



*Request for Proposal*

**Workforce Innovation and Opportunity Act (WIOA)  
One-Stop Operator**

September 2020

Michigan Works! Region 7B, an American Job Center, is an Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request. Michigan Relay Center: 711 Voice and TDD. Supported by the State of Michigan.

## Purpose of the Request for Proposal

These instructions are for the Request for Proposals (RFP) for WIOA One Stop Operator, operated as part of the Workforce Service Center delivery system in the six-county area which includes Arenac, Clare, Gladwin, Iosco, Ogemaw, and Roscommon counties. The RFP is to meet the requirements of the federal Workforce Innovation & Opportunity Act of 2014. Activities funded under this RFP will commence July 1, 2020. Agencies and entities selected and awarded funding under this RFP will become part of the overall delivery system for the Michigan Works! Region7B Workforce Service Center system (MWA).

Office locations:

Arenac County  
4480 W. M-61  
Standish, MI 48658  
989-846-2111

Clare County  
402 N. First  
Harrison, MI 48625  
989-539-2173

Gladwin County  
110 Buckeye  
Gladwin, MI 48624  
989-426-8571

Iosco County  
1230 E. US – 23  
East Tawas, MI 48730  
989-362-6407

Ogemaw County  
2389 S. M-76  
West Branch, MI 48661  
989-345-1090

Roscommon County  
1015 Short Street Suite 2  
Prudenville, MI 48651  
989-366-8660

This RFP does not commit the MWA to award a contract or pay any cost incurred in the preparation of a proposal. The MWA reserve the right to accept or reject any or all proposals or parts of proposals received as a result of this request. The MWA can cancel or modify this RFP, in part or in its entirety. The MWA reserve the option to waive any informalities or minor irregularities in proposals. Verbal proposals will not be considered in making the award of any contract as a result of this RFP.

This MWA may require a proposer to enter into an agreement based on their proposal without further discussion or may require the proposer to enter negotiations. Proposers may be required to submit cost, technical or other revisions of their proposal that may result from such negotiation. The MWA reserves the right to request any additional data or discussion/presentation in support of the written proposal at any time, prior to the execution of a contract. The proposal may be referenced in the final contract except for those segments that were changed due to final negotiations. The contents of the final contract will take precedence over the proposal and/or the RFP document.

**A number of the items and instructions given in this RFP are inter-related. Please review these instructions entirely before beginning your proposal.**

## Schedule of Events

- Amount available to provide services \$13,000 for the first year 1/1/2021 – 6/30/2021 then \$25,000.00 for 7/1/2021 to 6/30/2022 and remaining two years
- Release RFP: Wednesday, September 23, 2020;
- Last Date to Submit Questions: Friday, October 9, 2020;
- Responses to all questions will be posted on our website at [www.michworks4u.org](http://www.michworks4u.org) by Friday, October 16, 2020;
- Proposals are due electronically by 4:00 p.m. Friday, October 23, 2020;
- Please be advised you may need to be available to provide a presentation.

## Service Period

As a result of this RFP, the MWA expects to award a contract to one entity for the period of 1/1/2021 – 6/30/2021. The MWA may elect to exercise its option to extend services three additional years (i.e., 7/1/2021 – 6/30/2022; 7/1/2022 – 6/30/2023; 7/1/2023 – 6/30/2024) based on the availability of funds, successful operation, and continued need.

## Inquiries/Contact Information

All inquiries must be emailed to: [reg7b@michworks4u.org](mailto:reg7b@michworks4u.org) using the subject heading “WIOA One-Stop Operator RFP Inquiry.” Responses to all questions will be posted on our website at [www.michworks4u.org](http://www.michworks4u.org).

## Proposal Evaluations

Evaluation of each proposal will be based on a 100 point scale:

Prior experience/organizational capacity	25 points
Prior experience in the workforce development system and with partner agencies.	
One-Stop Operator plan	30 points
10 points each: facilitation of partnerships among core program partners, integrated operational policies, integration of American Job Center Services by function.	
Staffing Budget	15 points
Internal Monitoring	5 points
Price and Reasonableness of Costs	25 points
Total Points	100

## **Submission of Proposals**

All completed proposals are to be submitted in accordance with the terms, conditions, and procedures as stated herein. If duplicate proposals of the RFP are received from the bidder, only the last complete proposal submitted by the closing date and time indicated in this RFP may be reviewed and considered for funding. The MWA will not return any proposals to bidders for resubmission.

