

Western UP Michigan Works! RFP for ES & TAA Services

To: Bidders

From: WESTERN U.P. MICHIGAN WORKS!

Subject: Release of Request for Proposal - WESTERN U.P. Michigan Works! ES and TAA Services

Date: December 4, 2012

The WESTERN U.P. MICHIGAN WORKS! is issuing this Request for Proposal (RFP) to seek a Contractor who will provide services for the Employment Service (ES) program and the Trade Adjustment Assistance (TAA) program. Michigan Works! Service Centers (MWSC) are located in the following counties:

- **Full Service Centers** - Houghton, Iron and Gogebic Counties
- **Satellite Service Centers** - Baraga and Ontonagon Counties.
- **Other Counties** - Keweenaw County.

Funding for this RFP is through Workforce Investment Act (WIA), Wagner-Peyser and the TAA.

Approximate Funds Available under this RFP - \$1,267,000

TAA funding will be available from January 1, 2013 to September 30, 2013. ES funding will be available from January 1, 2013 to June 30, 2013.

ES Allocations are approximately \$ 67,000. Trade Funding Estimates are approximately \$ 1,200,000. Trade funds are allocated based on training expenditures.

Other funds may be allocated at the discretion of the Western U.P. Workforce Development Board (WDB).

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-based status by filling out Attachment VIII.

It will be the responsibility of the bidders to submit one hard copy via the address supplied within this RFP.

Bids are due: 12:00 NOON CENTRAL TIME, December 14, 2012.

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REQUEST FOR PROPOSAL (RFP) WESTERN U.P. MWSC SYSTEM

I. Overview:

The WESTERN U.P. MICHIGAN WORKS! is issuing this RFP which addresses the staffing needs to provide ES and the TAA program as part of the MWSC System within the Western U.P. Michigan Works Area Counties. The contractors and staff funded under this RFP will be known only as MWSC promoting activities under that designation and will operate at required hours and locations, which will be provided through the Western U.P. MWSC System. Bidders must reflect their organization's commitment to deliver services under the mission, vision, values, and culture of the Western U.P. MWSC System, as well as to give consideration of the knowledge, skills, and abilities of current Michigan Works! Talent Development Specialists.

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

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

The MWSC are turnkey operations, in which the Western U.P. Michigan Works! supplies the building space, utilities, technology/telecommunication infrastructure, all materials and supplies. However, The Western U.P. Michigan Works! is seeking a contractor who can provide an added value to the MWSC System beyond traditional workforce development “programs.” The WDB is seeking a contractor who can provide workforce development related services that will generate revenue for the WDB and will align fully with the mission, vision, values, and objectives of the Western U.P. Michigan Works!.

Funding for this system is through the Workforce Development Agency, State of Michigan (WDASOM) under the WIA, Wagner-Peyser and TAA of 1974, as amended or TAA of 2009, Trade and Globalization Adjustment Assistance Act (TGAAA) of 2009, and the Trade Adjustment Assistance Extension Act (TAAEA) of 2011.

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 the Western U.P. Michigan Works! WDB.

The Trade and ES programs are administered through the following policy manuals:

- Policy Issuance (PI) 07-18, Change 2, issued December 22, 2008, TAA of 2002 Manual.
- PI 09-21, issued November 23, 2009, TGAAA of 2009 Manual.

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- PI 11-23, issued March 12, 2012, TAAEA of 2011 Manual.
- PI 11-11, issued October 21, 2011, ES Manual.

The cited PIs may be accessed electronically at http://web.michworks.org/OWD/index_wp.htm.

Bids to serve less than the entire region are not acceptable. In the interest of maximizing funding available for services, Western U.P. Michigan Works! 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 the Western U.P. MWSCs 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 January 1, 2013 through September 30, 2013, specific to 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 The Western U.P. Michigan Works! is to provide the broad vision and leadership for the local workforce development system.

