



Southeast Michigan Community Alliance (SEMCA)

REQUEST FOR PROPOSAL (RFP)

ADULT & DISLOCATED WORKERS

Program Year 2022
(July 1, 2022 through June 30, 2023)
With option to renew annually for a total of three years

RFP Issued: March 1, 2022
Proposals Due: April 8, 2022 by 4 p.m.

A 501 (c)(3) Michigan Non-profit Corporation supported by the State of Michigan, Department of Labor and Economic Opportunity (LEO), and other federal, state and county funding. SEMCA Michigan Works! is a federal contractor, equal opportunity employer/programs that include minorities/women/disabled/veterans. Reasonable accommodations will be made upon request.
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Section I – General Information

Introduction

SEMCA Michigan Works! has issued this Request for Proposal (RFP) to secure contractors for the delivery of Job Seeker Services under the **Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker Services**. The federal Workforce Innovation and Opportunity Act of 2014 (WIOA), Public Law (PL) 113-128, was enacted by Congress on January 3, 2014. WIOA and federal regulations can be accessed on the US Department of Labor, Employment and Training Administration web site at:

- <http://www.doleta.gov/wioa>

Bidders may submit a proposal to provide Adult and Dislocated Services at one or more of SEMCA's seven American Job Center locations. This RFP will distribute the WIOA Adult and Dislocated Worker funds; a separate RFP has been issued for WIOA Youth funds.

Should a sub-recipient agreement be awarded to an organization that is not the current service provider of WIOA Adult and Dislocated Worker Services in the SEMCA Michigan Works! region, the new service provider will be responsible for all services and participants associated with the services carried into the program year 2022 (beginning July 1, 2022) from program year 2021 (ending June 30, 2022). The service provider selected to provide WIOA Adult and Dislocated Worker Services is responsible for fulfilling the terms and commitments of any participant currently active on the statewide OSMIS as of July 1, 2022. A plan will be developed to ensure a smooth and efficient transition takes place. Separate transition agreements may be negotiated for a period prior to July 2021 to enable these responsibilities to be carried out.

Funding Source(s)

Funds made available to SEMCA Michigan Works! for this RFP are for the first year PY2022: July 1, 2022, through June 30, 2023, *with option to renew annually for a total of three years*: PY2023: July 1, 2023 through June 30, 2024, and PY2024: July 1, 2024 through June 30, 2025.

SEMCA Michigan Works! reserves the right to award contracts to any number of bidders and to negotiate the population and area to be served based upon information in the proposal.

Total Allocations to SEMCA's Adult Program for PY 2020 and PY 2021:

- PY 2020 Adult Allocations: \$992,391
- PY 2021 Adult Allocations: \$992,391

Total Allocations to SEMCA's Dislocated Worker (DW) Program for PY 2020 and PY 2021:

- PY 2020 DW Allocations: \$1,209,183
- PY 2021 DW Allocations: \$1,209,263

Section II – Program Feature & Design

Adult & Dislocated Worker Overview

The purpose of this section is to set forth expectations for Job Seeker services under Adult & Dislocated Worker throughout the SEMCA Michigan Works! region. The bidder shall design and offer year-round services that reflect the principle of the legislation: helping job seekers and workers access employment, education, training, and support services to succeed in the labor market and match employers with the skilled workers they need to compete in the global economy.

The purposes of WIOA described in the statute include:

- Increasing access to and opportunities for the employment, education, training, and support services that individuals need, particularly those with barriers to employment.
- Supporting the alignment of workforce investment, education, and economic development systems, in support of a comprehensive, accessible, and high-quality workforce development system.
- Improving the quality and labor market relevance of workforce investment, education, and economic development efforts.
- Promoting improvement in the structure and delivery of services.
- Increasing the prosperity of workers and employers.
- Providing workforce development activities that increase employment, retention, and earnings of participants and that increase postsecondary credential attainment and as a result, improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet skill requirements of employers, and enhance productivity.

Under WIOA law, all Adult and Dislocated Workers are eligible for Career Services as defined in the WIOA, Section 134 and (2) (A) (1).