For consideration interested parties must, at a minimum, submit the WIOA One-Stop Operator Narrative, Staffing and Operation Budget, 1 – 16 under Organizational Effectiveness. Proposals are to be submitted electronically to [reg7b@michworks4u.org](mailto:reg7b@michworks4u.org) by 4:00 p.m. on Friday October 23, 2020.

## **Description of One-Stop Operator**

All major Workforce Development activities under the authority Workforce Development Board (WDB) and Local Elected Officials (LEOs) are delivered in each of the six county Workforce Service Centers. There are six WIOA core program partners: WIOA Title I (Adult, Dislocated Worker and Youth formula programs) administered by Department of Labor (DOL); Adult Education and Literacy Act programs administered by the Department of Education (DoED); Wagner-Peyser Act employment services administered by DOL; and Rehabilitation Act Title I programs administered by DoED. The basic role of the One-Stop Operator is to coordinate the service delivery of participating one-stop partners and service providers. The One-Stop Operator will be monitored quarterly by the WDB, at a minimum, to ensure objectives are met.

The One-Stop Operator will carry out the activities described below, in conjunction with the WDB:

- Facilitate integrated partnerships that seamlessly incorporate services common customers served by multiple program partners of the American Job Center.
- Develop and implement operational policies that reflect an integrated system of performance, communication, and case management, and uses technology to achieve integration and expanded service offerings.
- Organizes and integrates service based on function, when permitted by a program's authorizing statute and, as appropriate, through coordinating staff communications, capacity building and training efforts.
  - Evaluating current processes and procedures to determine where if any changes should be made.

- Ensuring that service center staff are trained and equipped in an ongoing learning environment with the skills and knowledge needed to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery, consistent with the requirements of each of the partner programs.
  - Cross-training, as appropriate, to increase staff capacity, expertise and efficiency.
  - Ensuring that service center staff are routinely trained so that they are keenly aware as to how their particular work function supports and contributes to the overall vision of the WDB, as well as within the American Job Center network.
- Bidders are required to comply with Equal Opportunity. It is against the law for the recipient of Federal financial assistance to discriminate on the following bases: against any individual in the United States, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or, against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA Title I– financially assisted program or activity.
  - “For Profit” Service Provider are required to follow WDA approved requirements on profit. These are given in Policy Issuance 15-12 and the federal regulations. Profit is an allowable cost payable only to commercial organizations. The profit must be separately negotiated from the contract's price and cannot be based on a percentage of cost budgeted or expended in the agreement. Profit must be tied to performance and cannot be paid as a guaranteed fixed fee. Profit is only earned when performance outcomes are attained and can only be disbursed when those outcomes are validated. Profit cannot be paid in addition to performance payments or incentive payments (*2 CFR Part 200.323b*); *48CFR Part 15.404-4*)

The maximum amount of profit a commercial organization can receive is ten (10) percent. Profit rates can only be applied against the commercial organization's personnel-related costs (i.e., salaries, wages, and benefits) for the staff that contributed to the organization's unique capacity to manage and achieve the performance of the contract. (*48 CFR Part 15.404-4©(4)(i)*)

Under cost reimbursement contracts there is little to no risk to the commercial organization. Therefore, profit is usually not warranted.

- Continuous Improvement. The One-Stop Operator must be committed to participate in the Continuous Improvement Process of improving program services required by WIOA. A part of continuous improvement is that the performance goals are likely to increase each year. Service Provider will be expected to assist Michigan Works! Region 7B Consortium in meeting any applicable performance goals.

## **Proposal Content**

The information the bidders supply in their applications must provide a full description of services performed, timelines, deliverables, goals, objectives, and costs. The proposal must enable the MWA to understand completely how the bidder intends to provide the services. From the information provided, the MWA will determine the extent to which the proposal is consistent with the requirements of this RFP.

Proposals that do not contain completed information as required will be downgraded in the evaluation process and/or may be considered non-responsive and not evaluated. All proposals submitted become the property of the MWA and are subject to the Freedom of Information Act.

## **WIOA One-Stop Operator Narrative**

1. WIOA One-Stop Operator Design  
Describe how the One-Stop Operator will meet the criteria outlined (on page 4) under “Description of a One-Stop Operator” and what services will be provided. Outline the staffing plan to accomplish the design.
2. Deliverables and Timelines  
Describe the method of setting and obtaining deliverables that are required of the One-Stop Operator and how they will be reported to the WDB; outline the timeline that will be set for implementing the design and deliverables.
3. Internal Monitoring and Reporting  
Describe the method for internal monitoring, including frequency of the review of deliverables and the method for reporting to the service center staff and workforce development board.
4. Performance  
Describe how you will provide feedback, including collection of performance information, to the WDB, as required.

