

# WESTERN U.P. WORKFORCE DEVELOPMENT BOARD

To: Bidders  
 From: Western UP Michigan Works!  
 Subject: Release of Request for Proposal - Michigan Works! Service Center System  
 Date: **February 4, 2013**

The Western UP Workforce Development Board is issuing this Request for Proposal (RFP) to seek a Contractor who will employ **Talent Development** Specialists associated with the Michigan Works! Service Center System. Michigan Works! Service Centers are located in Baraga, Gogebic, Houghton, Iron and Ontonagon are designated as follows:

- **Full Service Centers** - Houghton and Gogebic County
- **Satellite Service Centers** - Baraga, Iron and Ontonagon

Funding for this RFP is through Workforce Investment Act Adult, Dislocated Worker and Youth, Welfare Reform, Trade Adjustment Assistance, TANF and Wagner-Peyser.

Approximate Funds Available under this Request for Proposal: \$700,000.00

Note that certain services under this contract are required by our funding sources to be performed by Merit Based organizations. Therefore, only Merit Based organizations (i.e. governmental units and educational institutions) may apply to perform those services. Proposer must attest to merit base status by filling out Attachment VIII.

It will be the responsibility of the bidders ***to email their responses to:*** [afleury@jobforce.org](mailto:afleury@jobforce.org) AND submit one hard copy to: 100 W. Cloverland Drive, Ironwood, Michigan, 49938

**Bids are due: 12:00 NOON EASTERN, FRIDAY, February 22, 2013**

## PROCUREMENT TIMETABLE:

ITEM	DATE
Request for Proposal Released	02/04/13
Bidders Conference Held ~ <b>MANDATORY</b>	02/11/13
Technical Assistance- call (906) 789-0558 Ext 246	Through 02/18/13
Proposals Due	02/22/13
Review of Proposals	03/08/13
Intent to Award	03/15/13
Contract Negotiations	03/22/13
Start Date	On or Before 07/01/13

**LOCATION OF MANDATORY BIDDERS CONFERENCE: 902 Razorback Drive #6, Houghton, MI  
 11:00 AM EASTERN, MONDAY 2/11/13**

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## REQUEST FOR PROPOSAL (RFP) **MICHIGAN WORKS! SERVICE CENTER SYSTEM**

### **I. Overview:**

Michigan Works! is issuing this Request for Proposal (RFP) which addresses the staffing needs to provide workforce/talent development services as part of the Michigan Works! Service Center System within the Western Upper Peninsula Counties of Baraga, Gogebic, Houghton, Iron, Keweenaw and Ontonagon. The contractors and staff funded under this Request for Proposal will be known only as Michigan Works! Service Centers promoting activities under that designation and will operate at required hours and locations, which will be provided through Western UP Workforce Development Board. Bidders must reflect their organization's commitment to deliver services under the mission, vision, values, and culture of Western UP Workforce Development Board's Michigan Works! Service Center System as well as to give consideration of the knowledge, skills, and abilities of current Michigan Works! Talent Development Specialists. Mission is as follows:

**“Michigan Works! believes that a sound economic base is essential to maintain the quality of life in the six country region it serves. The Board fosters economic development and encourages and supports employers and full employment for our residents”**

The Vision for this Mission is as follows:

**“To design a comprehensive workforce development system which creates a workforce with the knowledge and skills necessary to sustain and improve the economy of the Western Upper Peninsula”**

Values:

- **Visionary Leadership**
- **Empowered Teams and Individuals**
- **Clear, Accurate, and Timely Communication**
- **Universal Access Through Meaningful Partnership**
- **Business Focused Continuous Improvement Resulting in Multiple Customer Satisfaction.**

Motto is:

**“Business Community Development through Continuous Improvement”**

Western UP Workforce Board is looking for contractor management that knows, understands, and is capable of employing the following ground rules for success:

**Become a quick change artist.**

**“Organizations want people who adapt fast – not those who resist or psychologically unplug.”**

**Commit fully to your job.**

“Career success belongs to the committed. To those who work from the heart...and who recommit quickly when change reshapes their work.”

**Hold yourself accountable for outcomes.**

“Make reaching for results your real passion.”

**Accept ambiguity and uncertainty.**

“Develop your ability to improvise. Loosen up. Prepare to feel your way along into the future.”

**Behave like it’s your business.**

“Build your ‘business’, uphold your reputation and satisfy the people who pay for your work.”

**Stay in school.**

“Some careers don’t even get a chance to change – they simply disappear. Become a perpetual student or risk becoming obsolete.”

**Speed up.**

“High Quality is critical, but it must come quickly...learn to fail fast, fix it, and race on.”

**Add Value.**

“Contribute more than you cost...add enough value so everyone can see that something very important would be missing if you left.”

**See yourself as a service center.**

“Unless you take pains to provide the best possible service, someone else will ‘steal your business’.”

**Manage your own moral.**

“If you put someone else in charge of your moral, you disempower yourself.”

**Practice kaizen.**

“Kaizen is the relentless quest for a better way...the daily pursuit of perfection.”

**Be a fixer, not a finger-pointer.**

“Problems are the natural offspring of change. Let the solutions start with you.”

**Alter your expectations.**

“The era of entitlement is ending. Instead of relying on your ‘rights’, put faith in your future...and yourself.”

\*quotes by Price Pritchett

Due to the uniqueness of the Workforce Development System, Michigan Works! Talent Development Specialists are required to be certified under Western UP Workforce Development Board’s rules, policies, database systems, continuous quality improvement systems, and required standard operating procedures.

The Michigan Works! Service Centers are turnkey operations, in which Western UP Workforce Development Board supplies the building space, utilities, technology/telecommunication infrastructure, all materials and supplies. However, Western UP Workforce Development Board is seeking a contractor who can provide an added value to the Michigan Works! Service Center System beyond traditional workforce development

“programs.” The Board is seeking a contractor who can provide workforce development related services that will generate revenue for the Board and will align fully with the mission, vision, values, and objectives of Western UP Workforce Development Board.

Funding for this system is through the Workforce Development Agency, State of Michigan under the Workforce Investment Act, Wagner-Peyser, Trade Adjustment Assistance and Welfare Reform.

Proposers should be aware that funding will be dependent upon the continuing availability of funds, contractor performance, and determination of needs, services, activities, and delivery methods. Proposers will be required to assume any other additional requirements and services as deemed necessary by Western UP Workforce Development Board.

Bids to serve less than the entire region are not acceptable. In the interest of maximizing funding available for services, Michigan Works! Western UP Workforce Development Board will be interested in proposals or solutions that will reduce levels of overhead/management systems which will result in more streamlined and efficient structures aimed at increasing services to businesses and jobseekers. The structure of Western UP Workforce Development Board’s Michigan Works! Service Centers are based on self directed teams and single site management oversight is not required.

The proposals shall be developed to address planned activities for the period July 1, 2013 through June 30, 2016. Continuation of contracts for year two or three (with an effective date of July 1) will be authorized by pursuant to demonstration of successful performance and alignment to the Michigan Works! Franchise System during each program year and funding availability.

The purpose of this document is to present the requirements and procedures for consideration of proposals to be contracted under Western UP Workforce Development Board.

The proposals shall be developed to address planned activities for the period January 1, 2013 through September 30, 2013, specific to the either the program year or fiscal year of the program, as previously described.. Continuation of contracts (with an effective date of July 1, 2013) will be authorized by the Western U.P. WDB pursuant to demonstration of successful performance and alignment to the Michigan Works! Franchise System during each program year and funding availability up to a three year period.

The purpose of this document is to present the requirements and procedures for consideration of proposals to be contracted under the Western U.P. WDB Local Service Area.

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## II. Background

The role of Western UP Workforce Development Board is to provide the broad vision and leadership for the local workforce development system. The Board works in partnership to horizontally align itself with Business, Organized Labor, Community Organizations, Economic Development Organizations, and Education to enhance the economic viability of our region.

It is charged with the responsibility to ensure that the Michigan Works! Service Centers are business customer focused and outcome based, with the ultimate placement of job candidates to meet businesses' hiring needs being of the highest priority. The Board must ensure that systems are in place so that a quality connection is made between business looking for qualified workers and individuals seeking gainful employment. will also ensure that current or future workers in need of skill upgrades or retraining will be enrolled into training areas of high demand that will result in higher wage earnings.

The relationship between the Board and the Contractor is one of customer and provider of a service and the resources to complete those services. Through contract management, supplying the vision and leadership to contractors and their staff, giving appropriate direction and benchmarking progress; the Board's Mission, Vision, Values, Culture, and operations are vertically aligned.

Western UP Workforce Development Board contracts for resources to meet all regional businesses' demand for qualified job candidates and value added human resource services. This indicated, contractors need to recruit the full spectrum of jobseekers from the highly professional through less-skilled job candidates for their inventory to meet the broad demand and needs of the business community. As well, contractors must take a pro-active approach in selling the value added human resource services to business that will help business to achieve profitability, efficiency and innovation. The acceleration of change in the global economy has put a premium on the ability of the Michigan Works! Service Center system to retool the skills of the workforce to meet the ever changing needs of the work place.

The contractors' ultimate operational responsibility is to build a qualified applicant pool with the knowledge skills and abilities that will meet and exceed business demand and to help ensure worker and business retention.

To meet businesses' demand, the Contractor must:

- Identify the businesses' skill and workforce needs precisely,
- Build a wide variety of skills inventory of job candidates, including retraining and up skilling of participants' skills, and
- To ultimately place qualified job candidates according to businesses' time frame at a reasonable cost.

All Michigan Works! Services are delivered to meet the needs of business and industry. These services are:

- Business focused quality job placements.
- Business focused, ongoing service after the sale, ensuring job placement candidates are successful in the workplace.
- Business focused outreach/recruitment of qualified job applicants.

- Business focused, assessments and screening tools
- Business focused training needs of participants in high wage high demand occupations.
- Business focused, career preparation workshops across all ages
- Business focused, career ladder development
- Business focused, just in time delivery of services, through flexible hours and service delivery location.

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### III. Project Scope

This project will require a Contractor who will bring higher value added performance to the local workforce investment/talent development system. Major changes in longstanding services have been successfully made through the current Michigan Works! Service Center **Talent Development** Specialists. Michigan Works! is seeking a Contractor that is capable and inventive to join us in the ongoing planning and implementation of a business driven workforce investment system.

The Michigan Works! Service Centers will provide services to all businesses. Centers will have the ability to identify and meet the human resource needs of all businesses and will work to create a skilled worker pipeline to grow the economic competitiveness of the region. The Centers will be positioned to service businesses covering wide ranges of size, industry, location and requirements. It is anticipated that the Contractor will need to devote resources and efforts in developing effective and valuable relationships with businesses to identify human resource needs and to ensure qualified candidates are referred, employed, and retained by businesses. The ability to succeed in providing qualified employees to the business community will become a critical component to achieving successful value added human resource services that will result in a wide and vibrant job candidate applicant pool. Service after the sale, for both business and jobseekers, is a critical service required by Western UP Workforce Development Board of its Michigan Works! Service Center System.

The contractor to Western UP Workforce Development Board will be required to develop solutions to meet the short and long term human resource needs in building career ladders, enhancing career pathway systems, and occupational skill training for all current and future workers. Contractor should be prepared to have their entire staff participate in community networking activities. Participation shall include participation in local Chamber of Commerce events (i.e., Business after Hours, committee involvement), participation in business or fraternal organizations or through other proactive outreach and networking opportunities. is requiring its Contractor to have a proactive 24/7, “day/night worker” business philosophy.

The Contractor will also be required to fully participate and align to an evolving service structure that will enhance the quality of services to all jobseekers. The Michigan Works! Service Center Contractors **are mandated to use the Jobseeker Career Path** service sets that provide an integrated framework that aligns jobseekers to services based not on categorical funding sources, but rather through a strategic approach that takes into consideration the collective likeness of job seeker needs. On-going service after the sale for job seekers actively participating in career path services is required under the Michigan Works! Service Center System.

The major components of this request for proposal are described in the following sections. Bidders must bid on all services. They are as follows:

- Jobseeker Services
- Workshop Services
- Youth Services
- Employer Services-job placement and retention

## A. Vision of Jobseeker Services

Western UP Workforce Development Board believes that a sound economic base is essential to maintaining the quality of life in the six county region it serves. The Board fosters economic development, encourages, and supports employers to promote full employment for all our residents. As well, Western UP Workforce Development Board promotes lifelong learning to ensure a skilled and competitive workforce.

