



Macomb/St. Clair Workforce Development Board, Inc

Instructions for Request for Proposal to provide services at a Michigan Works Service Center from July 1, 2021 through June 30, 2024

Statement of Purpose

The Macomb/St. Clair Workforce Development Board, Inc., is seeking the services of an organization that is qualified and experienced to provide a comprehensive package of services to the residents of Macomb and St. Clair counties.

The services that must be performed, while utilizing a case management system, include outreach and recruitment of members of specific populations; intake and eligibility determination for funding applicants for services under the Workforce Innovation and Opportunity Act (WIOA) delivery of career services; initiation and maintenance of the Individual Service Strategy for each participant; job development and job search activities; brokering of on-the-job training contracts; presenting worker orientation to dislocated workers eligible for employment and training benefits through Trade Adjustment Assistance (TAA) Program, and orienting public assistance applicants to the Partnership, Accountability, Training & Hope (PATH) program as part of a one-stop integrated delivery system.

In addition, the respondent to this request for proposal (RFP) must show flexibility and willingness to comply with future integration and directives as they relate to the Michigan Works Service System.

This RFP is the vehicle to identify a qualified and experienced organization to operate the components described in this application.

I. Services to be Provided

The successful respondent will make the following career services available to all customers at each Michigan Works Service Center:

- 1) Determinations of what type and level of services individuals are eligible to receive under WIOA;
- 2) Outreach, intake and orientation to the services available through the one-stop delivery system;
- 3) Initial assessment of skill levels, aptitudes, abilities, and supportive service needs of applicants for services;

- 4) Job search and placement assistance, and where appropriate, career counseling;
- 5) Provision of labor market information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
 - i. Job vacancy listings in such labor market areas;
 - ii. Information on job skills necessary to obtain the listed jobs, and
 - iii. Information relating to local occupations in demand and the earnings and skill requirements for such occupations.
- 6) Provision of program performance information and program cost information on:
 - i. Eligible providers of training services;
 - ii. Eligible providers of youth activities;
 - iii. Providers of adult education;
 - iv. Providers of vocational rehabilitation program activities.
- 7) Provision of information on how the local area is performing on the local performance measures and any additional performance information with respect to the one-stop delivery system in the local area;
- 8) Provision of accurate information relating to the availability of supportive services, including at a minimum, child care and transportation, available in the local area, and referral to such services;
- 9) Provision of information regarding filing claims for unemployment compensation;
- 10) Assistance in establishing eligibility for
 - i. Welfare-to-Work activities available in the local area;
 - ii. Programs of financial aid assistance for training and education that are not funded under WIOA and are available in the local area;
- 11) Follow-up services, including counseling regarding the workplace, for participants in workforce activities authorized under WIOA who are placed in unsubsidized employment for not less than 12 months after the first day of the employment, as appropriate.

Additionally, the successful respondent will provide the following career services for eligible adults and dislocated workers:

- 1) Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers which may include:
 - i. Diagnostic testing and use of other assessment tools; and
 - ii. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
- 2) Development of an individual service strategy to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals;
- 3) Group counseling;
- 4) Individual counseling and career planning;
- 5) Case management for participants seeking training services;

- 6) Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training;
- 7) Out of area job search assistance;
- 8) Literacy activities related to basic workforce readiness;
- 9) Apprenticeships;
- 10) Internships;
- 11) Relocation assistance;
- 12) Work Experience.

Additional to the above stated services to be provided, the successful respondent must staff daily group orientations for customers of the State of Michigan's PATH program. This is Michigan's version of the federal welfare-to-work program. The offerer must also have the flexibility to perform additional career services upon request from the Macomb/St. Clair Workforce Development Board.

II. Additional Information on Services to be Provided

A. Outreach and Recruitment of Specific Populations Eligible for Services

The staff must be capable of tapping into community resources to reach Michigan Works customers. Linkages with public school districts, community-based and governmental organizations are crucial to the outreach and recruitment task.