- Those unlikely or unable to obtain or retain employment through Career Service

- are eligible for Training Services (WIOA, Section 134, (3) (I) (aa)).
- Those who are in need of training services to obtain or retain employment (WIOA, Section 134, (3) (I) (bb)).
- Those who have the skills and qualifications to successfully participate in the selected programs of training service (WIOA, Section 134, (3) (1) (cc)).
- The ultimate goal is full time employment.

Adults and Dislocated Workers must have access to the American Job Centers (AJC) and may use the services provided by the centers. Service providers must maintain a presence at the Michigan Works! AJCs. The ongoing use of the AJCs shall be an integral part of a participant's career development and job search activities.

WIOA Local Plan

A WIOA Local Plan was developed and submitted to the State of Michigan – Department of Labor and Economic Development (LEO) for SEMCA Michigan Works! workforce development activities to be in compliance with WIOA regulations. Proposers should be familiar with the local plan and keep it in mind when responding to the RFP. WIOA local plan can be found on our website: <https://www.semca.org/about-semca/workforce-development-board/>

Program Design

Through this bid and the contracts that are executed from this process, SEMCA Michigan Works! is implementing a unified approach and philosophy for better assisting job seekers in obtaining employment—described as the demand driven approach by Department of Labor and Economic Development (LEO) and USDOL's Employment and Training Administration (ETA). All potential contractors in the SEMCA Michigan Works! region will be expected to partner with the SEMCA Michigan Works! Business Services Team (BST) and partake in Business Services activities.

Collaboration with the mandated and critical WIOA partners in the workforce development system to provide Adult and Dislocated Worker services, included but not limited to:

- Title II Adult Education and Literacy Act Programs;
- Title III Wagner-Peyser Act Employment Services;
- Title IV Vocational Rehabilitation Services;
- Title V Senior Community Service Employment Programs;
- Carl Perkins Career and Technical Education Act Programs;
- Community Services Block Grant Programs;
- Indian and Native American Programs;
- HUD Employment and Training Programs;
- Veterans Employment Services;
- National Farmworker Jobs Programs;
- Temporary Assistance for Needy Families (TANF) Programs;

- Trade Adjustment Assistance (TAA) Programs;
- Unemployment Compensations Programs.

Required Program Activities

WIOA authorizes career services for Adults and Dislocated Workers. There are three types of career services: basic career services, individualized career service and follow-up services. The provision of individualized career services must be based on the employment needs of the individual as determined jointly by the individual and the career manager and may be identified through an Individual Employment Plan (IEP/ISS).

Job Seeker Services contractor(s) shall provide the following program components:

- Reception
- Outreach and Recruitment
- Orientation to the MWSC
- Intake and Initial Eligibility
- Assessment
- Employment Services
- Resource Room Assistance
- Workshops and Jobs Search Support
- Career Coaching
- Individual Service Strategy (ISS)
- Customer Tracking
- Performance
- Administering Education/Training Funds
- Supportive Services
- Job Placement
- Follow-up Services
- Linkage with Business Services

Outreach and Recruitment

Potential contractor(s) shall conduct outreach and recruitment efforts throughout the SEMCA Michigan Works! region to inform communities and stakeholders of the benefits of the workforce system. Regular community outreach & engagement with community stakeholders is necessary to reach required performance targets and should be done in coordination with SEMCA (See General Requirements document for details). Outreach shall be coordinated in conjunction with other contractor(s) secured through this RFP as well as required partners.

Priority of Service

SEMCA Michigan Works! makes a concerted effort to ensure veterans and eligible spouses receive priority of service at point of entry and throughout all stages of

education, employment, and training services. Local policies and procedures are in place to ensure the integration of priority of service for veterans and eligible spouses into services.

Orientation

All eligible and suitable job seekers at the American Job Center (AJC) will be provided with a program orientation regarding the full services that are available to them. Individuals will also be advised of their rights and responsibilities, equal opportunity, grievance procedure and appeal process. Potential contractor(s) will be required to register, or assist job seekers with registering, if necessary, on the state's online labor exchange system, currently the PMTC located at www.mitalent.org.