It is evident that the availability of labor is a key regional economic factor and that a sufficient supply of skilled labor that constitutes a vibrant and diverse applicant pool is necessary for continued economic development, as firms locate or expand or are retained in the Western Upper Peninsula. This potential labor supply is derived from several sources including current workers, underemployed, unemployed, youth, recent graduates entering the workforce, and persons re-entering the workforce seeking employment. Systems must be in place to ensure that a connection will be made between individuals seeking employment and employers who are looking for qualified workers, and that all jobseekers have access to the value added workforce/**talent** development services based upon their needs and customer choice.

Historically, workforce development “programs” have been created to react to economic drivers. When unemployment is high, the jobseeker is the focus and all services have a tendency to shift to a “training first” design. Conversely, when unemployment is low, programs may then be dismantled and shifted to a “work first” design. What remains constant, however, is that business requirements shape the goals and services of the Michigan Works! Service Center System. provides the broad vision and leadership for the local workforce/**talent** development system and must create a coordinated framework that includes a broad and enriched variety of strategies that are planned and responsive to economic drivers, rather than reactive. With business as the primary customer, is charged with the responsibility to ensure that it’s Michigan Works! Service Centers are business customer focused and outcome based, with placement of skilled job candidates to meet business hiring needs being of the highest priority. Consequently, the Board must ensure that systems are in place so that a quality connection is made between business looking for qualified workers and individuals seeking gainful employment or those in need of skill upgrading or retraining to meet business demand.

The development of multiple strategies that balance the needs of the business customer and the jobseeker will address the human resource needs of these customers both for the present and the future. These strategies will enable the system to always be ready to respond regardless of the economic climate. To that end, is seeking contractors who will join us in the ongoing implementation and continuous improvement of workforce development service sets that are defined by the use of Jobseeker Career Path Groups.

The use of Jobseeker Career Path Groups provides an integrated framework that aligns jobseekers to services based not on categorical funding sources, but rather through a strategic approach that takes into consideration the collective likeness of their needs. It is critical to stress that:

Using Jobseeker Career Path Groups DOES NOT mean:

- Stereotyping or labeling of jobseekers;
- Taking away customer choice;
- Eliminating services based upon individual need; or
- Forcing services to fit individual jobseeker needs

Using Jobs Seeker Career Path Groups DOES mean:

- Having easy and rapid access to Michigan Works! Service Center System Services;
- Standardizing entry services that will provide jobseekers with accurate and clear information on all available services;
- Targeting the right services the first time and ensuring jobseekers receive appropriate services aligned to their needs;
- Having services that can be identified, sequenced appropriately, and recommended to jobseekers at “points in time”;
- Having a continuum of services over time until goals are met in which the intensity of services and the contact methodology is based on individual need and service availability; and
- Ensuring skills gaps are identified and addressed in order to ensure business needs are met.

As a result, Michigan Works! Service Center Talent Development Specialists have created an “over-time” strategy for managing jobseeker services, organizing workloads and delivering services more effectively and efficiently.

The Jobseeker Career Path System:

- Satisfies jobseekers and at least meets their expectations, if not exceeds;
- Ensures universal access for all jobseekers;
- Allows customer choice for service delivery methods/strategies/processes;
- Ensures maximum/ever-increasing numbers of jobseekers served;
- Is seamless and ensures all jobseekers get the information necessary to obtain required services;
- Creates opportunities for enhanced jobseeker participation and feedback;
- Eliminates duplication to maximize resources for improved service delivery; and
- Is flexible and adaptable.

The Workforce Investment Act identifies Western UP Workforce Development Board as the coordinating entity responsible for bringing together fragmented services into a system that is responsive to both the business customer and the jobseeker. Therefore, the Board will provide coordination, strategic planning, and oversight for five key elements of the Michigan Works! Service Center system.

1. Maximize Services - To maximize services by eliminating duplicative services and by expanding unique services within the Michigan Works! Service Centers.
2. Coordinate Services - To coordinate the delivery of current services and collectively create additional services that have been identified as valuable by the jobseeker.
3. Develop the System - To develop a common framework for service delivery regardless of the funding stream which includes multiple strategies to ensure the success of the business customer and the jobseeker.
4. Identify Services - To identify and ensure the consistent delivery of a “core” set of services that are promised and delivered to all jobseekers. To develop a comprehensive set of services that are responsive to jobseeker needs and business demands.
5. Establish the Center - To design the Michigan Works! Service Center System so jobseekers can access and receive a “core” set of services and gain access to all workforce development services including the engagement of our residents through life long learning strategies.

There are eight principles that guide the work of and its Michigan Works! Franchise System:

1. Businesses and jobseekers have access to a set of services that are promised and delivered in a timely and quality driven fashion.
2. Services are identified, designed and customized to meet the needs of the businesses and jobseekers.
3. Businesses and jobseekers receive a service **without** having to know the funding stream.
4. All services, defined by businesses and jobseekers, are designed and delivered to meet high quality standards.
5. System design is consistent with local business economic factors ensuring worker pipelines are developed with the necessary skills to meet business demand to ensure ultimate placement of job seekers into family sustaining wages.
6. Michigan Works! System partners are solution focused, not problem focused within their funding sources.
7. Michigan Works! System partners take a customer perspective, not a “silo-ed” program perspective in service design and delivery.
8. There is a continuous improvement strategy and requirement for service delivery within all funding streams.

This strategy is the entry point for the jobseeker to the Michigan Works! Service Center System. To ensure that jobseekers get to “the right service the first time,” Western UP Workforce Development Board has identified service sets that Michigan Works! Service Centers will utilize to provide jobseekers with multiple access points and a customized menu of services leading to the development of knowledge, skills, and abilities (KSA’s) that align with business needs.

These service sets have been sorted into four career paths with descriptive indicators to provide an easy and quick assessment of jobseekers for the purpose of triaging the jobseekers to the appropriate value added services that best meets their employment needs.

**THE FOUR CAREER PATHS ARE:**

1. CAREER EXPLORATION
2. CAREER ADVANCEMENT
3. EMPLOYMENT EXPRESS
4. CAREER MAINTENANCE

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Career Path Definition	Goal	Sample Indicators	Entry Service Set Examples
<p>The <b>Career Exploration</b> career path targets those who need to identify Knowledge, Skills and Abilities (KSA's), interests and career opportunities for entry or re-entry into the labor force.</p>	<p>The goal of <b>Career Exploration</b> career path is to develop labor market and occupation awareness, build employment skills – leading to an individual employment plan which will connect the jobseeker to the workforce (gateway to career advancement or employment express).</p>	<ul style="list-style-type: none"> <li>• Currently working or not working</li> <li>• No significant/no work history</li> <li>• Past work history with long term absence from the labor market</li> <li>• Doesn't want to return to same field</li> <li>• Lower-level or out-dated skills</li> <li>• Undecided as to career choice</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluation of interests, skills and work preferences</li> <li>• Exploration of career options</li> <li>• Decision making and prioritization strategies</li> <li>• Job search tools and strategies</li> <li>• Skills building and training</li> <li>• Referral to partner /community services</li> <li>• Supportive Services</li> </ul>
Career Path Definition	Goal	Sample Indicators	Entry Service Set Examples
<p>The <b>Career Advancement</b> career path targets those who have a lateral work history and tend not to possess KSA's that allow for immediate access to advancement opportunities.</p>	<p>The goal of <b>Career Advancement</b> is to assist jobseekers to move up in an existing career by obtaining new skills (career ladder), or to identify current skills to move laterally into another career (career lattice).</p>	<ul style="list-style-type: none"> <li>• Currently working or not working</li> <li>• Work history may be consistent or inconsistent</li> <li>• Little or no history of advancement in labor market</li> <li>• Skills mismatch with current labor market</li> <li>• Skill level does not provide opportunity for career growth</li> </ul>	<ul style="list-style-type: none"> <li>• Information on local labor market</li> <li>• Evaluation of how skills align with labor market</li> <li>• Career guidance and consultation</li> <li>• Development of job search tools</li> <li>• Skills building and training</li> <li>• Referral to partner/community services</li> <li>• Supportive Services</li> </ul>
Career Path Definition	Goal	Sample Indicators	Entry Service Set Examples
<p>The <b>Employment Express</b> career path targets those who have an identifiable set of KSA's, and an immediate need or motivation to enter the job market.</p>	<p>The goal of the <b>Employment Express</b> career path is to match KSA's to customers' current job openings in the shortest time possible.</p>	<ul style="list-style-type: none"> <li>• Currently working or not working</li> <li>• Actively seeking work</li> <li>• Need work/income as quickly as possible</li> <li>• Recent academic achievement</li> <li>• Possible extensive work history</li> <li>• Requires only minimal information for success</li> <li>• Can quickly develop or brush up on basic job search tools</li> <li>• A defined job goal can be established</li> </ul>	<ul style="list-style-type: none"> <li>• Information on current jobs available</li> <li>• Referral to job openings</li> <li>• Basic job search tools</li> <li>• Job Fairs</li> <li>• On-line job search/electronic resumes</li> <li>• Referral to partner/community services</li> <li>• Options for getting started</li> </ul>

Career Path Definition	Goal	Sample Indicators	Entry Service Set Examples
<p>The <b>Career Maintenance</b> career path targets those who have KSA's that match employers' needs, but experience yearly seasonal unemployment.</p>	<p>The goal of <b>Career Maintenance</b> is to efficiently meet the Work Requirements for the State of MI for individuals to collect unemployment insurance.</p>	<ul style="list-style-type: none"> <li>• Unemployed</li> <li>• Returning to same position at same employer</li> <li>• Not interested in working during unemployment period</li> </ul>	<ul style="list-style-type: none"> <li>• Add/Update resume to Michigan Talent Bank(or designated State System)</li> <li>• Stamp/date UA confirmation sheet</li> <li>• Provide UA telephone numbers to reach MARVIN, Customer Service, etc.</li> </ul>

The growing vision of Western UP Workforce Development Board is to continue to review and improve Michigan Works! Service Center services to ensure that the business driven system is focused on developing jobseekers to have the requisite skills required by individual employers or industry clusters and that employer job openings are filled in a timely and customer friendly fashion.

's Strategic Plan centers around three key areas:

1. Workforce Improvement for Economic Development  
Goal: To build regional competitiveness through collaborative partnerships
2. Resource Supply and Demand Management  
Goal: Manage human resources to meet industry demand
3. Skills Development for Business and Industry  
Goal: Build and prepare a skilled and competitive workforce for Western Upper Peninsula business and industry

The Michigan Works! Service Center System is required to work diligently in support of the Board's strategic plan particularly in building and preparing a skilled competitive workforce for our business and industry.

Western UP Workforce Development Board has mandated the Employer Services within the Michigan Works! Service Centers to deliver services that produce a skilled and qualified labor pool allowing jobseekers to transition to employment as quickly as possible yet have the opportunity to access services to improve income and/or advance in their careers through skill training. provides guidance and support and will assist in the further development of quality improvement criteria and measures to gauge improvements and success as the system moves to higher levels of excellence in service delivery.

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## PRODUCT FOCUSED DATABASE SYSTEMS:

### (1) State of Michigan One-Stop Management Information System (OSMIS)

The One Stop Management Information System (OSMIS) is a web-based data collection application mandated by the State of Michigan for use in categorical programs. It is a regulatory requirement upon all Michigan Works! Agencies to enter categorical data and information on participants enrolled in specific programs for reporting purposes. These include participants in WIA, Welfare Reform, Wagner-Peyser Mediated Services, Trade Act, etc.

This application is designed with the sole purpose of tracking information on participants in categorical programs individually and in the aggregate. As such, this system does not capture 93 to 95% of the other jobseekers, businesses, and the services they receive. To enhance our services to these groups, Michigan Works! has put into place the Membership Application Database (MADb) and Goldmine.

## B. Vision of Employer Services

All Michigan Works! Service Center Talent Development Specialists will provide for the development of long lasting professional relationships with the business community. This will be accomplished through the ultimate placement of qualified candidates that meet the needs of businesses. Service after the sale is to be integrated into each business contact to ensure customer satisfaction with the services of the Michigan Works! Service Center System. The assignment of business accounts will rest with all Michigan Works! Service Center Talent Development Specialists. Contractor staff will build business relationships that will help businesses achieve profitability, efficiency, and innovation.