In addition, experience with public relations techniques, advertising and preparation of marketing instruments is required as a component of outreach and recruitment.

B. Intake and Eligibility Determination

The staff must be capable of determining participant eligibility for funds as required by the federal mandates governing the process. It includes:

- knowledge of completing the customers' preliminary application to determine customer suitability for services;
- determination of the parameters in family income for various funding sources;
- the ability to provide information on the full array of services as part of the delivery of career services;
- the on-going customer centered process of assessments.

C. Assessment

Staff must be capable of completing assessments of applicants. An objective assessment is an *examination* of the capabilities, needs, and vocational potential of a participant and is to be used to develop a service strategy and employment goal. Such assessment is to be customer-centered and will include a diagnostic

evaluation of a participant's family situation, education, occupational skills, interests, aptitudes, motivation, employment potential, financial resources and needs, support service needs, and employment history. Included in this segment is:

- 1) Staff knowledge and capability of administering and interpreting
 - a. Comprehensive Adult Student Assessment System (CASAS)
 - b. Workkeys
 - c. Interest Surveys
 - d. Variety of standardized and validated aptitude tests

D. Individual Service Strategy

The Individual Service Strategy (ISS) is an individual plan for a participant which utilizes the results of the objective assessment to plan an appropriate employment goal, achievement objectives, and a combination of services to the customer. Staff will initiate the ISS, monitor the participants' progress, and update the ISS as necessary.

E. Case Management

Case management is a system for assessing an individual's needs for service and assisting them to obtain those services. The components of case management include intake and eligibility determination, assessment, assisting participant in setting long- and short-range goals, and developing and implementing a plan for training and employment. The qualified and experienced respondent to this RFP must have staff knowledgeable in and capable of functioning as case managers including the follow-up services.

F. Job Development, Job Search and Placement

Job search assistance (including job search skills training and job club activities) means the provision of instruction and support to give the customer skills in acquiring full-time employment. The services provided may include but are not limited to resume writing, interviewing skills, labor market guidance, telephone techniques, information on job openings, and job acquisition strategies. Access to the Pure Michigan Talent Connect is required in this component.

G. Brokering of On-the-Job Training Contracts

The qualified and experienced RFP respondent will maintain Business Account Managers whose primary function will be to solicit and develop job opportunities through the local employer base, ultimately negotiating contracts to provide participant training for a limited period of time.

- To negotiate an OJT training contract, the service provider must
- complete a pre-award survey form which determines the employer's eligibility to participate in a job training contract;
 - negotiate the training hours and the training reimbursement;
 - document the need for training and benefits to applicant;

- develop the training outline with the help of the employer that specifies the tasks that will be mastered by the participant;
- execute a formal on-the-job training contract.

H. Orientation of Public Assistance Applicants to the PATH Program

The qualified and experienced RFP respondent must

- be familiar with the PATH initiative;
- be able to conduct orientations to potential PATH customers in cooperation with Michigan Department of Health and Human Services (DHHS) staff;
- function as a liaison between PATH service provider staff and DHHS staff;
- utilize identified procedures to enter and monitor information in the PATH Management Information System data base;
- provide case management services to customers receiving cash and non-cash welfare benefits interested in training services;
- participate in joint case management meetings with PATH customers and DHHS staff or PATH service provider staff;
- review and process employment-related support services requests for PATH customers;
- perform other duties as assigned in response to state and national welfare reform initiatives.

I. Worker Orientation to Trade Adjustment Assistance (TAA)

The qualified and experienced RFP respondent must

- be familiar with dislocated worker benefits through TAA;
- conduct on-site worker orientations to explain the employment and training benefits available to dislocated workers through TAA;
- enroll eligible customers in training made available through TAA;
- case manage customers progress while in training;
- track customers attendance while in training;
- perform other duties as assigned in response to state and national policy changes to TAA.