The WDB 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 MWSCs 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 WDB must ensure that systems are in place so that a quality connection is made between businesses looking for qualified workers and individuals seeking gainful employment. The Western U.P. Michigan Works! WDB 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 WDB 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 WDB's Mission, Vision, Values, Culture, and operations are vertically aligned.

The Western U.P. Michigan Works! WDB 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 MWSC 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.

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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 MWSC Talent Development Specialists. The Western U.P. Michigan Works! WDB 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 MWSCs 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 the Western U.P. Michigan Works! WDB of its MWSC System.

The contractor to the WDB 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. The Western U.P. WDB 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 MWSC 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 jobseeker needs. On-going service after the sale for jobseekers actively participating in career path services is required under the MWSC 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
- ES-job placement and retention

A. Vision of Jobseeker Services

The Western U.P. Michigan WDB believes that a sound economic base is essential to maintaining the quality of life in the six county region it serves. The WDB fosters economic development, encourages, and supports employers to promote full employment for all our residents. As well, the 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 U.P. 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 MWSC System. The Western U.P. WDB 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, the WDB is charged with the responsibility to ensure that its MWSCs 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 WDB 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, the Western U.P. WDB 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

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- Forcing services to fit individual jobseeker needs.

Using Jobs Seeker Career Path Groups DOES mean:

- Having easy and rapid access to MWSC 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 skill gaps are identified and addressed, in order to ensure business needs are met.

As a result, MWSC 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 WIA identifies the Western U.P. WDB 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 WDB will provide coordination, strategic planning, and oversight for five key elements of the MWSC system.

- Maximize Services - To maximize services by eliminating duplicative services and by expanding unique services within the MWSCs.
- Coordinate Services - To coordinate the delivery of current services and collectively create additional services that have been identified as valuable by the jobseeker.

- 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.
- 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.
- Establish the Center - To design the MWSC 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.

This strategy is the entry point for the jobseeker to the MWSC System. To ensure that jobseekers get to “the right service the first time,” the Western U.P. WDB has identified service sets that MWSCs 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 Career Exploration 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 Career Exploration 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"> • Currently working or not working • No significant/no work history • Past work history with long term absence from the labor market • Doesn't want to return to same field • Lower-level or out-dated skills • Undecided as to career choice 	<ul style="list-style-type: none"> • Evaluation of interests, skills and work preferences • Exploration of career options • Decision making and prioritization strategies • Job search tools and strategies • Skills building and training • Referral to partner /community services • Supportive Services
Career Path Definition	Goal	Sample Indicators	Entry Service Set Examples
<p>The Career Advancement 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 Career Advancement 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"> • Currently working or not working • Work history may be consistent or inconsistent • Little or no history of advancement in labor market • Skills mismatch with current labor market • Skill level does not provide opportunity for career growth 	<ul style="list-style-type: none"> • Information on local labor market • Evaluation of how skills align with labor market • Career guidance and consultation • Development of job search tools • Skills building and training • Referral to partner/community services • Supportive Services
Career Path Definition	Goal	Sample Indicators	Entry Service Set Examples
<p>The Employment Express 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 Employment Express career path is to match KSA's to customers' current job openings in the shortest time possible.</p>	<ul style="list-style-type: none"> • Currently working or not working • Actively seeking work • Need work/income as quickly as possible • Recent academic achievement • Possible extensive work history • Requires only minimal information for success • Can quickly develop or brush up on basic job search tools • A defined job goal can be established 	<ul style="list-style-type: none"> • Information on current jobs available • Referral to job openings • Basic job search tools • Job Fairs • On-line job search/electronic resumes • Referral to partner/community services • Options for getting started

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

The growing vision of the Western U.P. Michigan Works! WDB is to continue to review and improve MWSC 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.

The Western U.P. Michigan Works! WDB'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 Central Upper Peninsula business and industry

The MWSC System is required to work diligently in support of the WDB's strategic plan particularly in building and preparing a skilled competitive workforce for our business and industry.