The Mission of all Michigan Works! Service Center Talent Development Specialists is to provide customized employer services to meet the needs of businesses to facilitate quality job matches for incumbent, unemployed, underemployed, and emerging workers. Services include but are not limited to:

- Orientation of businesses to the services of Michigan Works! Service Centers;
- Outreach and engage businesses to place job orders with Michigan Works;
- Timely follow up on all job orders to ensure businesses' needs are met;
- Timely referral of an adequate supply of qualified applicants as required by the employer;
- Worker Retention services through timely and routine worksite visits;
- Recruitment of jobseekers to build a vibrant applicant pool for businesses' needs;
- Development of skill training referrals and enrollment to ensure a skilled and vibrant applicant pool;
- Outreach and engage businesses to use Michigan Works! as their one stop human resource department;
- Job Placement of incumbent, unemployed, underemployed, and emerging workers;
- Business driven job candidate assessment services;
- Career and Job Fairs to meet businesses' demands;
- Human resource services targeted to specific cluster initiatives;
- On or offsite outplacement and re-employment services to dislocated workers, under Rapid Response events; and
- Service after the Sale, that includes worker retention services (customer service/satisfaction follow up).

is seeking a Contractor who can demonstrate it can provide additional value added services in the areas of professional outplacement services, human resource services, and employer driven customized assessment services which will result in revenue to the Board.

### (3) Michigan Talent Connect

At the time of this RFP release, the Talent Connect is the basic labor exchange interface tool for use by jobseekers, business customers, and Human Resource (Talent Development) Specialists. It allows jobseekers to post basic resumes for employers to view from and it allows employers to advertise job openings from which jobseekers can choose. In the middle of this relationship is the Human Resource (Talent Development) Specialist. It is this staff member's facilitation of this web-based application with both the jobseeker and the business customer that enhances the usefulness of this system.

Even though the Talent Connect is at the heart of the labor exchange process, it has certain limitations to its usefulness. The Talent Connect does not support or allow for:

- Data collection on jobseekers
- Data collection on business customers
- Management of jobseekers and business customers.
- Retention of the business customer.
- Facilitation and follow-up on the labor exchange process.

### C. Vision of Workshop Services

Michigan Works! 's vision of workshops is to provide the business community with the means to access workshops in order to strengthen their position in ever-changing and competitive markets. It is the goal of these workshops to deliver information and skills to enhance the ability of employers to flourish within the region covered by the Board. The purpose of assisting jobseekers through workshops is to prepare and utilize the tools they will need to move forward with their careers.

A dedicated staff is expected to facilitate the live workshops and trainings at the Michigan Works! Service Centers in Marquette and Delta counties, as well as, at other locations and formats deemed appropriate by the Board.

Staff in this area of expertise will assist in the ongoing creation of the workshops, preparing, maintaining a schedule, marketing and facilitating them. The Board gives the appropriate guidance in the development of all curriculums and is the final authority on implementation of workshops. The Board also provides oversight of all marketing and public relations activities.

**Skill Development Workshops** will cover areas of concentration designed to improve employee/jobseeker skills in the following main areas: (The list is not all inclusive)

- Job Retention Training
- Customer Service Skills Training
- Computer Literacy Training
- Understanding the Entrepreneurial Spirit Training

**Jobseeker Workshops** increase the employability of jobseekers. These workshops are delivered as part of the jobseeker career path system. (The list is not all inclusive)

- Resume Writing
- Interviewing Techniques
- Job Search
- Career Choice

### (1) **Skill Development Workshops:**

The curriculum in the Skill Development Workshops focuses on those skills business customers of the Board have identified as ones that are lacking in the workforce today and/or needs for the future workforce. These skills are not to be confused with occupational training for any one particular career or industry; rather they are skills that are generally accepted to be ones needed for entry-level into most careers.

**Job Retention training** is a series of workshops designed for jobseekers, imminent employees, or incumbent workers intent on increasing or obtaining those skills generally regarded by employers as important to success in any workplace environment. These skills include items such as: punctuality, work habits, teamwork concepts, organizational structure, workplace do's and don'ts, appropriate behavior, etc.

Many entry-level positions with organizations in the Board's region have at least one component where an employee must represent the organization with the public. It is important to our customers that the workforce is prepared to deal effectively in these situations, the **Customer Service training** focuses on the skills jobseekers, imminent employees, or incumbent workers must have to deal effectively as a representative of an organization with the public in general.

To compete in the global market of today, businesses are in need of workers who come to their organization with at least **Basic Computer Literacy Skills**. This is especially true for those organizations striving to be global competitors in a rural community, such as region. In response to this need, a skills training focused on allowing jobseekers, imminent employees, and incumbent workers the computer literacy skills is necessary to help the business community succeed.

Understanding the **Entrepreneurial Spirit Training** is a workshop designed for jobseekers, imminent employees, or incumbent workers who want to explore and understand the forces at work in conjunction with owning your own business. It is constructed to give an employee an understanding of how decisions they make while working effect not only them but also the viability of the organization they work for.

### (2) **Jobseeker Workshops:**

The workshops offered in this area of concentration are designed to meet the needs of the jobseeker in exploring, preparing, and getting employment. The intent is to allow jobseekers to explore their areas of interest and expertise, give them the tools to express their expertise and background, and make available to them resources designed to assist them in obtaining the career that is in demand and for which they are qualified.

These areas of workshops are designed to support the jobseeker career path services. Each major type of workshop category will be made up of components that can be bundled and un-bundled to meet the needs of the career path groups. Another hallmark of these services is that many of them are to be constructed so that they can be delivered in a classroom as well as in the career resource room areas of the Michigan Works! Service Centers.

When it comes to resume writing, jobseekers are in need of differing levels of service from the basic understanding of what a resume is and what it is supposed to do to just needing some brush ups and professional touches. The eclectic needs of the career path groups drive the Resume Writing Workshop to offer several different levels of this course that can be bundled and un-bundled. Examples of career path related workshops are:

#### Resume Writing Workshops

- Resume Writing 101 - What is a Resume and What does it do for me
- Resume Writing 201 - Writing Your First Resume
- Resume Writing 301 - Upgrading a Resume
- Resume Writing 401 - Proofing Your Resume

Many jobseekers possess the knowledge, skills and abilities and can articulate them on a resume to land an interview, but when it comes to the verbalization of an interview, they can be lacking, while other jobseekers basically possess the verbalization skills, but need to brush-up on their interview techniques. It is the role of the Board to provide Interviewing Technique services to jobseekers that will enhance the services to the career path grouping system. This package of Interviewing Technique Workshops is as follows:

#### Interviewing Technique

- Interview 101 - Introduction to Interviewing
- Interview 201 - Effective Interviewing
- Interview 301 - Live Interview and Feedback

In today's job market, jobseekers have nearly an endless number of tools to take advantage of when finding the right match. The Board workshop series give jobseekers information on job search tools, where to find them and how to use them, as well as, information on searching strategies. This package of services is as follows:

#### Job Search Workshops

- Job Search 101- Survey of Basic Job Search Tools
- Job Search 201- Strategize Your Job Search
- Job Search 301 - Warm and Cold Contacts
- Job Search 401 - Networking Seminar

For jobseekers to truly understand which career path is not only appealing to them, but is appropriate for them it is important that Michigan Works! make available resources in the form of Career Choice Workshops that will allow jobseekers to survey their skills and interest and then compare those against the demand employment opportunities to set together a career path plan. This package of services is as follows:

#### Career Choice Workshops

- Career Choice 101 - Interests Survey
- Career Choice 201 - Skills Survey
- Career Choice 301 - Labor Market Information
- Career Choice 401 - Career Path Planning

## D. Vision of Youth Services

### MISSION:

**Western UP Workforce Development Board's** Youth Works! serves as a catalyst to connect youth with quality educational opportunities, guidance on career preparation, exposure to the world of work and employment opportunities that will foster the growth of employability skills and an entrepreneurial spirit to enable the youth of the Upper Peninsula to become productive workers and members of the community.

### VISION:

Youth of the Upper Peninsula are an important part of the new workforce “supply pipeline” needed by businesses to fill job vacancies. The realities of today’s global economy make it imperative that Youth Works! prepares our region’s youth for real job opportunities and to assist youth to successfully transition to adult roles and responsibilities.

### STRATEGIES:

**Western UP Workforce Development Board's** Youth Works! serves as the catalyst to bring together employers, education, economic development and community based projects that will invest in the development and deployment of our emerging labor force through:

1. Integration with the Michigan Works! Service Center One Stop Career System.
2. Industry driven youth development programs that combine skills training with instruction in employability skills, career pathways, including professional development, community service and leadership.
3. Youth Services that build the entrepreneurial spirit and civic responsibilities in youth
4. Linkages to career technical education and K-12 systems
5. Linkages to Alternative Education Programs
6. Linkages with community colleges to ensure the creation of industry focused career pathways.
7. Development of strong business partnerships that engage youth in mentoring, skill training and employment.
8. Value added human resource services by referring youth with the requisite knowledge, skills and abilities to employment opportunities.

The United States Department of Labor has developed a strategic vision to serve out of school and at risk youth under the Workforce Investment Act. The critical strategies recommended for alignment include creating partnerships with alternative education programs that offer youth a “second chance” to obtain high quality education that adheres to the *No Child Left Behind Standards* and focuses on business demands, especially in high growth industries. In preparation for this new strategic vision, **Western UP Workforce Development Board** is implementing pilot projects that will set the foundation for a fresh Youth Services project design.

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## ***GOALS OF YOUTH WORKS:***

*Specific goals are required under Youth Works! that are supported by aligned activities and required performance outcomes. The four Goals are:*

### **1. Basic Skills Goal:**

Measurable increase in basic education skills including reading comprehension, math computation, writing, speaking, listening, problem solving, reasoning, money management, achieving GED/High school diploma and the capacity to use these skills.

### **2. Occupational Skills:**

Primary occupational skills encompass the proficiency to perform actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels. Occupational skill upgrades can be attained by enlisting in the Armed Forces, enrolling in 2 or 4-year colleges, entering apprenticeship programs, enrolling in internship opportunities or Job Corps. Secondary occupational skills entail familiarity with and use of set-up procedures, safety measures, work-related terminology, record keeping and paperwork formats, tools, equipment and materials, breakdown and clean-up routines.

### **3. Work Readiness Skills:**

Work readiness skills include world of work awareness, labor market knowledge, occupational information, values clarification and personal understanding, career planning and decision-making, and job search techniques (resumes, interviews, applications, and follow-up letters). They also encompass survival/daily living skills such as using the phone, telling time, shopping, renting an apartment, opening a bank account, and using public transportation. They also include positive work habits, attitudes, and behaviors such as punctuality, regular attendance, presenting a neat appearance, getting along and working well with others, exhibiting good conduct, following instructions and completing tasks, accepting constructive criticism from supervisors and co-workers, showing initiative and reliability, and assuming the responsibilities involved in maintaining a job. This category also entails developing motivation and adaptability, obtaining effective coping and problem-solving skills, and acquiring an improved self image.

### **4. Job Placement/Retention for Older Out of School Youth**

Michigan Works! will provide the facilitation of direct placement of youth into a job with the provision of follow-up services that help youth retain employment over an extended period of time. Follow-up services may include: provision on worksite visits to ensure youth has the capability to attend work regularly, the provision of short term occupational skills training to ensure youth has opportunities to succeed in job with specific job requirements; provision of supportive services that will remove barriers that prohibit youth from remaining on the job.

### **5. Literacy & Numeracy Gains – Out of School Youth**

Measurable increase for out of school youth assessed deficient in reading, mathematics and writing without one year of participation.

## COMPONENTS OF YOUTH WORKS:

A. A targeted amount of Youth will be enrolled who meet specific eligibility requirements and have access to the following required 10 elements any of which may support goals 1, 2 ,3 and 4 above:

1. Tutoring, study skills training and instruction leading to completion of secondary school including dropout prevention services
2. Alternative secondary school services as appropriate
3. Summer employment opportunities that are directly linked to academic and occupation learning\*;
4. Paid and unpaid work experiences, including internships and job shadowing
5. Occupational skills training
6. Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social behaviors during non-school hours, as appropriate;
7. Supportive services
8. Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months;
9. Follow-up services for not less than 12 months after completion of participation
10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.

B. A targeted amount of youth will be provided services under YOUTH WORKS! but will not be enrolled and will not have to meet specific eligibility requirements. These youth will have access to the following elements:

1. Ready For Work
2. Career Fairs
3. Michigan Talent Bank
4. Michigan Works! Service Center Career Resources Areas
5. Job referral and placement

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## TARGET POPULATIONS and ACTIVITIES:

### Younger Youth: Ages 14-18

#### Description:

To address the business community's need for workers who are critical thinkers, problem solvers, team-players and empowered individuals. JAG will set the foundation in building academic skills, employability skills and an appreciation for civic responsibilities in youth at risk. JAG is comprised of various strategic services that will address the emerging workforce in obtaining the necessary knowledge, skills, abilities and attributes required by regional business and industry. The following is a listing of those strategic services and components:

- Assessment of basic skills
- Assessment of career interest and aptitudes
- Assessment / identification of career pathways
- Development of a plan of action that entails access to a number of components that include:
  - Tutoring, Remediation and Drop Out Prevention services
  - Alternative School Services
  - Summer Work/Learning Experience that combines academics, occupational skills and civic responsibility
  - Leadership Development
  - Paid/Unpaid Work Experience
  - Internships
  - Job Shadowing
  - Occupational Skills Training
  - Adult Mentoring
  - Follow up services with youth
  - Guidance and counseling, which may include drug and alcohol abuse counseling

has adopted JAG as its service model for in school youth that have not obtained their high school diploma. JAG is a state-based national non-profit organization dedicated to preventing dropouts among young people who are most at-risk. In more than three decades of operation, JAG has delivered consistent, compelling results – helping nearly three-quarters of a million young people stay in school through graduation, pursue postsecondary education and secure quality entry-level jobs leading to career advancement opportunities.