Intake and Initial Eligibility

The intake and referral process, including initial eligibility determination, will be as simple and as accelerated as possible. Since any potential Michigan Works! participant might first start out at the AJC, at another agency or at an education/training provider, it is imperative to have strong local collaboration with key partners. The Intake and Initial Eligibility service function will consequently need to be communicated and coordinated both within the AJCs, externally with other AJCs and with other partners in order to ensure a smooth identification and referral of clients to career coaching and other services. SEMCA Michigan Works! Administrative staff will conduct the final eligibility determination for all WIOA participants, which includes criteria required by applicable laws and regulation.

Career Coaching

Career Coaching services will be provided to ensure that job seekers are efficiently provided with career assistance, including accessing education and training options via the state's Eligible Training Provider List (ETPL) at the Michigan Training Connect as required by WIOA; job-ready preparation for entry into new employment; and career exploration and career decision making activities leading to becoming an entrepreneur or entering a new occupational field. While facilitating customer choice, they will also advise customers on how their proposed plans align with marketplace reality and state and federal program requirements.

Education and training of staff will be derived from performance requirements and will be sufficient to justify the designation professional." Attaining Certified Global Career Development Facilitator (CDF) credentials is encouraged.

Assessment

Assessment services are required to properly align job seekers to obtain employment and/or training. Assessments must provide participants with disabilities (as defined in WIOA) with reasonable accommodations, as appropriate, according to the WIOA, 29

CFR Part 37, Section 504 of the Rehabilitation Act of 1973, and Title H of the Americans with Disabilities Act.

In addition, potential contractor(s) will be expected to seek resources and assessments to enhance the MWA's job seeker outcomes. Where potential contractor(s) lack internal assessment resources, they will be expected to collaborate with or source additional assessment resources and services externally.

Individual Service Strategy (ISS/IEP)

The WIOA rules explain that the ISS is an individualized, meaningful service, jointly developed by the participant and career planner. The ISS/IEP contains personal information about the client, as well a long-term employment goal, a plan for reaching that goal and barriers the participant faces in reaching that goal. A short-term goal and plan of action is also required.

Customer Tracking

Contractors will be required to use OSMIS to record and track job seeker activities and program services. Contractors may also be required to input information into other systems, pending further guidance from SEMCA Michigan Works!

The PMTC and One Stop Management Information System (OSMIS) are internet-based systems of tracking for use by customers and potential customers of the Michigan Works! system and service providers. The PMTC provides online access to job openings; information about employers; services and training opportunities for job seekers; and labor market information.

Administering Education/Training Funds and Support Services

Education/training funds must be for direct education and training services and will be dispersed by SEMCA Michigan Works! fiscal department in accordance with applicable local, state and federal policies and local procedures.

In alignment with the WIOA requirements, statistical information on industry and occupational projections must be provided and given strong consideration when determining training. This would include the provision of accurate information relating to local and regional labor market areas, including information relating to in-demand (Key-Demand Occupations) and the earnings and skill requirements for such occupations.

Job Placement

The purpose of the placement component will be to recommend job-ready participants for employment. Contractors will deliver much of the day-to-day services related to talent recruitment, assessment, development, and referrals of job seekers to meet employers' needs.

Follow-Up Services

Follow-up services for participants enrolled in WIOA Adult and Dislocated Worker must be provided, as appropriate, including counseling regarding the workplace for up to twelve months after the exit quarter.

Linkage with Business Services

Contractor(s) will need to devote resources and efforts in developing effective and valuable relationships with job seekers to ensure qualified candidates are referred, employed, and retained by employers cultivated through collaboration with Business Services.

Equipment

Equipment purchased (copiers, computers, faxes, etc.) with WIOA Adult and Dislocated Worker funding remains the property of the WIOA Adult and Dislocated Worker Programs. If a change in service provider should occur, the existing equipment shall be transferred over to the newly awarded service provider at the time of transition. If a newly assigned service provider finds it necessary to upgrade or replace certain equipment, they will need to budget for those expenses.