**Staffing and Operating Budget**

Maximum amount available is \$13,000 for first 6 months 1/1/2021 – 6/30/2021. Identify six budget as outlined below:

LINE ITEM	COSTS
Salaries and Wages	
FICA and Medicare Taxes	
Unemployment Taxes	
Worker's Compensation	
Retirement	
Health Insurance	
Life Insurance	
Staff Travel	
Other Employee Related Costs (specify)	
Equipment Related Costs	
Training Supplies	
Postage	
Office Supplies	
Utilities/Telephone/Building Related Costs	
Insurance (specify)	
Other (specify)	
<b>TOTALS</b>	

Maximum amount available is \$25,000 for year 7/1/2021 – 6/30/2022. Identify yearly budget as outlined below:

LINE ITEM	COSTS
Salaries and Wages	
FICA and Medicare Taxes	
Unemployment Taxes	
Worker's Compensation	
Retirement	
Health Insurance	
Life Insurance	
Staff Travel	
Other Employee Related Costs (specify)	
Equipment Related Costs	
Training Supplies	
Postage	
Office Supplies	
Utilities/Telephone/Building Related Costs	
Insurance (specify)	
Other (specify)	
<b>TOTALS</b>	

### Organizational Effectiveness

1. Legal Entity  
Any entity that has the capacity to provide services described herein. Entity may be a legal public, private, nonprofit or consortium of entities. Identify the legal structure of your entity.
2. Organization Mission  
Provide a brief statement of your organization's primary mission and the services it provides; attach a copy your organizational chart.
3. Previous Experience  
Briefly outline your previous experience delivering these or similar programs or activities.

4. Other Funding Sources  
Describe other funding sources and dollar amounts to support program components and how they will be integrated into the program.
5. Accounting System  
Provide a written statement certifying that the organization utilizes a standard accounting system in accordance with the American Institute of Certified Public Accountant's Auditing Standards and that the financial records will be available for audits, adequate documentation for all expenses will be maintained for a period specified by the MWA of not less than six years from the end of the grant year. Submit one copy of each of the last two fiscal years audit with proposal.
6. Disallowed Costs  
Provide evidence that your organization has the capability to repay all costs disallowed with non-restricted funds. Include the source of repayment (e.g. general funds, errors and omission's insurance etc.). Insurance premiums for disallowed costs must not be paid for with funds under this grant.
7. Bonding/Insurance  
Provide certification that your organization will maintain the appropriate bonding/insurance and liability coverage and will forward the certifications of such coverage if funded.
8. Consortium Arrangements  
If a consortium of agencies submits the proposed program of services, identify and briefly describe the function and role of each consortium member. Include with your response the agreement(s) or letter(s) of intent between consortium members.
9. Subcontracting Arrangements  
If any part of the One-Stop Operator services are to be subcontracted, identify and briefly describe the function and role of each consortium member. Include with your response the subcontract agreement(s) or letter(s) of intent to enter into a subcontract that describes the services.
10. Internal Monitoring System  
Briefly describe internal monitoring systems that will be used to track and report the requirements of the One-Stop Operator, and financial performance against the objectives established for the proposed project. Discuss action(s) to be taken by your organization in the event that performance varies from planned levels.

11. Litigation  
Bidders are asked if there has been any litigation in the past three years concerning employment and training programs (the same or similar to the ones being bid) alleging violations of legislation or regulations, etc. A narrative description of the allegation and disposition is required. This includes litigation in process where the outcome has not been determined.
  
12. Debarred or Suspended Form (included)  
Debarred or Suspended generally applies to entities that are either; under investigation for acting improperly with federal or state funding; or have been found to have acted improperly with federal or state funding.
  
13. Conflict of Interest Form (included)  
Identify in your proposal any conflicts of interest. This may include WDB/LEO members who may be on an agency board, advisory committee, employee, or with whom the agency has a financial relationship. Most relationships do not affect the bid.
  
14. Lobbying Restrictions (included)  
Bidders may be disqualified from bidding if they engage in any activity involving WDB/LEO members which influences or attempts to influence the award, terms, or structure of an award of funding the bidding agency is applying for.  
  
Bidders may be disqualified if they gain or attempt to gain any advantage via information or influence in the process. This includes lobbying Michigan Works! Region 7B Consortium staff and attempting or gaining information not available to other bidders or before it is released.  
  