The Western U.P. Michigan Works! WDB has mandated the ES within the MWSCs 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. The Western U.P. WDB 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 (SOM) One-Stop Management Information System (OSMIS)

The One Stop Management Information System (OSMIS) is a web-based data collection application mandated by the SOM 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 percent of the other jobseekers, businesses, and the services they receive.

Specific examples of information collected include:

- Member registrations which include: name, contact information, immediate work history, wage information, skills, and educational background;
- Referrals to job opportunities;
- Assessment tests taken and scores received; and
- Outcome information including employer, occupation, wage, and post placement information.

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B. Vision of ES

All Western U.P. MWSC 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 MWSC System. The assignment of business accounts will rest with all MWSC Talent Development Specialists. Contractor staff will build business relationships that will help businesses achieve profitability, efficiency, and innovation.

The Mission of all MWSC 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 MWSCs;
- 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).

The Western U.P. Michigan Works! WDB 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.

Automated Services:

(1) Electronic Application System (EAS)

Each MWSC offers electronic applications to businesses posting job orders within the system. These applications can then be processed manually or electronically to the business. The EAS automatically enters job candidate referrals through the linkages to MADb and Goldmine, saves the job candidate's work history and education information, alerts job candidate to tell staff about changes in registration information in MADb and results in neatly typed applications for businesses. The Adobe system

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streamlines and creates uniform workflows for the management of system data and processes throughout the six Michigan Works! Service Centers.

(2) Job Order System: Goldmine Automated Process

The Western U.P. Michigan Works! WDB has not developed an Automated Job Order Process within its Customer Relationship Management System (Goldmine) at this time. This system will be explored in 2013 for integration into the Western U.P. Michigan Works! system.

(3) Pure Michigan Talent Connect

At the time of this RFP release, the Pure Michigan 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 Pure Michigan 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.

In the Western U.P. Michigan Works! Board's continuous quest for finding ways to provide excellent customer service to our business customer, we have put into place databases and various resume writing tools.

C. Vision of Workshop Services

The Western U.P. Michigan Works! WDB'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 WDB. The purpose of assisting jobseekers through workshops is to prepare and utilize the tools they will need to move forward with their careers.

Staff in this area of expertise will assist in the ongoing creation of the workshops, preparing, maintaining a schedule, marketing and facilitating them. The WDB gives the appropriate guidance in the development of all

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curriculums and is the final authority on implementation of workshops. The WDB also provides oversight of all marketing and public relations activities.

(1) Skill Development Workshops:

The curriculum in the Skill Development Workshops focuses on those skills business customers of the WDB 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 WDB'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 the Western U.P. WDB's 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 unbundled to meet the needs

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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 MWSCs.

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 WDB 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 WDB 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 the Western U.P. Michigan Works! WDB 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

IV. Contractor Responsibilities

A. System Requirements

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

B. 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 MWSC 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 jobseeker
- Career Management of participants enrolled into training. Contractor will be required to outstation Career Developers at postsecondary institutions, as directed by the Western U.P. Michigan Works! WDB.
- Development and implementation of career ladders in coordination with the Western U.P. Michigan Works! WDB’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! databases, with required data entry and data base maintenance.

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Western UP Michigan Works! RFP for ES & TAA Services

C. Employer Service Requirements

- Provision of business driven jobseeker 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! WDB's databases, with required data entry and data base maintenance.

D. Michigan Works! Franchise Requirements

All Western U.P. Michigan Works! WDB 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 MWSCs 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.
- MWSC personnel will be permanently, or temporarily, reassigned to various Service Centers, at any time within the region, based on demand.
- MWSCs operate on a customer need philosophy. Contractors are required to abide by the marketing, public relations policies of the Western U.P. WDB. All marketing materials require prior approval of the WDB.
- MWSC 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! Workforce Development Board's equipment, technology, telecommunication, infrastructure, established data base systems and supplies.
- All MWSCs and Contractors must be fully accessible to individuals with disabilities. Contractor will provide auxiliary aids and services to individuals with disabilities upon request.