III. Michigan Works Service Centers

The Macomb/St. Clair Workforce Development Board has five full-service Michigan Works Service Centers. Over 40,000 customers visit these centers each year. Each of these centers host an array of customer services and programs.

The services requested through this RFP must be provided at the following locations and the successful offerer must provide qualified and experienced staff at each location as specified:

Site	Staff
Mt. Clemens Michigan Works Service Center 75 North River Road Mt. Clemens, MI 48043	½ Supervisor 5 Case Managers/Career Planners 1 Business Account Manager
Clinton Township Michigan Works Service Center 43630 Hayes Road Clinton Twp MI 48038	1 Supervisor 9 Case Managers/Career Planners 3 Business Account Managers
Roseville Michigan Works Service Center 15950 Twelve Mile Road Roseville MI 48066	1 Director 7 Case Managers/Career Planners 2 Business Account Managers
Warren Michigan Works Service Center 27850 Van Dyke Warren, MI 48093	½ Supervisor 5 Case Managers/Career Planners 1 Business Account Manager
Port Huron Michigan Works Service Center 100 McMorran Boulevard, 6 th Floor Port Huron MI 48060	1 Supervisor 7 Case Managers/Career Planners 2 Business Account Managers

IV. Continuous Improvement Programs

The successful respondent will be expected to have experience with continuous improvement programs that measure customer satisfaction and stress staff development.

V. Period of Performance

The organization which is selected to perform services outlined in this RFP will begin performance on July 1, 2021 and continue with services through June 30, 2024, a three-year period of time.

VI. Contracting Policies

A. Budget

Proposers must submit a line-item budget accounting for the total funding request. Funding may be requested to cover costs in two general categories:

1. Administrative costs
2. Program costs

Note: Although the period of performance will be a three-year timeframe, the proposer is asked to complete a line item budget for the first year and estimate costs for the second and third years.

Administrative costs refer to salaries, wages, fringe benefits and related costs of the overall program management, program coordination, and general administrative functions. This portion of the budget cannot exceed 3% of the total budget.

Program costs refer to all costs not attributed to administrative costs. Private-for-profit entities submitting a line-item breakdown must identify projected profit (limited to 5% of reimbursable costs), fees, or other revenues in excess of actual costs to one or both of the cost categories in proportion to actual costs incurred attributable to each category.

B. Profit and Program Income

Public and private nonprofit entities will be required upon the completion of a contract to report their actual operational costs of the contract to the Workforce Development Board by line item. If the Workforce Development Board has paid the public or private nonprofit entity more than the actual operational costs, the entity must return all revenues in excess of costs to the Workforce Development Board. Further, a private-for-profit entity must identify profit (fees or other revenue in excess of actual costs) in their line-item budget, in accordance with federal mandates that require assurances that profit is reasonable and allowable.

Income earned by the service provider as a result of contracts entered into with the Workforce Development Board is program income. Program income includes income from fees for services performed and from conferences, usage or rental fees, sale of commodities or fabricated items, interest earned on funds, and reimbursed awards for public or private nonprofit entities that were in excess of the actual costs incurred in providing services. Program income in excess of contract costs will be returned to the Workforce Development Board.

C. The services to be provided through this Request for Proposal will be at a Michigan Works Service Center. The Macomb/St. Clair Workforce Development Board will provide all facility and infrastructure cost to house all the staff employed through this solicitation including equipment and supplies.

VII. Bid Review Process

The application is a preliminary mechanism used to determine the suitability of a service provider for funding. The review process involves:

A. Preliminary Screening

To be considered for funding you must complete the entire application. Based on your response, an evaluation team will determine whether further consideration of the application is warranted.

B. Follow-up / Fact Finding Documentation

Upon analysis of your completed application and budget, you may be asked by the Workforce Development Board to submit additional information or details to the evaluation team.

C. Evaluation Process

Based on information submitted, your suitability to deliver service will be rated in the following manner:

- **History:** Due to the scope of the services required to be performed, experience and demonstration of past performance is crucial.