This applies to funding under the control of the WDB/LEO and includes the contents and development of the RFP and proposals.
  
15. Independent Cost (included)  
By submission of this proposal, each offeror certifies, and in the case of a joint proposal each party thereto certifies as to its own organization, that in connection with this procurement action.
  
16. Acceptance of RFP (included)  
The bidder certifies that the information in the Response Package is correct to the best of his/her knowledge and belief, that the filing of the Response Package has been fully authorized, and that proof of this authorization is attached.

**CERTIFICATION REGARDING  
DEBARMENT AND SUSPENSION**

This certification is required by the regulations implementing Executive Order 12549 and 12689, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Participants' Responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register (pages 19160-19211)

1. The prospective recipient (i.e., The Contractor) of Federal assistance funds certifies, by signing this contract and attachment, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
  
2. Where the prospective recipient (i.e., The Contractor) of Federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this contract.

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Name and Title of Authorized Representative

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Signature Date

**CERTIFICATE OF INDEPENDENT PRICE/COST DETERMINATION**

NOTE: This certificate must be signed and returned in the proposal package.

- A. By submission of this proposal, each offeror certifies, and in the case of a joint proposal each party thereto certifies as to its own organization, that in connection with this procurement action:
  - 1. The prices in this proposal have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting completion, as to any matter relating to such prices with any other offeror or with any competitor;
  - 2. Unless otherwise required by law, the prices which have been quoted in this proposal have not knowingly been disclosed by the offeror prior to award, directly or indirectly to any other offeror or to any competitor; and
  - 3. No attempt has been made or will be made by the offeror to include any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.
  
- B. Each person signing this proposal certifies that:
  - 1. She or he is the person in the offeror's organization responsible for the decision as to the prices being offered herein and that she or he has not participate, and will not participate, in any action contrary to A.1 through A.3 above; or
  - 2. She or he is not the person in the offeror's organization responsible within that organization for the decision as to the prices being offered herein but she or he has been authorized for such decision in certifying that such persons have not participated, and shall not participate, in any action contrary to A.1 through A.3 above, and as their agent does not hereby so certify; and she or he has not participated, and shall not participate, in any action contrary to A.1 through A.3 above.
  
- C. This certification is not applicable to a foreign offeror submitted proposal for a contract, which requires performance or delivery outside the United States, its possession, or Puerto Rico.
  
- D. A proposal shall not be considered for award where A.1, A.3 or B. above has been deleted or modified. Where A.2 above has been deleted or modified, the proposal shall not be considered for award unless the offeror furnishes with the proposal a signed statement which sets forth in detail the circumstances of the disclosure and the head of the agency, or his or her designee, determines that such disclosure was not made for the purpose of restricting completion.

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Authorized Signatory Official

Date

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Typed Name of Authorized Official

## CONFLICT OF INTEREST STATEMENT

By my signature I certify to the following statements:

No employee of Michigan Works! Agency or member of the Workforce Development Board, or Board of Directors has any direct interest, financial or otherwise, in this organization.

Correct                       Incorrect

No officer or any government, government agency has any direct interest, financial or otherwise, in this organization.

Correct                       Incorrect

\*if incorrect was marked, you must list the person or persons which have an interest, financial or otherwise with the organization. Their relationship with the organization also must be listed.

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Name

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Relationship

---

Organization's Name

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Date

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Signature

## ACCEPTANCE OF CONDITIONS OF RFP

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Name of agency submitting proposal

Does hereby accept all the term and conditions of the Request for Proposal and the Subsequent Format enclosed therein. The Proposer also certifies that the information in the Response Package is correct to the best of his/her knowledge and belief, that the fling of the Response Package has been fully authorized, and that proof of this authorization is attached. All communications relative to the Proposal shall be transmitted to the name in this certification unless written assignment is made by the person named below.

The following signatory is authorized to sign as agent for the above-mentioned agency.

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Signature

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Typed Name and Title

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Date

**Certification Regarding Lobbying  
 Certification for Contracts, Grants, Loans,  
 and Cooperative Agreement**

The undersigned certifies, to the best of his or her knowledge and belief that:

1. No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan or cooperative agreement.
2. If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with this federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontract, subgrant, and contracts under grants, loans, and cooperative agreements) and that all \*subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

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Grantee	Organization Program/Title
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Name of Certifying	Official Signature	Date
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\*Note: In these instances, "LLL", in the Final Rule is expected to be clarified to show that it applies to contract/grant transactions over \$100,000 (per OMB).