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## Older IN SCHOOL Youth: Ages 19-21

### Description:

To address the need for workers who are critical thinkers, problem solvers, team-players and empowered individuals we will set the foundation in building academic skills, employability skills and an appreciation for civic responsibilities in youth. Contractors will utilize various strategic services that will support the emerging workforce in obtaining the necessary knowledge, skills, abilities and attributes required by regional business and industry. The following is a listing of those strategic services and components:

- Assessment of basic skills
- Assessment of career interest and aptitudes
- Assessment of career pathways
- Development of an Individualized Service Strategy (plan of action) that entails access to a number of components that include:
  - Tutoring, Remediation and drop out prevention services
  - Alternative School Services
  - Summer Work/Learning Experience that combines academics, occupational skills and civic responsibility.
  - Leadership Development
  - Paid/Unpaid Work Experience
  - Internships
  - Job Shadowing
  - Occupational Skill Training
  - Adult Mentoring
  - Follow up services with youth
  - Guidance and counseling, which may include drug and alcohol abuse counseling

### DEFINITION OF YOUTH WORKS! SERVICE ACTIVITIES:

#### 1. Assessment of basic skills:

Youth who have reading or computing skills at or below the eighth grade level on a generally accepted standardized test or a comparable score on a criterion referenced test. Individuals with grade levels between 8.1 and 8.9 fall within the definition of basic skills deficient. Determination of basic skill level will be accomplished by utilizing school assessments or through the provision of Job Force Board approved assessments.

#### 2. Assessment of career interest and aptitudes

All youth will be provided with a career interest inventory and aptitude assessment to assist in career planning. These assessments include, but are not limited to: TABE, O\*Net Skills Inventory, Wonderlic, Work Keys, and Key Train, including educational assessments through schools – through student Individualized Education Plan or Employment Development Plans

#### 3. Assessment of career pathways

All youth will be provided career consulting services to assist in building the youth's career/occupational pathway. This will be accomplished through administration of career interest inventory assessments in combination with occupational aptitude assessments.

#### **4. Tutoring, Remediation and drop out prevention services**

Tutoring, remediation and drop out prevention services will be available to youth in the Emerging Worker Program through local education systems and community based organizations in partnership with the "Earn While You Learn" work based learning activity.

#### **5. Alternative School Services**

Youth who are engaged in building their educational achievement through alternative school services are also a target population. Contractors will work closely with Alternative School Systems to engage youth's participation in available educational services available under the WIA as well as access to all appropriate career and employability services.

#### **6. Summer Work/Learning Experience: [Earn While You Learn](#)**

The Earn While You Learn has components that take the classroom out of the school and put it at the worksite. This work experience during the summer component is full of academic enrichment and personal growth. This component is integrated with and supports ongoing work based learning activities throughout the academic year. The goals are to "stem the loss of learning" which normally occurs during the summer months, build employability skills and civic responsibility. Pre and post academic skill assessments will take place during this component. As well, students will be assessed before and after in eight categories:

1. Resources
2. Interpersonal Skills
3. Information
4. Systems
5. Technology
6. Basic Skills
7. Thinking Skills
8. Personal Qualities

A range of worksite and work experiences will be developed by , Education, Government, Organized Labor and Community Based Organizations that will maximize community resources to ensure that youth have access to a work experience that supports academic achievement, develops employability skills, and encourages personal growth. Under this component students are encouraged to organize, research, plan, negotiate, design and implement their ideas in alignment with a community project. All youth will be provided Employability Skills training prior to the summer youth component and Entrepreneurial training during the commitment.

#### **7. Paid and Unpaid Work Experience:**

Paid and unpaid work experiences will be provided to those students who will benefit from those experiences and will be developed on an individual basis. A work experience is a planned, structured learning experience that takes place in a workplace for a limited period of time. They may be paid or unpaid as appropriate. A work experience may be in the private for profit sector, the non-profit sector or the public sector. The basis of a work experience is to build upon career exploration, build quality worker traits that meet the needs of business and industry. This activity may occur during the school year or in the summer. All youth will be provided entrepreneurial training prior to a work experience.

## **8. Internships:**

An internship can be a paid or non-paid experience that will begin to build a foundation for youth in career pathways and to think like a business owner. All youth will be provided employability skills and entrepreneurial training prior to an internship.

An internship is a worksite experience (length of time) during which a student – with guidance and supervision at the workplace – completes a planned series of activities, set of learning objectives, or project(s) designed to give a broad understanding of a business or occupational area. By integrating the internship activities or project(s) at the workplace with school-based learning, the student develops both job and academic skills.

Internships should be designed to give the student a better idea of what it is like to work within a company or industry. It is an opportunity to develop a foundation of general workplace skills and to acquire information about a wide variety of careers.

## **9. Job Shadowing:**

Youth may be afforded the opportunity to job shadow our area business leaders that align to their career interests and at the same time afford the youth an opportunity to see first hand how a business is run. All youth will be provided Entrepreneurial training prior to any job shadowing experience.

## **10. Occupational Skill Training**

Primary occupational skills encompass the proficiency to perform actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Secondary occupational skills entail familiarity with and use of set-up procedures, safety measures, work related terminology, record keeping and paperwork formats, tools, equipment and materials, and breakdown and clean-up routines.

## **11. Adult Mentoring**

Adult mentoring may be provided to those youth on an ongoing basis as required by the youth. Short term and long term mentoring may be provided based upon individual need. Adult mentors will be recruited through community-based organizations, schools and business.

## **12. Support Service**

Support services provide assistance / services such as child care, family care, dependent care, health and medical care, counseling, transportation, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized under WIA Title I, consistent with the provisions of the WIA Title I. and other areas deemed appropriate for the youth.

## **13. Guidance Counseling, (which may include drug and alcohol abuse counseling)**

Guidance Counseling will be provided through referral to a community based organization or school system that can further assist youth in developing their personal attributes and to overcome barriers that are precluding them from being productive citizens.

## **14. Citizen and Leadership Development**

Citizen and Leadership Development include community service and peer-centered activities encouraging responsibility and other positive social behaviors during non-school hours, as appropriate. Youth can enter a volunteer activity in which adult mentors will be in place to guide and direct them. Youth can also engage in the Ready for Work Workshops and as well, career employability training sessions to enhance their citizen and leadership development.

#### **15. Entrepreneurial Services**

As youth begin to position themselves for their future, there are many unanswered questions about what lies ahead. Access to entrepreneurial training services will help students make informed, intelligent decisions about their future, and fosters skills that will be highly useful in the development of an entrepreneurial spirit.

#### **16. Ready for Work**

Ready for Work services will provide additional resources to youth in order to better prepare them for their early entry-level employment/work experiences. Topics covered are Appearance, Clothing, Hygiene, Manners, Applications, Resumes, First Impressions, Grooming, Attitude, Body Language, Interview Skills, and Keeping the Job. All youth in will have opportunity to participate in Ready for Work prior to Earn While You Learn, Internships, Job Shadowing or work experiences.

#### **17. Follow up services**

All youth participants must receive some form of follow-up services for a minimum duration of 12 months after exit from the WIA. Follow-up services may be provided beyond 12 months at 's discretion. The types of services provided and the duration of services must be determined based on the needs of the individual. Follow-up services may include: Leadership development opportunities, supportive services, regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise, assistance in securing better paying jobs, career development and further education, work-related peer support groups, adult mentoring, and tracking the progress of youth in employment after training.

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## OLDER OUT OF SCHOOL Youth: Ages 19-21

### Description:

Youth Works! provides flexibility in supporting the service to all regional youth between the ages of 19-21. has commissioned its Michigan Works! Service Center System to provide businesses with an applicant pool that not only meets business expectations, but also understands the requirements of a potential job. It also provides the Michigan Works! Service Centers to work closely with education institutions in providing career development/career pathway training and provision of critical local labor market information and career opportunities available in the region.

### Activities:

supports its Michigan Works! Service Center System as a one-stop source for applications, screening and referrals. This value-added service is not something new to the region. We have listened to business. And, again, business has indicated that they would like their younger applicant pool to have the soft skills needed to succeed in the job. As we receive job orders or hear of job openings, the Michigan Works! Service Center System will refer youth to openings only upon a completion of a series of workshops that stress the importance of personal appearance, attendance, problem solving, teamwork, communication skills, allocating resources, etc. These workshops are known as READY FOR WORK:

These workshops will be provided at school systems, on-site at Michigan Works! Service Centers and on-site at area businesses.

### Role of Michigan Works! One Stop Service Center System

Michigan Works! is a one-stop source for applications, screening and referrals. This “value-added” service will free businesses from the tedious and time-consuming task of advertising for job openings, collecting applications, screening applications for the hiring of youth for part time, summer or full time employment. The Michigan Works! Service Centers will:

- Encourage business to refer youth to the Michigan Works! Service Center System for employment/career development services through the All Business Contact Customer Relationship Management System.
- Work collaboratively with school systems to provide career development services to all regional youth.
- Provide Career Fairs, across schools, business, Michigan Works! Service Centers.
- Provide Career Progression activities for youth to increase their levels of economic self sufficiency.
- Participate in entrepreneurial support systems to regional youth.
- Support industry led, cluster initiatives of .
- Be the one stop shop for businesses looking to hire youth ALL year round or for summer jobs. Michigan Works! will refer youth to job openings upon a completion of Ready for Work!

## IV. Contractor Responsibilities

### 1. System Requirements

- Provide routine personnel supervision and performance appraisals of Michigan Works! Service Center personnel to ensure that standards and benchmarks are exceeded.
- Implement continuous quality improvement systems as outlined by .
- Ensure that Michigan Works! Service Center personnel attend community functions, including but not limited to Business After Hours, and active individual membership in business/community service organizations that support .
- Work with partner organizations within the Michigan Works! Service Centers to ensure the maintenance of standard business hours on a weekly basis and the ability to operate outside “normal” business hours as required by .
- Work in partnership with education, economic development, and employment and training organizations to implement a collaborative and integrated workforce system.

### 2. Job Candidate Services Requirements

- Outreach and recruitment of all job candidates, youth and adult.
- Provision of Jobseeker Career Path system of services.
- Maintenance of all documentation regarding job candidates enrolled into Michigan Works! Service Center services.
- Referral of job candidates to other community organizations for other services.
- Enrollment of job seekers into short or long term in demand occupational skill training based on the needs of the job seeker
- Career Management of participants enrolled into training. Contractor will be required to outstation Career Developers at post secondary institutions as directed by .
- Development and implementation of career ladders in coordination with 's Business Solutions Team
- Job retention and follow up services to ensure customer satisfaction and performance standards are exceeded.
- Fully knowledgeable of and proficient in Michigan Works! 's databases, with required data entry and data base maintenance.

### 3. Employer Service Requirements

- Provision of business driven job seeker assessments
- Outreach, referral and screening of job applicants to meet employer human resource needs.
- Follow up and service after the sale to ensure business customer satisfaction with Michigan Works!
- Development of collaborative partnerships with education institutions.
- Fully knowledgeable of and proficient in Michigan Works! 's databases, with required data entry and data base maintenance.

### 4. Michigan Works! Franchise Requirements

All Michigan Works! Contractors must comply with the following principles that guide day-to-day operations in an integrated manner with optimum customer satisfaction. **Penalty to adhere will result in termination of contract.**

- All offices will be considered Michigan Works! Service Centers and Contractor will be identified as such.
- No logos other than Michigan Works! are allowed at any time/any where by contractors/staff.
- All services are delivered under the Michigan Works! Franchise.
- Michigan Works! Service Center personnel will be permanently or temporarily reassigned to various Service Centers, at any time, within the region based on demand.
- Michigan Works! Service Centers operate on a customer need philosophy.
- Contractors are required to abide by the marketing, public relations policies of the Job Force Board. All marketing materials require prior approval of .
- Michigan Works! Service Center Contractors and staff must view their work as a career (NOT as a job) with a commitment to advance the Michigan Works! Franchise and to support the economic viability of our business community.
- Contractor will be required to utilize Michigan Works! 's equipment, technology, telecommunication, infrastructure, established data base systems and supplies.
- Service Centers will abide by the framework of chartering based on the following Malcolm Baldrige criteria of leadership, strategic planning, information analysis, human resource development and management, process management, customer focus and satisfaction and business results.
- All Michigan Works! Service Centers and Contractors must be fully accessible to individuals with disabilities. Contractor will provide auxiliary aids and services to individuals with disabilities upon request.
- All Michigan Works! Contractors and their respective staff shall be actively engaged in 's continuous quality improvement (CQI) process. This includes being involved in CQI team activities, instilling the Board's values in fulfilling their daily jobs, and support CQI team initiatives.