Maximum points: 40

Three (3) points may be earned for **Outreach and Recruitment:** By clearly describing successful outreach and recruitment techniques; specifying details of projects completed; and reporting statistics that prove linkages with community resources.

Five (5) points may be earned for **Intake and Eligibility Determination:** By documenting staff ability to determine customer eligibility for federal and state education employment and training programs; an organizational history of eligibility determination for Workforce Innovation and Opportunity Act (WIOA); detailing your organization's pre-assessment process; and citing dates of state and/or federal audits conducted as related to eligibility determination and noting results.

Three (3) points may be earned for **Customer Assessment:** By clearly explaining the philosophy and steps that comprise an assessment; listing and describing the tests and surveys that your staff has experience administering and interpreting and demonstrating their relevance to career planning for the customer, including O*Net, and addressing the process used to identify individuals' employment barriers and what approach is used to resolve them.

Four (4) points may be earned for **Individual Service Strategy (ISS):** By citing your organization's experience with the preparation and monitoring approach to the ISS.

Six (6) points may be earned for **Case Management:** By describing your organization's case management system; addressing intake, assessment, goal setting and implementation.

Three (3) points may be earned for **Job Development/Job Search/Job Placement:** By satisfactorily describing services performed in relation to job development, maintenance and linkages to labor market information for customers; descriptions of job club activity and job search seminars; specifying job acquisition strategies and results supported by statistics.

Three (3) points may be earned for **Brokering On-the-Job Training Contracts:** By demonstrating successful brokering of OJT contracts; and citing performance results.

Six (6) points may be earned by describing your organization's experience in operating a **PATH program**, outlining the design and citing results.

Five (5) points may be earned by describing your organization's experience in providing worker orientations to dislocated workers to explain the employment and training benefits of **TAA**. Cite companies where worker orientations have been conducted.

Two (2) points may be earned for **Customer Improvement Programs**: By specifying participation in customer improvement programs, i.e., ENTERPRISE membership, management by objective, Total Quality Management, customer satisfaction surveys, Career Development Facilitation training, etc.

- **Staffing**: The Workforce Development Board expects the service provider to have professional staff presently in their employ who have the credentials (education and/or experience) to work with the customers and be knowledgeable and capable of performing the required services.

Maximum points: 20

Fourteen (14) points maximum: awarded if all case managers' resumes cite at least one of the following credentials: Licensed Professional Counselor; Certified Career Development Facilitator; Business Services Professional Training; Licensed Social Worker; M.A.; M.S.; B.A.; or B.S., in Human Services or Education.

Four (4) points maximum: awarded for the number of case managers who have at least two years of case management experience in employment and training programs.

Two (2) points maximum: awarded for all staff other than case managers who have a minimum of five years experience in the human services field.

- **Total Cost**: Since the basis of the award to service providers is a competitive process, the Workforce Development Board expects to fund the service provider who delivers the best quality of service at the most cost effective price.

Maximum points: 30

- The **line item budget** evaluation will include a cost analysis with **20** maximum points earned and a price analysis with **10** maximum points earned.

The **cost analysis** will determine:

Four (4) points maximum: the budget is generally legible, calculated correctly, and responsive to the requested format.

Two (2) points maximum: the profit margin is 5% or less of reimbursable costs. Not for profit receive the 2 points.

Two (2) points maximum: the administrative budget is within the 3% maximum limitation.

Twelve (12) points maximum: the numbers of staff and their wage, salary and fringe benefit rates are appropriate for the scope of the project.

The price analysis points will be determined with the low bidder receiving **10** points and all other service providers being awarded points based on their price compared to the low bidder.

D. Recommendation of Selection

Recommendations will be made to the appropriate committee of the Workforce Development Board and then to the full board of directors for final approval. The service provider will then be invited to negotiate costs and contract terms.