E. 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 MWSC 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 1,200 job candidates will enter into employment within a 12-month program year.

Western UP Michigan Works! RFP for ES & TAA Services

- Service Centers will work to achieve superior performance, continuous improvement and highly satisfied customers with a 90 percent satisfaction rate approval.
- All performance measures must be exceeded.

F. Business Data Bases Requirement

- Contractor will be required to input all business and labor market data they have accumulated through any source into this database.

G. Jobseeker Data Base Requirements

- For all services, the Contractor will be responsible for all data entry and data maintenance into this Michigan Works! database system.
- Data entry will include applications, activity changes and updates, and exit and termination information. This will be done in accordance with the policies and procedures, as set forth by the WDB.
- Contractor will be required to input all business and jobseeker data they have accumulated through any source into all appropriate job seeker databases.
- All information and data collected and/or stored within the jobseeker databases is the property of the WDB and cannot be copied, sold, removed, used or given to any entity without the permission of Western U.P. Michigan Works! WDB.

H. 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;
- Quality is defined through the eyes of the **customer**. This demands responsiveness to current and emerging **business** and jobseeker needs and expectations.
- 90 percent customer satisfaction rate required by business and jobseekers.

I. Marketing Requirements

- All marketing of the MWSC 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.***

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- All **public relations or marketing will be approved and coordinated** through the Western U.P. Michigan Works! WDB.
- Contractor will align to all local, state or regional workforce development initiatives and their performance requirements.

J. 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 accessible for the convenience of the Western U.P. Michigan Works! WDB's auditors and monitors.
- The Contractor must have the capability to provide timely and accurate management information system and financial reports to the Western U.P. Michigan Works! WDB, the Workforce Development Agency and other local, state and federal organizations, as appropriate.

K. Allowable Cost Requirements

- All expenditures must be consistent with grant, law, regulations, guidelines and contract specifications.
- All expenditures must be reported on an accrued basis.
- 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.

L. Competition

- For so long as the Contractor shall remain engaged by the WDB (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 the Western U.P. Michigan Works! WDB 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 the Western U.P. Michigan Works! WDB within the "Non-compete Geographic Area" (defined below).
- Contractor is barred from soliciting business from "customers or clients" of the WDB, 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 Western U.P. Michigan Works! WDB's services to jobseekers and employers contained in this RFP shall not be considered an exclusive and exhaustive list of business activities.
- The "Non-compete Geographic Area," for the purposes of this RFP shall be defined as Baraga, Gogebic, Houghton, Iron, Keweenaw, and Ontonagon Counties of Michigan.
- Contractor will not use the resources and/or facilities of the Western U.P. Michigan Works! to compete directly with Western U.P. Michigan Works! WDB.

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- Contractor will not use the resources and/or facilities of Western U.P. 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 the Western U.P. Michigan Works! WDB to compete directly with the Western U.P. Michigan Works! WDB.

M. Michigan Works! Talent Development Specialists

The following is a listing of tasks a Talent Development Specialist may perform on any given day while working in the MWSC 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 Western U.P. Michigan Works! MWSC. 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 Strategies for selected candidates and enter into OSMIS
- 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 OSMIS
- 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 into OSMIS
- Exit WIA enrollees from OSMIS 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 e-mails in order to maintain communication throughout the organization
- Run a variety of reports using OSMIS, 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

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- Establish and maintain working relationships with local employers to promote the use of the MWSC
- 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 into OMIS
- Enter initial registrations in Madb
- Enter staff assisted services activities into OMIS
- Refer job candidates to appropriate staff members
- Stamp, seal and initial UIA verification forms
- Teach jobseekers how to use Talent Connect
- Verify updated resumes on Talent Connect for UIA 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 regarding 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, and 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 Identification (ID) and Personal Identification Number (PIN) for Talent Connect and enters ID and password into resource room computer, as needed
- Answer incoming calls and route calls or messages, as needed
- Assists job candidates with meeting work test requirement by creating resumes using Talent Connect
- Call other MWSCs to determine correct application procedures for jobs in their counties
- Call employers to inquire about posting jobs on Talent Connect
- Check on status of jobseekers in OSMIS to prevent soft exits and other reasons
- Communicate with all MWSCs for information and materials, as needed

