals to be considered.

Proposals must be submitted by 4:00 P.M. EST, on Friday, December 4, 2024 to:

Amanda Rosenberg  
[MIWorks@upjohn.org](mailto:MIWorks@upjohn.org)

Proposals must include signature in an electronic copy via e-mail to [MIWorks@upjohn.org](mailto:MIWorks@upjohn.org). Please note: RFP 2024-3 in the subject line.

- i. It is the responsibility of all interested bidders to ensure that the proposal is received by Michigan Works! Southwest by the date and time specified above.
- ii. 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.
- iii. 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](mailto:MIWorks@upjohn.org). Please note: RFP 2024-3 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 by 4:00 p.m. EST, Wednesday, November 13, 2024. 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 2024-3 in the subject line.

## E. PROPOSAL CONTENT AND ORGANIZATION

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

- Proposals must be single-spaced in 11-point font with 1" margins all around.
- Pages for the narrative response (Form D) should be numbered consecutively.
- Charts, Flowcharts 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:
  - i. Cover Sheet and Proposal Certification (Form A) (Do not provide a separate cover letter)
  - ii. Performance Objectives (Form B)
  - iii. Budget Documents (Form C1-C4)\*
  - iv. Budget Narrative (Form C5)
  - v. All Risk Assessment materials
  - vi. Staffing Description, Resumes, Organizational Chart
  - vii. Narrative Response (Form D)
  - viii. Organizational Experiences and Demonstrated Effectiveness (as appropriate)
  - ix. Conflict of Interest Statement (Form E)
  - x. Other Documents (as appropriate)

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

## Section 4 – 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:

1. The bidding organization's prior experience with the same or similar subawards;
2. 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;
3. Whether the bidding organization has new personnel or new or substantially changed systems; and
4. 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.

1. 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.

2. 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.

### 3. 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 #3, "Assurances, Certifications & Stipulations")

- Certification Regarding Lobbying for Contracts, Grants, Loans, and Cooperative Agreements (See reference #4)
- Certification Regarding Debarment, Suspension, Ineligibility, Voluntary Exclusion Lower Tier Covered Transactions (See reference #4)

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/COMPLIANCE REVIEW

Proposals will be reviewed by Michigan Works! Southwest to determine:

- a. Timelines of submission of all required documents,
- b. Adherence to all the RFP Instructions,
- c. Completeness of all required documents and responses, and
- d. 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, Programmatic Capabilities, Wagner-Peyser Employment Services Deliverables, Budget Plan, and Overall Assessment.

## C. EVALUATION AND SCORING

### 1. Administrative and Management Requirements (35%)

Proposal responses should include a description of the bidding organizations experience and qualification for providing Wagner-Peyser Employment Services, as proposed in the submitted narrative response.

### 2. PROGRAMMATIC CAPABILITIES (35%)

Proposal demonstrates an understanding of required Wagner-Peyser Employment Services, to both employers and job seekers; administrative responsibilities; leverage and resource coordination; customer satisfaction and service accountability; data collection and entry responsibilities; staffing and management plan; etc.

### 3. WAGNER-PEYSER EMPLOYMENT SERVICES DELIVERABLES (10%)

Performance objectives (Outcome Expectations, expenditures and service level plan, etc.).

### 4. BUDGET PLAN (10%)

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 (10%)**

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), 300 S. Westnedge Avenue, Kalamazoo MI 49007-4630, 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 5 – SERVICE PROVIDER REQUIREMENTS

All bidders 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
- Data Validation 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 the 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.

Michigan Works! Southwest 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, in accordance with the deadlines provided. The following reports will be utilized for the review and assessment of activities.

- **Quarterly Report-** Narrative description of performance during the preceding quarter using a focused list of questions provided by Michigan Works! Southwest Administrative staff.
- **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 submission shall also be included.

### B. One-Stop Management Information System

The Michigan Works! One-Stop Management Information System (OSMIS) participant tracking and reporting system, and any subsequent state Management Information System, is to be used for all programs operated through the Michigan Works! System. Data entry requirements for both initial information and any subsequent changes or updates are critical. Information must be entered accurately and in a timely manner (i.e., within **2 business days** of when the relevant information becomes known). Inaccurate data or a delay in the entry of data can result in a severe impact on the MWA's outcomes that are driven by specific calendar dates.

It is therefore critical that the selected service provider(s) ensure OSMIS functions are adequately staffed with personnel that have a strong working knowledge of the OSMIS functions, requirements, and the appropriate Electronic Participant Management Information Guides (E-PMIG) and Manuals provided by the State of Michigan and that this function is a priority for those staff assigned to OSMIS.

The awarded subrecipient will enter and maintain information in the One-Stop Management Information System (OSMIS) and/or any subsequent state Management Information System and shall ensure timely and accurate collection and reporting of participant data, as required by federal, state and local policy.

**C. CUSTOMER SATISFACTION/ SERVICE ACCOUNTABILITY**

The proposed bidder shall support a system wide 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 the proposal response. See Form D).

**D. GRIEVANCE PROCEDURES**

Awarded entities 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.

**E. CONFLICT OF INTEREST**

To ensure that bidding entities, 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 E "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.

**F. EQUAL OPPORTUNITY PROCEDURES**

Equal Opportunity

Awarded entities are required to follow Michigan Works! Southwest procedures ensuring compliance with federal and state Equal Opportunity, Affirmative Action, and Non-Discrimination requirements. Bidders must describe how these practices would be applied to program customers in their proposal response. (See Form D).

Program Accessibility

Awarded entities may be required to complete a "Self-Evaluation: Program Accessibility".

**G. STAFFING**

Awarded entities 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.

**H. 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 R03, and subsequent revisions, "Records Management and Destruction")

## Section 6 – GENERAL ADMINISTRATIVE REQUIREMENTS

GENERAL ADMINISTRATIVE REQUIREMENTS address the administrative requirements and general provisions of the Michigan Works! Agency, and process for the notification of awards and a number of provisions required by federal and/or state law as part of the solicitation process. (See Reference #2, “General Administrative Requirements” for detailed information.)

## **Section 7 – 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 Workforce Innovation & Opportunity Act, and other relevant statutes and regulations. (See Reference #3, “Assurances, Certifications, and Stipulations” for detailed information and Reference #4 for Michigan Works! Southwest Certification Documents.)

**Section 8 – NARRATIVE RESPONSE**

Expectations for the Michigan Works! Southwest Network and Implementation of Wagner-Peyser Employment Services in the local area 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 “D” FOR YOUR NARRATIVE RESPONSE**

## Section 9 – 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.”

1. Position Title/Name (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 an updated resume for all staff assigned to this project.

### C. ORGANIZATIONAL STRUCTURE

Provide a chart that depicts the organizational relationship of the positions identified above. Include the line of supervision, staff names, and FTEs for each position.

**Section 10 - PERFORMANCE**

Complete Form B, "Performance Objectives", by inserting your proposed performance goals.



**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.

**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 extracted from the Staff Wage and Benefit Detail.
- c. **Budget Summary:** This form provides the summary of line item cost, by cost category. Information presented on this form extracted from the Budget Worksheet.
- 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, 2025 through June 30, 2026.
- 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 the 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.

**D. ALLOWABLE COSTS**

Only costs directly related to the provision of Wagner-Peyser Employment Services, 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 subsection E below).

**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 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 proposal 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 #5, “Michigan Works! Southwest, Chart of Line Item Descriptions”, when assigning costs to your budget line items.