VIII. Miscellaneous

A. Limitations

This preliminary application does not commit the Workforce Development Board to award a contract, or to pay any costs incurred in the preparation of a proposal submitted in response to this request or to procure or contract services or supplies. The Macomb/St. Clair Workforce Development Board reserves the right to accept or reject any or all proposals in part or in their entirety if it is in the best interest of the Workforce Development Board to do so.

The Workforce Development Board contracting officer will require the proposer selected to participate in negotiations and to submit any price, technical, or other revisions of their proposals as may result from negotiation.

B. Selection of Service Provider

The Workforce Development Board will comply with all federal and state mandates governing service provider selection. To be considered for funding, service providers must have:

1. Adequate financial resources or the ability to obtain them;
2. The ability to meet program design specifications at a reasonable cost;
3. The ability to meet performance goals;
4. A satisfactory record of past performance;
5. The ability to provide services that can lead to the achievement of competency standards for customers; and
6. A satisfactory record of integrity, business ethics, and fiscal accountability.

C. Format

In order for a proposal to receive funding consideration, the application included in this packet must be answered completely. Proposers should take care in

following the format of the application. Use narrative and/or include attachments where requested. Adherence to this format is essential since evaluation criteria is based on the structure of the RFP. Failure to follow the requested format could result in the disqualification of your proposal.

Note: The application portion of the RFP packet can be emailed by contacting jwurmlinger@macomb-stclairworks.org. The Workforce Development Board is not responsible for technical assistance regarding compatibility of computer software.

D. Grievance Policy

The Macomb/St. Clair Workforce Development Board subscribes to the policy of equal opportunity and as such, maintains a formal grievance procedure to handle complaints of customers and service deliverers. Adherence to same is acknowledged by acceptance of a contract from the Macomb/St. Clair Workforce Development Board.

E. Technical Assistance

For assistance or additional information, contact John H. Bierbusse, Executive Director, at (586) 469-5220.

F. Response Submission

To be considered all responses to this Request for Proposal must be submitted in the original and two copies. Bids must be in a **sealed envelope clearly marked "Response to Request for Proposal - Michigan Works Service Centers"** and delivered or mailed to:

John H. Bierbusse, Executive Director
Macomb/St. Clair Workforce Development Board, Inc.
VerKuilen Building
21885 Dunham Road, Suite 11
Clinton Township MI 48036-1030

G. Due Date

Responses must reach the above address no later than **12:00 noon, Friday, April 23, 2021**. Failure to meet this deadline will disqualify a proposal from funding consideration. Responses received prior to this time will be time-stamped and secured until all responses are opened. Responses will be opened and recorded at 3:00 p.m., Friday, April 23, 2021 in the administrative office of the Macomb/St. Clair Workforce Development Board, Inc.

John H. Bierbusse, Executive Director
Macomb/St. Clair Workforce Development Board

IX. ASSURANCE AND CERTIFICATIONS

The Selected Service Provider shall comply with all of the following laws and regulations to the extent they are applicable to the services funded under this Contract.