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- Complete employment verification forms
- Complete job order worksheets prior to entering job orders on Talent Connect
- 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 OSMIS 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 OSMIS
- Draft letters to employers in Microsoft Word
- Help jobseekers print out resumes, cover letters and envelopes
- Issue vouchers to certified/authorized training institutions
- 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 OSMIS 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 Guide (PMIG)
- Contractor policy manual, Certification System and a variety of others, as needed
- The following re-employment services must be offered under Trade:
 - Employment Registration,
 - Employment Counseling,
 - Vocational testing,
 - Job Development,
 - Supportive Services,
 - On-the-Job Training,
 - Classroom Training,
 - Job Search and Relocation Allowances,
 - As well as all other Trade functions/operations, in accordance with the manuals for TAA of 2002, TGAAA of 2009, TAAEA of 2011, and the TAA PMIG
- 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
- Assist other service center staff with a variety of technology and software questions, such as formatting, installing, etc
- Assist job candidates with completing WIA enrollment forms
- Direct telephone inquiries regarding UIA to the proper phone numbers

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- Enter and modify job order information using Talent Connect 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 Pure Michigan Talent Connect
- 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 DHS, 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
- 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 educational history into OSMIS
- Enter employment history into OSMIS
- Enter placement information into OSMIS
- Enter testing/assessment history into OSMIS
- Lock and unlock service center front door
- Utilizes Selective Service verification Web site
- Actively participate in at least one business-related service organization
- Assist jobseekers to fill out fax cover sheets and UIA benefit claim forms for UIA 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 MWSC, 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

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- Search for O*net codes for OSMIS 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
- Photocopy UIA 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 initiative calls
- Utilize postage meter
- Change printer defaults
- Count number of applications for particular employers to track numbers collected
- Facilitate online Free Application for Federal Student Aid (FAFSA) form completing for job candidates
- File fax confirmations
- Install new printers, when needed
- 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
- 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
- Operate In-Focus projectors
- Operate laptop 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 ES for business
- Undertake surveys for the WDB
- 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

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- 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
- Seek out various community resources
- Contact various community resources
- Educate self about various community resources
- Read the PMIGs
- Take part in OSMIS 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 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 Western U.P. MWSC system and services provided thereunder. 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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V. PROPOSAL OVERVIEW:

1. 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 percent of Total Points Available to be considered for negotiation. All proposers will be notified in writing of the review results.

2. Information Proviso

The Western U.P. Michigan WDB is directly responsible and accountable to the WDASOM for the planning and oversight of all workforce development services in the region. The Western U.P. Michigan WDB shall ensure effective outcomes consistent with statewide goals, objectives and performance standards approved by the WDASOM.

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 Western U.P. Michigan Works! WDB to award a contract or pay any cost incurred in the preparation of a proposal. The Western U.P. Michigan Works! WDB reserves the right to accept or reject any or all proposals or parts of proposals received as a result of this request. The Western U.P. Michigan Works! WDB can cancel this RFP, in part or in its entirety, if it is in its best interest to do so.

The Western U.P. Michigan Works! WDB requires applicants to enter into an agreement based on their proposal without further discussion or may require the applicant to enter negotiations. The Western U.P. Michigan Works! WDB 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.

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Implementation of this Workforce Development project is subject to policies and funding constraints of the WDASOM and The Western U.P. Michigan Works! WDB 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.

The Western U.P. Michigan Works! WDB's Code of Conduct and Conflict of Interest Policies will be in effect throughout all phases of this procurement process.