5. *Performance Requirements*

- Monthly customer activity levels, outcomes and projected expenditure of funds will be detailed through the negotiation process with the successful bidder i.e., number of businesses using Michigan Works! Service Center system, number of job placements, number of workers retained in employment, number of workers who experience increase in earnings, number of youth who achieve basic skill upgrades, completion of education requirements.
- It is estimated that more than 1,600 job candidates will enter into employment.
- Service Centers will work to achieve superior performance, continuous improvement and highly satisfied customers with a 90% satisfaction rate approval.
- All performance measures must be exceeded.

6. *Customer Satisfaction Requirements*

- Understanding the needs and expectations of **Businesses** and designing responsive services that lead to superior performance, consistent with business needs.
- Understanding the needs and expectations of Jobseekers and designing responsive services that lead to superior performance, consistent with jobseekers' needs.
- Customer satisfaction is a key element in identifying superior performance. Michigan Works! Service Centers provide services based on the Malcolm Baldrige Principles of Total Quality.
- Quality is defined through the eyes of the **customer**. This demands responsiveness to current and emerging **business** and jobseeker needs and expectations.
- 90% customer satisfaction rate required by business and jobseekers.

7. **Marketing Requirements**

- All marketing of the Michigan Works! Service Center system will be under the Michigan Works! Logo. ***No Contractor identification/logo will be allowed on business cards, stationery, shirts, hats, in news articles, media releases or on any promotional items.***
- All public relations or marketing will be approved and coordinated through the Michigan Works! .
- Contractor will supply to the Board 4 news worthy articles with a business focus for the Business is Update newsletter each month.
- Contractor will supply to the Board 12 viable jobseeker candidates for the “Michigan Works! Alumni of the Year Award”.
- Contractor will supply to the Board no less than 2 quotes from business customers each month, to serve as testimonials appropriate for marketing materials. The quotes are to be on any of the employer services they have received and/or on the service in general they have received.
- Contractor will align to all local, state or regional workforce development initiatives and their performance requirements.

8. **Reporting/Financial/Administrative Requirements**

- The Contractor must ensure that a responsive and responsible accounting system is in place that utilizes generally accepted accounting principles.
- The Contractor must provide all relevant financial records, including original documentation supporting the Contractor cost allocation, invoicing, and other transactions for audit.
- All financial records **must be** made readily assessable within the Western Upper Peninsula for the convenience of ’s auditors and monitors.
- The Contractor must have the capability to provide timely and accurate management information system and financial reports to the Michigan Works! , the Workforce Development Agency and other local, state and federal organizations as appropriate.

9. **Allowable Cost Requirements**

- All expenditures must be consistent with grant, law, regulations, guidelines and contract specifications.
- The Contractor must ensure that an acceptable method exists to respond to disallowed costs that may be incurred by the Contractor.
- Any expenditure found to be disallowed through monitoring or audit must be paid back from non-grant funds.

10. **Competition**

- For so long as the Contractor shall remain engaged by the Board (to be known as the “Non-compete Period”), Contractor shall not directly or indirectly solicit business, other than those services prescribed by the Board, from customers or clients of Michigan Works! **NOR** engage in (as an employee, principal, shareholder, partner, consultant or any other capacity) any enterprise conducting business activities that are the same or similar to those of Michigan Works! within the “Non-compete Geographic Area” (defined below).
- Contractor is barred from soliciting business from “customers or clients” of the Board, applies to all individuals or entities who were or are “customers, clients, prospects, or leads” of the Board at any time during the Non-compete Period.

- The brief description of Michigan Works! 's services to jobseekers and employers contained in this Request for Proposal shall not be considered an exclusive and exhaustive list of business activities.
- The “Non-compete Geographic Area”, for the purposes of this Request for Proposal shall be defined as Baraga, Gogebic, Houghton, Iron and Ontonagon Counties of Michigan.
- Contractor will not use the resources and/or facilities of Michigan Works! to compete directly with Michigan Works! .
- Contractor will not use the resources and/or facilities of Michigan Works! for personal or organizational gain, in any way. This includes goodwill, as well as, financial.
- Contractor will not use the information, intelligence, data, software, or operations of, NOR use any information, intelligence, operations or data collected or learned during the carrying out of contracting to Michigan Works! to compete directly with Michigan Works! .

### 13. Michigan Works! Talent Development Specialists

Contractors will be responsible for hiring and retaining personnel to fill five functional roles within the Michigan Works! Service Center system. These roles are to be integrated into the overarching job descriptions of all **Talent Development Specialists**:

- Membership Coordinator, Career Resource Navigator, Career Developer, Workshop Coordinator
- Youth Services Specialist

#### General Requirements of All Talent Development Specialists

All Talent Development Specialists are business focused, quality conscious and Outcome driven. All Talent Development Specialists will promote Business Community Development through Continuous Improvement and will focus on and embrace the Values of:

- Visionary Leadership
- Clear, Accurate and Timely Communication
- Empowered Teams and Individuals
- Universal Access through Meaningful Partnerships
- Business-focused continuous improvement resulting in multiple customer satisfaction.

All Talent Development Specialists under the Michigan Works! franchise must possess minimum key knowledge, skills, abilities and attributes to operate effectively and efficiently. These include the 15 Ground Rules for Success and the following:

1. Excellent verbal and written communication, organizational and problem solving skills.
2. Ability to plan, organize and effectively present product portfolio of the Michigan Works! System to business, jobseekers and the community.
3. Ability to establish credibility and be decisive, able to recognize and support the Michigan Works! 's mission and priorities.
4. Ability to establish and maintain effective working relations with community leaders, school systems, business organizations and the general public, with customer satisfaction as a guide.
5. Ability to see the “big picture” and transform vision into reality.

6. Able to be multi-task and establish priorities in a rapidly changing environment.
7. Knows and understands total quality principles as defined by Malcolm Baldrige Principles.
8. Displays high level of analytical and problem solving skills.
9. High energy –“24/7” commitment.
10. Private sector perspective; management maturity.
11. Highly technological, software oriented expertise.
12. Full understanding of customer service philosophy.
13. Highly effective communication and interpersonal skills.
14. Thorough knowledge of Michigan Works! Products, demonstrated knowledge of all workforce and economic development resources.
15. Ability to work in a rapidly changing environment.

The following information is the broad vision of what Michigan Works! requires Human Resource Talent Development Specialists to understand as topics and information. As a **World Class Organization, The Michigan Works! Service Centers** will require certification and training for all Human Resource Talent Development Specialists including the responsibility to implement Standard Operating Procedures.

All Michigan Works! Service Center Contractor Personnel will enter into certification training and will be required to meet certification within 90 days. Failure to achieve this level will result in the inability of that individual to continue as part of the Michigan Works! Service Center System.

#### **Job Requirements & Standard Operating Procedures Outline**

- Understand and follow SOPs
  - Talent Bank Registration Process
  - Job Order Process
  - Complaint & Grievance Procedure
  - SOPS for Governing Laws, Policies & Guidelines
  - Support Services
  - Customer Flow
  - Conducting Assessments
  - Candidate Orientation to Service Center Resources
  - SOPs for Outplacement Services
  - Group Orientations
- Job Force Board Value and Culture

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The following is a listing of tasks a Talent Development Specialist may perform on any given day while working in the Michigan Works! Service Center System. They are not listed in any particular order or importance, neither is this list one that is completely representative of every task a Talent Development Specialist would be expected to carry out while working in a Michigan Works! Service Center. They are as follows:

- Analyze enrollment information to determine likelihood of positive outcome from WIA program.
- Evaluate job candidates for eligibility
- Follow up quarterly on employment retention status for exited jobseekers
- Call job candidates to obtain necessary items to ensure file completeness
- Interview jobseekers to determine enrollment suitability
- Make and participate in appointment with enrollees
- Resolve problems with job candidates as needed
- Advise job candidates regarding job search strategies and resources
- Answer questions for job candidates and other staff regarding application procedures and status of job orders
- Begin individual Service Strategy for selected candidates and enter in One Stop MIS(OMIS)
- Call active jobseekers regularly
- Check and respond to phone messages in a timely fashion
- Check calendar to determine necessary preparation for upcoming appointments
- Create individual Employment Plan with jobseekers and enter information into OMIS
- Determine and facilitate next appropriate steps with jobseeker candidates
- Drive to new and current employers for marketing visits
- Drive to necessary meetings
- Enter referrals and placement information into Madb
- Enter registration information in OMIS
- Exit WIA enrollees from OMIS to employment, death, voluntary exit, medical or other appropriate reason
- Maintain flexibility through work day in order to re-prioritize activities as requested by management
- Participate in file auditing of physical files and electronic files in preparation for monitoring of files
- Read, respond to and initiate emails in order to maintain communication throughout the organization
- Run a variety of reports using MIS such as pre-registration reports; participation reports as well as running exit reports for three categories regularly. Review reports for accuracy
- Utilize and sign WIA checklist and other necessary forms to ensure file completeness
- Establish and maintain working relationships with local employers to promote the use of the Michigan Works! system
- Screen applicants at the request of business in a timely fashion
- Answer telephone questions regarding job postings and application procedures
- Answer telephone questions regarding all services
- Ask job candidates questions regarding items on resume
- Assist job candidates with creating customized resumes and cover letters using a wide variety of software
- Enter activities in OMIS
- Enter initial registrations in Madb
- Enter staff assisted services activities into OMIS
- Refer job candidates to appropriate staff members
- Stamp, seal and initial UA verification forms
- Teach jobseekers how to use the Michigan Talent Bank
- Verify updated resumes on MTB for UA attachment to work test verification
- Attend weekly and monthly Staff meetings and trainings
- Confer with local business/industry management and training personnel to gain knowledge of workplace requirements
- Contact current and new employers in alignment with Goldmine requirements

- Arrange appointments to visit company representatives responsible for hiring and training workers in order to market Michigan Works! Services
- Discuss business customer status with other staff members
- Discuss/share information re: particular jobseekers with other staff who are also serving their needs
- Discuss with center staff, other service centers, vet reps regarding best practices, referrals, etc.
- Facilitate assessment processes
- Follow up with area employers, educators, program administrators to verify information provided by jobseeker
- Follow up on job orders in a timely fashion
- Monitor resource room activities
- Photocopy documentation and identification
- Promote goodwill of the Michigan Works! system through coordinated publicity efforts such as speeches, exhibits, tours, community projects, job fairs and at public, social, and business gatherings
- Update databases of local employer/business data and job placement system (Goldmine)
- Look up ID and PIN for MTB and enters ID and password into resource room computer as needed
- Answer incoming calls and route calls or messages as needed
- Assists job candidate in utilizing the Madb Kiosks
- Assists job candidates with meeting work test requirement by creating resumes using MTB
- Call other Michigan Works! centers to determine correct application procedures for jobs in their counties
- Call employers to inquire about posting jobs on the talent bank
- Check on status of jobseekers in MIS to prevent soft exits and other reasons
- Communicate with all Michigan Works! Service Centers for information and materials as needed
- Complete employment verification forms
- Complete job order worksheets prior to entering job orders on MTB
- Create Excel spreadsheets for various needs or circumstances
- Create filing system for various participant case files and files case files in appropriate place
- Cross reference OMIS reports to existing files ensuring physical file contains necessary information by working with other partners if necessary
- Develop career plans and career consultations with job candidates
- Document contacts in OMIS
- Draft letters to employers in Microsoft Word
- Enter assessment scores into OMIS and MADb
- Enter training activities into OMIS and MADb
- Help jobseekers print out resumes, cover letters and envelopes
- Issue vouchers to certified/authorized training institutions
- Look up employer account information in Goldmine or other appropriate area
- Maintain and distribute a variety of applications for employment to be completed by job candidates
- Make copies of a wide variety of documents as needed in the resource room
- Obtain signature of service center director for authorization on WIA checklist
- Provide professional career transition services
- Refer veterans to our Vet Services Reps for additional assistance
- Refers job candidates to appropriate staff member for WIA intensive or training services, using MIS and making a physical referral
- Refer to front desk schedule
- Refer to jobseeker career path flow
- Refer to manuals such as WIA, Welfare Reform Participant Management Information Guides, TRADE, Contractor policy manual, Goldmine Manual, Certification System and a variety of others as needed
- Review applications for referrals and placements
- Review want ads in order to identify possible job orders
- Review WIA goal performance status
- Score and forward assessment scores to business