1. Executive Order 11246, 12549 and 12689, as amended by 11375 (41 CFR parts 60-64);
2. Rehabilitation Act of 1973, as amended, Sections 503 and 504 (29 USC 793 and 794), PL 93-112;
3. Americans with Disabilities Act of 1990 (42 USC 12101 et seq.), PL 101-336;
4. Immigration and Naturalization Act of 1986 (8 USC 1324a), PL 99-603;
5. Age Discrimination Act of 1975, as amended (29 USC 621), PL 94-135;
6. Family and Medical Leave Act of 1993 (29 USC 2601), PL 103-3;
7. Pregnancy Discrimination Act of 1975 (92 Stat 2076), PL 95-555;
8. Civil Rights Act of 1964, Titles VI and VII (42 USC 2000 et seq.), PL 88-352;
9. Civil Rights Act of 1968, Title VIII (42 USC 300 et seq.), PL 90-284;
10. Civil Rights Restoration Act of 1991 (20 USC 1686-1688, 29 USC 706 and 709, 42 USC 2000[d]-4[a] and 6107), PL 100-259;
11. Education Amendments of 1972, Title IX, as amended (29 USC 1681), PL 92-318, PL 93-568, and PL 94-482;
12. Older Americans Act of 1965, as amended (47 USC 3001 and 3056 et seq.), PL 89-73;
13. Military Selective Service Act, Title I, Section 3, as amended (50 USC 453), PL 97-86;
14. Affirmative Action Provisions of the Vietnam Era Veterans' Readjustment Assistance Act, as amended (38 USC 4218), PL 72-74;
15. Equal Pay Act of 1963, as amended (29 USC 206d), PL 88-38;
16. Privacy Act of 1974 (5 USC 522a[e][3]), PL 93-579;
17. Elliott Larsen-Civil Rights Act, as amended (MCLA 37.2101 et seq.), 1976, PA 456;
18. Whistle Blower's Protection Act (MCLA 15.361 et seq.), 1980, PA 469;
19. Persons with Disabilities Civil Rights Act (MCLA 37.1101 et seq.), PA 220 of 1976;
20. Federal Hatch Act (5 U.S.C. Sections 1501-1508);
21. Jobs for Veterans Act, PL 107-288 (Reference: ETA TEGL No. 5-03).

22. Michigan Youth Employment Standards Act, as amended (MCLA 409.101-124), PA 90 of 1978; or the Federal Child Labor Regulations, Part 570, as amended, whichever is more stringent;
23. Michigan Minimum Wage Law, as amended (MCLA 408.381-398), PA 154 of 1964;
24. Michigan Payment of Wages and Fringe Benefits, as amended (MCLA 408.471-583), PA 390 of 1978; and Overtime Protection (MCLA 408.477), PA 390 of 1978;
25. Michigan Workers' Disability Compensation Act, as amended (MCLA 418.101-941); and Administrative Rules, PA 317 of 1969;
26. Michigan Open Meetings Act, as amended (MCLA 15.261 et. seq), PA 267 of 1976;
27. Michigan Contracts with Employers Engaging in Unfair Practices, as amended (MCLA 423.321 et seq.), PA 278 of 1980;
28. Michigan Occupational Safety and Health Act, as amended (MCLA 408.1001-1094), PA 154 of 1974;
29. Michigan Right to Know Act (MCLA 408.1014a-1014n), PA 80 of 1986;
30. MCL 35.1093 (PA 39 of 1994), insuring delivery of effective and equitable employment services to Veterans;
31. Social Welfare Act 280, P.A. 1939, as amended (MCLA 400.55a and 400.56f);
32. Title IV-F of the Social Security Act (P.L. 74-271), as amended;
33. Michigan welfare policy provisions; Public Act 223 of 1995;
34. Title IV-A of the Social Security Act (P.L. 74-271), as amended;
35. 45 Code of Federal Regulations (CFR) 201 through 257, and 260;
36. Food Stamp Act of 1977 (P.L. 105-33), as amended;
37. 7 CFR 271, 272, and 273;
38. Workforce Investment Act of 1998;
39. Reed Act Provisions of Title IX of the Social Security Act;
40. Trade Adjustment Assistance Reform Act of 2002 (TAA Reform Act).
41. Gove City Civil Rights Bill, S557-PL-100-259, as amended;
42. Michigan Persons with Disabilities Civil Rights Act, P.A. 220 of 1976 as amended;
43. Workforce Opportunity Wage Act, Act 138 of 2014 (MCL 408.411);

44. Michigan Department of Labor, Employment Standards, Overtime Compensation Rules R408.721-408.735;
 45. Trade Adjustment Assistance Reform Act of 2002 (TAA Reform Act);
 46. OmniCircular 2 CFR Part 200 et al.
 47. Workforce Innovation and Opportunity Act (WIOA) Public Law 113 – 128.
- All other Applicable Federal and State legislation.