Performance

WIOA establishes core performance measures for WIOA Adult and Dislocated Worker services (including Title II, Title III, and Title IV). WIOA performance measures are designed to measure the effectiveness and continuous improvement of the workforce service delivery system, and contractor(s) will be required to collect and report data through OSMIS pertaining to these measures. Performance measures are subject to change at any time, and SEMCA Michigan Works! may set performance benchmarks or implement additional measures in response to regulations or local need. At the time of issuance of this RFP, the proposed WIOA Adult and Dislocated Worker performance measures are:

Negotiated Performance Levels for Program Years (PYs) 2020 and 2021

| SEMCA Michigan Works! WIOA AD and DW | | |
|--|---|---|
| Performance Measure | PY 2020 Negotiated Performance Level | PY 2021 Negotiated Performance Level |
| WIOA Title 1 - ADULTS | | |
| Employment Rate 2 nd Quarter After Exit | 89% | 90% |
| Employment Rate 4 th Quarter After Exit | 85% | 86% |
| Median Earnings – 2 nd Quarter After Exit | \$7,000 | \$7,000 |

| | | |
|---|---------|---------|
| Credential Attainment – 4 th Rate Quarter After Exit | 83.4% | 83.4% |
| Measurable Skills Gains | 33% | 33% |
| WIOA Title 1 – DISLOCATED WORKERS | | |
| Employment Rate 2 nd Quarter After Exit | 90% | 91% |
| Employment Rate 4 th Quarter After Exit | 86.5% | 88% |
| Median Earnings – 2 nd Quarter After Exit | \$8,150 | \$8,150 |
| Credential Attainment – 4 th Rate Quarter After Exit | 77% | 78% |
| Measurable Skill Gains | 39.4% | 39.4% |

Evaluation Criteria Specifications

SEMCA Michigan Works! will review and evaluate proposals on the basis of:

| Category | Weight in Points |
|--|------------------|
| 1. Innovative Program Activities & Program Design | 25 |
| 2. Experience & Expertise | 25 |
| 3. Performance Measures, Outcomes & Continuous Improvement | 20 |
| 4. Administrative & Management Capacity-Key Staff | 15 |
| 5. Financial Capability | 15 |
| Total | 100 |

SEMCA Michigan Works! reserves the right to consider factors outside of this RFP that it deems relevant in making its final selection of contractor(s) that will serve the best interest of SEMCA Michigan Works! mission, its customers and the communities it serves. Contract(s) may be terminated immediately if funding is terminated.

Section III – Proposal Submission

Proposal Submission Order

1. Proposal cover sheet

2. Information about your organization
3. Scope of Work Questions
4. Budget Narrative & Budget
5. Required Forms

General Organization Information

Owners, Members of Board of Director, Officers: List the names and titles of all owners, members of the Board of Directors, and/or any other officers of the bidding entity. *(Response may not exceed the following space.)*

SCOPE OF WORK PROPOSAL QUESTIONS

Responses below must not exceed one page for each of the following 5 sections.

1. Innovative Program Activities & Program Design (25 points)

- Describe the strategies for conducting outreach and recruitment to potential eligible candidates to receive services through the Adult and Dislocated Worker programs. Highlight any local partner organizations that will be key in outreach and recruitment strategies and the methods the proposing organization will take to work with them.
- Describe how you will approach the target industries and the emerging industries identified and encourage Adult and Dislocated Worker participants to move toward skills leading to demand occupations within these industries
- Describe how you will work to place Adults in Work Experience activities and how this will be set forth in the participant's Individual Employment Plan.
- Describe the career, aptitude, and literacy assessments that will be used during the intake and case management process for Adult and Dislocated Worker participants to determine suitable training programs and career pathways.
- Describe how you will ensure that Adult and Dislocated Worker participants have the necessary employment skills ("soft skills") to complete interviews and secure and retain employment.
- Describe how you will work with Business Services regarding employment placement strategies and work-based learning opportunities.
- Describe innovative ways you will collaborate between agencies and/or programs to expand services to underserved populations, reduce overhead, and avoid duplication of effort and to identify gaps in services
- Describe how you will contribute to a more robust and coordinated workforce system that focuses on a fully integrated service delivery strategy, which ensures that all customers flow seamlessly throughout the SEMCA Michigan Works! region.
- Explain how you will use emerging technologies to improve the quality and efficiency of services to job seekers.