- Send faxes for job candidates
- Update data in Madb in order to maintain accurate contact/skill information for job candidates
- Assist other service center staff with variety of technology and software questions such as formatting, installing, etc
- Assist job candidates with completing WIA enrollment forms
- Direct telephone inquiries regarding unemployment insurance to the proper phone numbers
- Enter and modify job order information using MTB to assist the business community to hire the most appropriate job candidates possible
- Establish testing/assessment needs for employers
- Explain the benefits of filling out a membership application to jobseekers
- Facilitate self registration process for job candidates
- Facilitate the use of the resource room and tours for youth and other individuals
- Help jobseekers access appropriate job search websites in addition to MTB
- Keep track of Madb core placement numbers
- Maintain proper supply levels throughout the service center resource room such as paper for copiers, writing utensils and others
- Print online resumes for WIA files
- Produce mailing labels
- Provide telephone numbers and other contact information for a variety of local resources such as FIA, Social Security, Pathways, Secretary of State and others
- Refer to Occupational Outlook handbook and other resources when assisting jobseekers with resumes
- Review job candidate applications for accuracy and completeness
- Schedule appointments in Goldmine
- Straighten resource room
- Actively participate in customer satisfaction surveys and continuous improvement process
- Answer telephone questions regarding available workshops and Michigan Works!
- Attend Business After Hours and other business-related events
- Coordinate and/or participates in career fairs
- Enter job referrals in MADb
- Enter educational history into OMIS
- Enter employment history into OMIS
- Enter placement information into OMIS
- Enter testing/assessment history into OMIS
- Lock and unlock service center front door
- Utilizes Selective Service verification website
- Actively participate in at least one business-related service organization
- Assist jobseekers to fill out fax cover sheets and UA benefit claim forms for UA benefit claimants
- Assist with on-site and off-site rapid response activities for dislocated workers
- Assist job candidates to identify information regarding unemployment claims in other states in order to help them to follow the appropriate process
- Create files for job applications to be collected for businesses
- File updated pages in WIAMIG, WRMIG and policy binders
- Fix copy machine and printer jams
- Perform follow up calls to job candidates to ensure service satisfaction
- Perform opening and closing procedures at service center such as logging onto and logging off of computers and other related duties
- Process paperwork for other team members such as job search logs
- Promote youth initiative in community
- Punch holes/fasten/label WIA documents/folders
- Refer persons to First Step for self-employment and small business start-up assistance
- Reload printers and refill copiers

- Review assessment results with jobseekers
- Run MADb report to identify unemployed individuals for WIA eligibility determination
- Search for Onet codes for OMIS data entry
- Support training sessions for employers by making photo copies and other tasks
- Clean dishes in kitchen, make coffee, change water cooler jugs and other related duties
- Cold call possible WIA candidates
- Conduct tours of the resource room for persons coming into the center for the first time
- Enter workshop referrals in MADb
- Photocopy UA verification form
- Put completed business customer satisfaction surveys in appropriate mailbox
- Receive and deliver phone messages to workshop attendees
- Shred or secure documents as needed
- Sort incoming mail
- Take nursing survey and other **cluster** initiatives calls
- Utilize postage meter
- Assist with Youth Works! workshops
- Change printer defaults
- Change tape in Service Center Server
- Count number of applications for particular employers to track numbers collected
- Email service center director regarding operational status of Goldmine
- Facilitate online FAFSA form completing for job candidates
- File fax confirmations
- Install new printers when needed
- Perform 30 day follow up telephone calls with Madb candidates
- Perform searches using Madb
- Promote Ready for Work to both job candidates and employers
- Troubleshoot Kiosk when necessary
- Record and administer voice mail greetings
- Report copier usage numbers to copier company
- Request and pick up updated FAFSA forms
- Review job order book for outdated job orders
- Schedule room on site for business to use to do interviews and schedule individuals for interviews as needed
- Updates Madb status after receiving follow up card
- Utilize info center in Goldmine
- Work with staff to ensure high quality record keeping and file management
- Shovel and Salt the Sidewalk when required
- Vacuum the floors to maintain professional business atmosphere
- Move office equipment in the center such as desks, chairs, files, cabinets and any other office equipment
- Ensure Center vehicles are maintained as prescribed
- Ensure vehicle logs are maintained and handled properly
- Sweep sidewalks as required
- Pick-up garbage around entrances
- Write articles for submittal to the Board for Business is Update newsletter
- Take pictures for submittal to the Board for Business is Update newsletter
- Set-up and dismantle booths at job fairs
- Operate In-Focus projectors
- Operate lap-top computers
- Print mailing labels
- Maintain a clean supply area
- Verify supply inventory

- Refer all press outlets to the appropriate Board contact
- Accept ambiguity and be flexible
- Up-sell products to the business
- Maintain Employer Services for business
- Undertake surveys for
- Meet with representatives of local K-12 institutions
- Meet with representative of local Post-Secondary institutions
- Sort jobseekers into career path groups
- Maintain adequate amounts of materials in resource rooms
- Support and take part in CQI team initiative
- Facilitate career path group work
- Facilitate workshops
- Facilitate one-on-one activity
- Provide accommodations for persons with disabilities
- Administer and operate the programs on the disability jobseeker workstations
- Set conference room for visitors/meetings
- Read Job Force Board Policy Issuances
- Read Job Force Board Certification Manual
- Take part in Job Force Board Certification Process
- Seek out various community resources
- Contact various community resources
- Educate self about various community resources
- Read the all participant management information guides
- Take part in Goldmine Training
- Take part in MADb Training
- Take part in MIS Training
- Take part in Eligibility Training
- Take part in Performance Training
- Take part in Workplace Change Training
- Take part in the various trainings offered by Contractor Management, Job Force Board, and other organizations as deemed appropriate

As is evident from this list of tasks that a Talent Development Specialist may undertake, it is expected that the staff will be the stewards of the entire Michigan Works! Service Center system and services provided there under. A high sense of ownership and responsibility shall be the norm. It is of the utmost importance that all Human Resource Talent Development Specialists be prepared to undertake any task needing to be completed, with the minimum of direction, and deliver at the speed of business.

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**JOB TITLE:** TALENT DEVELOPMENT SPECIALIST –

**JOB FUNCTIONS:** Membership Coordinator, Career Resource Navigator, Career Developer, Workshop Coordinator

**GENERAL SUMMARY:**

The Membership Coordinator function **serves the business customer** by being responsible for the initial steps of career path services to jobseekers. They will, in essence, serve as the initial “navigator” sorting jobseekers towards areas or packages of services most suitable to their position and needs according to the Board’s vision of services for jobseekers.

The primary responsibility of the Career Resource Navigator function is to serve the business customer by working with career path groups, providing bundled and un-bundled services to effectively prepare individual jobseekers to become part of the workforce for our business customer. The facilitation of group work and established workshops for jobseekers is paramount.

The Career Developer function **is to serve the business customer** by providing one-on-one, supportive, training, occupational career management oversight and job retention services.

The primary responsibility of the Workshop Coordinator function is to **serve the business customer** by providing workshop facilitation in all categories of workshops under this area of service.

As well, this position will serve a designated group of business customers to ensure employer needs are satisfied.

As with all Talent Development Specialists, it is expected that the roles and expertise is to be shared and each staff member, regardless of their primary roles, can and will step into other roles or perform other tasks as the need and situation dictates.

**TRAINING AND EXPERIENCE:**

1. Minimum of Associates Degree in area of Business
2. Three years of related experience of a progressively responsible nature to acquire demonstrated customer service, problem solving, analytical and communication skills necessary to provide effective business human resource services to customers.

**ESSENTIAL FUNCTIONS:**

**JOBSEEKER SERVICES:**

1. Greet jobseekers or customers of the Michigan Works! Service Center, via phone or in person
2. Explain Michigan Works! services to jobseekers
3. Engage jobseekers to complete Michigan Works! Membership Application
4. Determine assignment of jobseekers to career path groups
5. Promote the local system under the uniform identifier of Michigan Works!
6. Actively responsible for servicing and maintaining existing memberships, providing information, and data to Michigan Works! Service Center Personnel
7. Determine and initiate appropriate follow-up action
8. Initiate telephone calls and perform follow-up data entry
9. Maintain up-to-date jobseeker information
10. Communicate relevant information about jobseekers and business customers to other staff members on a regular basis

11. Actively participate in customer satisfaction surveys and continuous improvement practices.
12. Maintain familiarity with policies and procedures of Michigan Works!

#### EMPLOYER SERVICES:

1. Greet business customers of the Michigan Works! Service Centers.
2. Encourage customers to engage the employer services available to them at Michigan Works!
3. Perform multiple tasks and processes associated with Employer Services
4. Retain and build relationships with current and prospective Michigan Works! Customers.
5. Support industry-led, cluster initiatives of

#### WORKSHOP SERVICES:

1. Promote all levels of Workshops available to business customers and jobseekers appropriately
2. Facilitate jobseeker focused workshops, when needed

#### YOUTH SERVICES:

1. Encourage business to refer youth to the Michigan Works! Service Center System for employment/career development services through the All Business Contact Customer Relationship Management System
2. Support Career Fairs, across schools, businesses and Michigan Works! Service Centers.
3. Refer youth to job openings upon completion of Ready for Work!
4. Actively participate in **the** summer youth component

#### TECHNOLOGY/RESEARCH

1. Enter Jobseeker data into Membership Application Database System
2. Create and maintain jobseeker data on the Membership Application Database system
3. Maintain interface with all Michigan Works! Service Center personnel to obtain and/or provide information to verify or support accuracy of Membership Application Database Information.
4. Enter contact information into Customer Relationship Management System (Goldmine)
5. Maintain accounts and ensure information accuracy and completeness in CRMS (Goldmine)
6. Ensure quality assurance compliance with established Michigan Works! 's policies and procedures regarding technology and research

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**JOB TITLE: TALENT DEVELOPMENT SPECIALIST -**  
**JOB FUNCTION: YOUTH SERVICES CONSULTANT**

**GENERAL SUMMARY:**

Responsible for facilitating the Michigan Works! integrated workforce development system that provides a portfolio of services to the younger and older youth. Provides career employability assessments, career, citizenship preparation, job placement and retention services to youth, working closely with K-12 school districts, intermediate school districts and business.

**TRAINING AND EXPERIENCE:**

- Minimum of Bachelors Degree
- Teaching Certificate preferred
- Minimum of three years of demonstrated leadership experience
- Certified teacher, with education background desirable
- Demonstrated active community involvement

**ESSENTIAL FUNCTIONS:**

BUSINESS DEVELOPMENT:

- Match youth jobseekers to paid and non paid work opportunities
- Assist in promotion of Youth Works!
- Provide employability skill enhancement to all Youth Works! candidates

CAREER PREPARATION:

- Outreaching and recruiting youth applicant pool to meet the needs of business and industry.
- Provide career development services in alignment with the Career Preparation System Provide entrepreneurial training
- Administer, facilitate workshops and training sessions
- Coordinate, develop and implement work-based learning projects
- Provide career preparation and exploration to targeted youth populations upon referral from school systems and other community-based organizations
- Coordinate and participate in career fairs; provide career consulting services and other youth career development projects in local school districts
- Actively participate in customer satisfaction surveys and continuous improvement practices
- Develop Earn While You Learn Summer Activities
- Actively participate in the summer youth activities

PUBLIC RELATIONS:

- Plan and conduct coordinated public relation services for the Michigan Works! System to create and maintain favorable public image with all community stakeholders
- Routinely promote goodwill of the Michigan Works! System through coordinated publicity efforts such as presentations, tours, community projects, career fairs and at public, social and business gatherings
- Maintain active involvement in community organizations and education activities
- Promote the local system under the uniform identifier of Michigan Works!

TECHNOLOGY/RESEARCH:

- Maintain membership application database system for youth services

- Maintain working knowledge of labor market information data to provide appropriate career development services
- Manage databases of local employer/business data, jobseeker skills inventory, Michigan Works! Talent Bank/Job Bank and other LMI systems

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## V. PROPOSAL OVERVIEW:

### A. Rating/Selection Process

In addition to adequately addressing the questions posed by this RFP, proposals will be evaluated and selected based on reasonableness and competitiveness. Reasonableness and competitiveness will be determined by, but not limited to, (1) cost, (2) current and/or past performance, if applicable, and (3) comparison with other proposals.