2. Relevant Experience & Expertise (25 points)

- If you currently or previously provided WIOA Adult and Dislocated Worker services for a Michigan Works! Agency, describe how the program activities and service delivery in section #1 are/were provided
- Describe your agency's experience providing workforce development services, and how you will be innovative in providing WIOA Adult and Dislocated Worker programs and services
- If your agency/organization does not have previous experience, describe your experience with similar programming. Provide the number of customers served (job seekers and/or employers) and the outcomes achieved compared to the

performance expectations of the funding source for the past three years of programming.

- Describe your organization's record management process to ensure that participant's information is kept in a secure environment.

3. Performance Measures, Outcomes & Continuous Improvement (20 points)

- Describe your program evaluation process
- Describe how you will measure customer satisfaction for WIOA Adult and Dislocated Worker Services.
- Describe what specific actions and measures you will take to improve customer satisfaction for job seekers.
- Describe how you plan to achieve targeted performance outcomes such as enrollment numbers, training completions and exits to employment.
- If attainment of outcomes appears to be lagging or in jeopardy, describe proposed provisions for attainment of goals.
- Describe your plan and capability to respond to all SEMCA Michigan Works! reporting requirements on a timely basis. Specificity is desired.
- If you currently or previously provided Adult and Dislocated Worker Services for a Michigan Works! agency, provide details of how you achieved outcomes such as: enrollments, work-based trainings, exits to employment, etc.
- If you currently or previously provided Adult and Dislocated Worker Services for a Michigan Works! agency, describe a time when you may have failed to meet a targeted performance measure. Provide the reason the targeted performance measure was not met and what measures did you take to improve performance.

4. Administrative & Management Capacity-Key Staff (15 points)

- Administrative
 - Give a description of the organizational structure and why it is structured this way. Is the organization for profit or non-profit?
 - Explain plans for the hiring and selection of staff, supervision and management of staff, program activities, training, and staff development.
 - Give a description of your organization's policies and practices related to Equal Opportunity and persons with disabilities.
- Past Experience
 - Describe the bidder's past experience partnering with workforce programs.
 - If the performance was achieved under contract to an agency other than SEMCA Michigan Works! provide the agency name, program description and date, funding source and phone number.

- New Bidders: (A new bidder is anyone who has not provided workforce services for any Michigan Works! Agency or other Workforce Board area in the past two years).
 - Please describe your experiences with programs governed by federal and state regulations.
 - List your agency's timeframe and direct involvement in program operations and compliance with federal and state directives.
 - Specify outcomes of the program(s) delineated as well as any audit and/or monitoring findings made known.
 - If selected, explain how you would work with the previous provider for a successful transition.

5. **Financial Management** (15 points)

- Organizational Financial Stability
 - Submit the prior two (2) fiscal year financial and/or single audit reports.
- Budget Narrative & Budget
 - Submit a budget and budget narrative per the schedule in Appendix "A". The budget narrative should identify the line items indicated in the overall budget and describe and justify the expenses included in the line-item budget.

Separately, the bidder must describe how WIOA funding will be integrated with other financial and non-financial resources to achieve maximum benefit to the customer. Identify all leveraged resources with specificity.

All administrative expenses (direct charged or indirect allocations) are capped at 10% of the total amount of the budget unless a Federally Approved Indirect Rate letter is submitted with the response.

Section IV – Additional Information

Additional forms must be completed and submitted with each complete Bidder Proposal. Forms are found in the Boiler Plate RFP:

- Assurances
- "Certification Regarding Lobbying" certification
- "Certification Regarding Debarment and Suspension" certification
- EEO Is The Law
- Risk Assessment Tool
- Signature Page