#### Evaluation Criteria:

FACTORS	MAXIMUM POINTS
1. Organization Background and Administrative Capacity	20
2. Project/System Design	30
3. Budget	20
4. Franchise Implementation	<u>30</u>
TOTAL POINTS	100

Proposals must meet a minimum of 75% of Total Points Available to be considered for negotiation. All proposers will be notified in writing of the review results.

### B. Information Proviso

Western UP Workforce Development Board is directly responsible and accountable to the Workforce Development Agency, State of Michigan for the planning and oversight of all workforce development services in the region. shall ensure effective outcomes consistent with statewide goals, objectives and performance standards approved by the Workforce Development Agency, State of Michigan.

Information provided by a proposer that is willingly, knowingly and purposely false, inaccurate or misleading, will be grounds for not considering a proposal for funding, for not awarding a contract, or for canceling a contract if awarded.

This RFP does not commit Michigan Works! to award a contract or pay any cost incurred in the preparation of a proposal. reserves the right to accept or reject any or all proposals or parts of proposals received as a result of this request. can cancel this RFP, in part or in its entirety, if it is in its best interest to do so.

Western UP Workforce Development Board requires applicants to enter into an agreement based on their proposal without further discussion or may require the applicant to enter negotiations. 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. Proposers may be required to submit cost, technical or other revisions of their proposals that may result from such negotiation.

Implementation of this Workforce Development project is subject to policies and funding constraints of the Workforce Development Agency, State of Michigan and Michigan Works! in addition to any policies and funding levels imposed by the U.S. Department of Labor, State of Michigan, and related State and Federal regulations.

Western UP Workforce Development Board's Code of Conduct and Conflict of Interest Policies will be in effect throughout all phases of this procurement process.

### C. Equal Opportunity

The selected Contractor shall adhere to all applicable federal, state and local laws and regulations prohibiting discrimination. The Contractor shall not unlawfully discriminate in providing services on the basis of race, color, sex, religion, national origin, height, weight, age, arrest record without conviction, political affiliation or belief, marital status, disability, or status as a job candidate. Likewise, the Contractor shall not unlawfully discriminate against an employee or applicant of employment with respect to hire, tenure, terms, conditions, or privileges of employment, or a matter directly or indirectly related to employment, because of race, color, religion, national origin, age, sex, disability, arrest record without conviction, height, weight, or marital status. Michigan Works! is an equal opportunity business/WDASOM Services provider. The Michigan Works! Service Center System provides universal access for job candidates. Contractors(s) will recruit target populations, including people with disabilities and Veterans.

Auxiliary aids and services are available upon request to individuals with disabilities by calling (906) 789-0558, ext. 231. Alternative large print is available upon request.

## VI. PROPOSAL PROCESS

### A. WHERE TO SUBMIT:

- **VIA EMAIL TO: [afleury@jobforce.org](mailto:afleury@jobforce.org)**
- **One(1) hard copy to: *100 W. Cloverland Drive, Ironwood, Michigan, 49938***
- **BOTH EMAIL AND HARD COPY DUE: 12:00 NOON EASTERN February 22, 2013**
- 

### FORMAT AND INSTRUCTIONS FOR PREPARING THE PROPOSAL

EACH PROPOSAL MUST ADDRESS THE SPECIFIC COMPONENTS OF THE REQUEST FOR PROPOSAL.

All proposals must be assembled according to the following outline:

- I. Cover/Signature Page
- II. Organization Background/Administration Capacity
- III. Service Narrative/Staffing Qualifications
- IV. Budget Information
- V. Franchise Implementation
- VI. Equal Opportunity Policy Statement
- VII. Debarment/Lobbying Certifications/approved bidder form
- VIII. Merit based certification

## INSTRUCTIONS FOR COMPLETING I-VII

### 1. COVER/SIGNATURE PAGE (Attachment I)

Prepare the signature page as the first page of the proposal to provide identifying information about the organization and the contact person. It must contain the signature of the person authorized to sign the contract that may result from the proposal. Electronic Signatures will be accepted. Please do not include a cover letter.

### 2. ORGANIZATION BACKGROUND AND ADMINISTRATIVE CAPABILITY (Attachment II)

This section provides an overview of your organization's experience with federal/state-funded projects, your administrative/management capabilities and organizational structure. All proposers, excluding units of local governments, public schools and public organizations, must provide a copy of articles of incorporation. Minority-owned, female-owned, or individuals with a disability who own business must provide documentation attesting to minority, female, or disability ownership, respectively. Proprietary, business, or trade schools must provide documentation on licensing, accreditation, and curriculum.

### 3. SERVICE NARRATIVE (Attachment III)

This section will provide a background of your ability to provide the services required under this Request For Proposal. It will also incorporate staffing information in accordance to the supplied job descriptions contained within this document.

Responses to each question or point in this section must be no longer than one page in length of single-spaced, Times New Roman, 12pt. Font.

### 4. BUDGET (Attachment IV)

Complete the Line Item Budget.

***A budget narrative supporting the line item costs must be submitted with the line item budget.***

**Note:**

- Contractor will be required to utilize Michigan Works! 's equipment (technology, copiers, fax machines, telephone and database systems), supplies and the Management Information System mandated through the Michigan Works! Service Center system.
- The Michigan Works! will maintain all rent, utilities, and phone system leases.
- The budget detail reflects your staffing plan and management overhead costs.
- The Line Item Budget, as well as the other components of this proposal, is subject to contract negotiations.
- Line item budget detail for the Staffing plan is on an overall composite of all counties.

***As well, bidders must respond to the questions regarding cash, in-kind contributions and grant writing experience following the line item budget portion of this section.***

5. FRANCHISE IMPLEMENTATION (Attachment V)

This section will provide a background on knowledge and alignment to the franchise system of Michigan Works!. It will incorporate activities around business as the primary customer, quality assurance, continuous improvement and Mission, Vision and Values.

Responses to each scenario in this section must be no longer than one page in length of single-spaced, Times New Roman, 12pt. Font.

6. Signed Equal Opportunity Statement (Attachment VI)

6. Signed Debarment Statement/Signed Lobbying Restriction Statement, Bidder form, (Attachment VII)

PROPOSAL BEGINS ON NEXT PAGE

*ATTACHMENT I*

*COVER PAGE*

**Michigan Works!**  
**Workforce Development System Request for Proposal**

**I. - General Information – COVER PAGE**

---

Applicant Organization Federal ID Number

---

Street Address

---

City State Zip Code

---

Printed Name and Title of Applicant's Authorized Representative

---

Telephone Number Fax Number

---

E-mail address

---

Projected Costs

**Certification**

I certify that I have been authorized to submit and sign this proposal on behalf of the submitting organization(s). In addition, I certify that the entire proposal is true and accurate and to the best of my knowledge the projected costs are reasonable and necessary for the proposed Service and do not duplicate other funds already available, or which will be available, to pay the projected costs. I also certify that my organization will implement this project in compliance with the stipulations and guidelines set forth by .

---

Signature of Authorized Representative

---

Date

**ATTACHMENT II**

**Organizational Background**

**And**

**Administrative Capability**

## II. ORGANIZATIONAL CAPACITY AND ADMINISTRATIVE CAPABILITY

1. Your organization is:
- |                                         | Yes   | No    |
|-----------------------------------------|-------|-------|
| a. Unit of Local Government             | _____ | _____ |
| b. Unit of State Government             | _____ | _____ |
| c. College or University                | _____ | _____ |
| d. Community College                    | _____ | _____ |
| e. Special Unit of Local Government     | _____ | _____ |
| f. School District                      | _____ | _____ |
| g. Intermediate School District         | _____ | _____ |
| h. Private for Profit                   | _____ | _____ |
| i. Other. If so, Please describe: _____ |       |       |
2. Your organization is established in accordance with state statutes and is authorized to conduct business in the State of Michigan. \_\_\_\_\_
3. Respond to the following questions: (You may be requested to provide additional information after submitting its RFP.)
- a. What is your total estimated July 1, 2012 through June 30, 2013 budget? Include Michigan Works! funding in figuring total budget.
- b. What percent of your budget will be funded from Michigan Works! ? \_\_\_\_\_
- c. Has your organization been audited for State of Michigan programs and funding within the last three years?
- Yes \_\_\_\_\_ No \_\_\_\_\_

If yes for (c) above, include a copy of the most recent management letter and audit opinion as an addendum. Also, be sure to include a copy of any compliance findings regarding (1) questioned costs, (2) disallowed costs or costs recommended for disallowance, and (3) program management.

d. For State of Michigan audits as well as for other audits identified above, indicate what action has been taken in regard to compliance findings.

4. Has your organization been awarded Workforce Investment Act, TANF, Wagner-Peyser contracts that were terminated early for any reason or were not renewed because of poor performance or mismanagement within the past four years?

Yes \_\_\_\_ No \_\_\_\_

If yes, provide a brief explanation of what changes are being proposed to overcome deficiencies or problems identified with previous contracts.

5. Indicate your organization's experience over the past four years in reference to the following items:

a. Were charges of unfair labor practices filed against the organization?

Yes \_\_\_\_\_ No \_\_\_\_\_

b. Were lawsuits or judgments filed?

Yes \_\_\_\_\_ No \_\_\_\_\_

c. Were investigations of fraud, abuse, conflict of interest, political activities, nepotism, or any criminal activities filed?

Yes \_\_\_\_\_ No \_\_\_\_\_

d. Was there default or breach of contract?

Yes \_\_\_\_\_ No \_\_\_\_\_

e. Was bankruptcy or receivership by your organization or a parent organization declared?

Yes \_\_\_\_\_ No \_\_\_\_\_

f. Were there any discrimination complaints or rulings against the agency?

Yes \_\_\_\_\_ No \_\_\_\_\_

6. If any of the above occurred, information must be provided which should include at a minimum:

a. Date item checked was initiated;

b. Party or parties involved with specific reference to the Workforce Development Agency, State of Michigan, or other federal funds;

c. Brief description of the circumstances;

d. Final disposition and date;

e. A brief explanation if action is still pending.

7. The information (6a-e) above must be included as an addendum and may be submitted as a table if desired. Providing false information, failing to include the above information, or omitting relevant information may be grounds for not considering a proposal, awarding a contract or canceling a contract if awarded.
  
8. Describe your organization's capability to administer and be accountable for federal and state multiple fund programs.
  
9. Can you guarantee that these funds will not augment nor supplant your existing programs?  
      \_\_\_\_\_Yes      \_\_\_\_\_No
  
11. Describe your organizations performance management experience that will ensure performance goals are exceeded.
  
  
10. Provide an organizational chart including your local management structure and workforce development operations. As well, provide a complete organizational chart of your entire operations beyond what you are proposing in response to this Request For Proposal.

# ATTACHMENT III

## Service Narrative

### III. SERVICE NARRATIVE

#### General

What level of staffing are you proposing (number of FTE's)?

Breakdown proposed staff in the following matrix (use FTE's):

Michigan Works! Service Center	TD Specialist -	TD Specialist - Youth Services Consultant	Totals
Baraga			
Gogebic			
Houghton			
Iron			
Ontonagon			
Totals			

1. Talent Development Specialists currently comprise Western UP Workforce Development Board 's Michigan Works! Service Center system. Please describe how you have or will outreach and hire staff to meet the knowledge, skills and abilities as described in the Job Descriptions for each position proposed.
2. Describe how you and your staff will be involved in community and business development activities while representing Michigan Works!. Please provide detailed descriptions of involvement and how this community involvement furthers the goals of Michigan Works! .
3. Describe the knowledge, skills and abilities of management staff assigned to this proposal.

### Employer Services

1. Describe your workforce development experience and/or services you have provided to business/industry.
2. Describe your experience with customer relationship management systems, such as Sales Force, defining what you consider to be best practices within a customer relationship management system.
3. Describe what value-added human resource services your organization can provide to businesses under Western UP Workforce Development Board's Michigan Works! Service Center system.

### Jobseeker Services:

1. To what career path group would you assign the following, and describe your rationale for the selection:
  - ❑ Jobseeker has Associates Degree in Business Administration. Has no career work since finishing degree, has minimal retail experience, and basically has been a stay-at-home parent. Jobseeker is not sure what type of job she is qualified for and is considering going back to school, but needs income immediately.
  - ❑ Jobseeker wants to work but has no idea what to do. Has no work history, is not clear on career objectives, although active in church and enjoys working with youth. Has a spouse working and therefore wants to ensure her career choice meets her needs.
  - ❑ Jobseeker is seasonal worker, temporarily laid-off and must register for work to collect Unemployment Insurance. The jobseeker is happy with current career and is not interested in any career change at this time.
  - ❑ Jobseeker is currently working as medical office assistant with 4 1/2 years experience at multiple employers. Having failed at two promotion attempts, wants a better job.

### Workshop Services

1. What would you do to market, promote and recruit jobseekers to participate in workshops?
2. Describe your experience with delivering workshops to businesses.
3. What other workshops do you feel would add value beyond those described in Western UP Workforce Development Board's Vision of Workshops? Please describe them in detail.

### Youth Services

1. Describe your experience in working with in-school youth, ages 14-21.
2. Describe your experience in working with out-of-school youth, ages 16-21.
3. What involvement has your organization had in providing work-based learning or youth internships?
4. What type of workforce development interaction have you had with regional school districts?
5. Describe your activities in business and education partnerships that assist youth in identifying career pathways.
6. Describe how you will outreach and recruit youth?

## ATTACHMENT IV - BUDGET

**Include budget narrative after Table 1 and Table 2 Line item budget**

IV. BUDGET - Reflect budget for a twelve month period (July 1<sup>st</sup> - June 30<sup>th</sup>)

**Management Salaries and Wages -TABLE 1**

Title of Position	Total Weekly Salary		% of Time Charged		Number of Weeks Charged to Program		Salary/Wage Charged to Management	
		x		x		=		
		x		x		=		
		x		x		=		
Total Management Salary and Wages:								

**Fringe Benefits**

ITEM	Percent	X	Amount	X	Weeks Charged to Program	=	Charged to Mgt.	
FICA & MCARE	_____ %	x	Salaries & Wages (from Table 1)	x		=		
Unemployment	_____ %	x	Salaries & Wages (from Table 1)	x		=		
Workers Compensation	_____ cents per \$100	x	Salaries & Wages (from Table 1)	x		=		
Retirement	_____ # of employees	x	\$_____ per month x _____ # of program months	x	_____ % of program time spent	=		
Health Insurance	_____ # of employees	x	\$_____ per month x _____ # of program months	x	_____ % of program time spent	=		
Life Insurance						=		
Other						=		
Total Fringes								

**Operational Expenses**

Category	Total
Travel	
Telephone	
Office Supplies	
Postage	
Bonding/Insurance	
Other	
Total Expenses	

Line Item Budget Summary - Reflect budget for a twelve month period (July 1<sup>st</sup> – June 30<sup>th</sup>)

**PROGRAM SALARY- TABLE 2**

Title of Position And Number of positions	Total Weekly Salary		% of Time Charged		Number of Weeks Charged to Program		Salary/Wage Charged to Prog.
		x		x		=	
		x		x		=	
		x		x		=	
		x		x		=	
		x		x		=	
		x		x		=	
		x		x		=	
		x		x		=	
Total Program Salary							

**Fringe Benefits**

ITEM	Percent	X	Amount	X	Weeks Charged to Program	=	Charged to Prog.
FICA & MCARE	_____ %	x	Salaries & Wages (from Table 2)	x		=	
Unemployment	_____ %	x	Salaries & Wages (from Table 2)	x		=	
Workers Compensation	_____ cents per \$100	x	Salaries & Wages (from Table 2)	x		=	
Retirement	_____ # of employees	x	\$_____ per month x _____ # of program months	x	_____ % of program time spent	=	
Health Insurance	_____ # of employees	x	\$_____ per month x _____ # of program months	x	_____ % of program time spent	=	
Life Insurance						=	
Union Dues						=	
Indirect Costs/where applicable						=	
Other						=	
Total Program Fringes							

## BUDGET

1. What type of financial resources is your organization going to commit in support of the Michigan Works! Service Center System. Please list cash, equipment or in-kind services in a dollar value.

Please specify dollar value and describe:

- a. Cash:
- b. Equipment:
- c. In Kind:

2. What expertise and success does your organization have in writing, applying for and receiving grants and/or foundation monies?

## ATTACHMENT V

# Franchise Implementation

## V. FRANCHISE IMPLEMENTATION

(Limit responses for each scenario to one page or less, single-spaced, times new roman 12pt.)

1. A small business is seeking to fill a position and wants to hire from Michigan Works! Describe what you consider to be the key quality assurance points in a “job order system” that will result in a satisfied business customer.
2. The Western UP Workforce Development Board put in place Michigan Works! Service Centers in five counties of the Western UP. A contractor is selected by the Board as “Franchisee” to carry out the lead partnership role with other organizations in these One-Stop settings. Describe your understanding of this “Franchisor – Franchisee” concept under the Michigan Works! .
3. Employer places a job order with the Michigan Works! Service Center and after 24 hours a viable candidate(s) cannot be found in the pool of jobseekers. Identify five (5) to seven (7) steps you would initiate in the next 24 hours to find viable candidates to fill the employer’s job order. Furthermore, describe how the lines of communication between the Center and the Employer would play out from the time you discovered that you could not find viable candidates through your next 72-hour search.
4. The Governor has decided to implement a new workforce development strategy to assist Michigan business in finding workers. This strategy has been fully developed out of Lansing and must be applied to a rural geographic area. The strategy may also entail that staff will be required to do multiple points of data entry into multiple database systems. This project must be done in addition to established standard operating procedures without any additional resources. How will you present this project to your staff?
5. Describe your plans and techniques to train and sensitize employees to the needs of jobseekers. Focus on the first visit of the jobseeker to the Center. How you would assist them in feeling welcome, comfortable and informed that the Michigan Works! Service Center is a friendly and helpful place that can provide real assistance to their job search mission?

6. What do you feel are the top five human resource challenges facing the region's employers and why? What are the top five most important occupations in our area and why? What are the top five industries most important to our local economy and why?
7. A jobseeker visits one of the Michigan Works! Service Centers, insists that work cannot be found, and demands to talk to staff about enrollment into training to become a travel agent. Describe how staff would address the jobseeker's demand, and the set of services staff would provide to the jobseeker.
8. List and describe, in your own words, some of the values Western UP Workforce Development Board deems important. If you do not know what these values are, please list your values as a potential workforce development system partner.

VI.

## **EQUAL OPPORTUNITY POLICY STATEMENT** **Workforce Development Agency, State of Michigan (WDASOM)**

THIS POLICY APPLIES TO ALL PROGRAMS ADMINISTERED BY THE BWT/Workforce Development Agency, State of Michigan. It is the policy of the State of Michigan to assure that equal opportunity will be provided under any contract, program, or activity funded in whole or in part with funds made available by or through any state department, institution, or agency.

All recipients of financial assistance are required to assure the equitable treatment of all persons in the opportunity for employment as well as their access to and receipt of, program services without discrimination based upon religion, race, color, national origin, age, sex, height, weight, marital status, arrest record, handicap, or other nonmerit factors.

This policy applies to all programs administered by the State, subgrantees, contractors, and subcontractors. All personnel will actively promote equal employment opportunity within their respective organizational units. This policy extends to the active recruitment of female and minority-owned enterprises in the delivery of services related to employment and training.

This policy will affect all employment and training practices including, but not limited to, recruitment, hiring, transfer, promotions training, compensation, benefits, layoffs, placements, and selection of subgrantees and contractors.

To ensure compliance with the established policy, a goal-oriented program has been structured with specific targets and timetables. Failure on the part of subgrantees and contractors to comply with this policy will jeopardize initial, continued, or renewed funding under federal and state-funded programs.

The Workforce Investment Act (WIA) further requires for all programs receiving WIA funds the following assurance:

As a condition to the award of financial assistance under WIA from the Workforce Development Agency, State of Michigan the grant applicant assures, with respect to operation of the WIA-funded program or activity and all agreements or arrangements to carry out the WIA-funded program or activity, that it will comply fully with nondiscrimination and equal opportunity provisions of the Workforce Investment Act of 1998, as amended; including the nontraditional Employment for Women Act of 1991; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; Title IX of the Education Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Part 37. The United States has the right to seek judicial enforcement of this assurance.

Issued by:

BWT/Workforce Development Agency, State of Michigan

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Signature of Authorized Representative

Date

## VII. Certifications and Bidder Forms

**CERTIFICATION REGARDING  
DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION  
Lower Tier Covered Transactions**

This certification is required by the regulations implementing Executive Order 12549 Debarment and Suspension (3 CFR, 1986 Comp.); Executive Order 12689 Debarment and Suspension (3 CFR, 1989 Comp.); 2 CFR Part 215, Appendix A, Section 8; 13 CFR Part 145; and 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).

**BEFORE COMPLETING CERTIFICATION, READ ATTACHED  
INSTRUCTIONS THAT ARE AN INTEGRAL PART OF THE CERTIFICATION.**

(1) The prospective recipient of federal assistance funds certified, by submission of this proposal, 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 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 proposal.

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Printed Name and Title of Authorized Representative

---

Signature of Authorized Representative  
Date

## INSTRUCTIONS FOR CERTIFICATION

1. By signing and submitting this proposal, the prospective recipient of Federal assistance funds is providing the certification as set out below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective recipient of Federal assistance funds knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the Department of Labor (DOL) may pursue available remedies, including suspension and/or debarment.
3. The prospective recipient of Federal assistance funds shall provide immediate written notice to the person to whom this proposal is submitted if at any time the prospective recipient of Federal assistance funds learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms "covered transaction", "debarred", "suspended", "ineligible", "lower tier covered transaction", "participant", "proposal" and "voluntarily excluded", as used in this clause have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective recipient of Federal assistance funds agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any low tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized the DOL.
6. The prospective recipient of Federal assistance funds further agrees by submitting his proposal that it will include clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions", without modification, in all lower tier covered transactions and in all solicitation for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it know that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Procurement or Nonprocurement Programs.
8. Nothing contained in the foregoing shall be construed to require establishing a system of records on order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntary excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the DOL may pursue available remedies, including suspension and/or debarment.

## CERTIFICATION REGARDING LOBBYING

### Certification of Contracts, Grants, Loans, and Cooperative Agreements

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 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 subcontracts, subgrants and contract under grants, loans, and cooperative agreements) and that all subrecipient 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 \$10,000 and not more than \$100,000 for each such failure.

SIGNATURE OF AUTHORIZED CERTIFYING OFFICIAL	TITLE
APPLICANT ORGANIZATION	DATE SUBMITTED

**PUBLIC NOTICE**

**The Six County Employment Alliance/Job Force Board is in the process of updating potential bidders lists**

If you are interested in being placed on any of our bidders lists, please the identification information, and check the applicable services below. Please indicate professional fee schedule were indicated. The resulting bidders' lists will be effective until June 30, 2013.

Agency \_\_\_\_\_

Contact Person \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email: \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Signature \_\_\_\_\_

**Please check all that apply:**

Adult Education	_____	Legal Services	_____
Auditing*	_____	Office Equipment	_____
Insurance	_____	Office Supplies	_____
Computer Equipment	_____	Computer Maint/Repair	_____
Computer Software	_____	Printing	_____
Occupational Skill Training	_____	Youth Skill Training	_____
Advertising and Marketing	_____	Accounting/Finance*	_____
One Stop Career Centers	_____	Technical Writing:*	_____
Consultation:*	_____	Data Base Programming:*	_____

\*Please indicate your fee schedule and a brief narrative of your service below:

Please send to:

Fax: Procurement Department, Six County Employment Alliance  
906 789 9952

Mail: Procurement Department, Six County Employment Alliance  
2950 College Avenue, Escanaba, MI 49829

Equal Opportunity Employer, Michigan Relay Center 1-800-649-3777  
Auxiliary Aids and Services are available upon request to individuals with disabilities.

**ATTACHMENT VIII.  
CERTIFICATION OF MERIT BASED ENTITY**

This certification is required of any Contractor who accepts Wagner Peyser funds for Workforce Development Services. Only entities meeting and certifying to be a merit-based entity will be considered for those funds.

**The undersigned certifies that the entity maintains a system of personnel administration in conformance with the following:**

In accordance with federal regulation 5 CFR 900.603, promulgated pursuant to Sections 4728 and 4763 of the federal intergovernmental Personnel Act of 1970, as amended, standards for merit staffing are defined as follows:

- (a) Recruiting, selecting, and advancing employees on the basis of their relative ability, knowledge, and skills, including open consideration of qualified applicants for initial appointment.
- (b) Providing equitable and adequate compensation.
- (c) Training employees, as needed, to assure high quality performance.
- (d) Retaining employees on the basis of 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.
- (f) Assuring that employees are protected against coercion for partisan political purposes and are prohibited from using their official authority for the purpose of interfering with or affecting the result of an election or a nomination for office.

**Eligible entities:** Unit of State Government; Unit of Local Government; University or College; Community College; special unit of government; School District or Intermediate School District.

Signature of Authorized Representative	Title Director	
Applicant Organization	Date	
Signature of Contracting Agency Authorized Representative	Title Chief Executive Officer	Form: ES Merit Based Cert.