3. 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. The Western U.P. Michigan Works! WDB is an equal opportunity business/WDASOM Services provider. The Western U.P. MWSC System provides universal access for job candidates. Contractors(s) will recruit target populations, including people with disabilities and Veterans.

VI. PROPOSAL PROCESS

WHERE TO SUBMIT:

- VIA E-MAIL TO: westup@westupmi.org
- VIA E-MAIL TO: clarkg1@michigan.gov
- One(1) hard copy to: Keith A. Johnson, Director, 100 West Cloverland Drive, Ironwood, Michigan 49938
- **BOTH E-MAIL AND HARD COPY DUE: 12:00 NOON Eastern Time, December 14, 2012**

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Western UP Michigan Works! RFP for ES & TAA Services

A. 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:

1. Cover/Signature Page
2. Organization Background/Administration Capacity
3. Service Narrative/Staffing Qualifications
4. Budget Information
5. Franchise Implementation
6. Equal Opportunity Policy Statement
7. Debarment/Lobbying Certifications/approved bidder form
8. Merit-based certification

INSTRUCTIONS FOR COMPLETING I-VII

A. COVER/SIGNATURE PAGE (Attachment I)

- B. 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. Please do not include a cover letter.

C. ORGANIZATION BACKGROUND AND ADMINISTRATIVE CAPABILITY (Attachment II)

- D. 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.

E. SERVICE NARRATIVE (Attachment III)

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

- G. 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.

H. BUDGET (Attachment IV)

Complete the Line Item Budget.

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

Note:

- Contractor will be required to utilize the Western U.P. Michigan Works! WDB's equipment (technology, copiers, fax machines, telephone and database systems), supplies and the Management Information System mandated through the MWSC system.
- The Western U.P. Michigan Works! WDB 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.

I. 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 The Western U.P. Michigan Works! WDB 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.

J. Signed Equal Opportunity Statement (Attachment VI)

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

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PROPOSAL BEGINS ON NEXT PAGE

ATTACHMENT I

COVER PAGE

Western UP Michigan Works! RFP for ES & TAA Services

WESTERN U.P. MICHIGAN WORKS! WDB 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 WESTERN U.P. MICHIGAN WORKS! WORKFORCE DEVELOPMENT BOARD.

Signature of Authorized Representative

Date

ATTACHMENT II

Organizational Background

And

Administrative Capability

II. ORGANIZATIONAL CAPACITY AND ADMINISTRATIVE CAPABILITY

- A. Your organization is:
- | | Yes | No |
|---|-------|-------|
| 1. Unit of Local Government | _____ | _____ |
| 2. Unit of State Government | _____ | _____ |
| 3. College or University | _____ | _____ |
| 4. Community College | _____ | _____ |
| 5. Special Unit of Local Government | _____ | _____ |
| 6. School District | _____ | _____ |
| 7. Intermediate School District | _____ | _____ |
| 8. Private for Profit | _____ | _____ |
| 9. Other. If so, Please describe: _____ | | |
- B. Your organization is established in accordance with state statutes and is authorized to conduct business in the State of Michigan. Yes _____ No _____
- C. Respond to the following questions: (You may be requested to provide additional information after submitting your RFP.)
1. What is your total estimated January 1, 2013 through September 30, 2013 budget? Include the Western U.P. Michigan Works! WDB funding in figuring total budget.
 2. What percent of your budget will be funded from WESTERN U.P. Michigan Works! WDB for January 1, 2013 - September 30, 2013?
 3. 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.

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

D. 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.

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

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

Yes _____ No _____

2. Were lawsuits or judgments filed?

Yes _____ No _____

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

Yes _____ No _____

4. Was there default or breach of contract?

Yes _____ No _____

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

Yes _____ No _____

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

Yes _____ No _____

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- F. 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 WDASOM, or other federal funds;
 - c. Brief description of the circumstances;
 - d. Final disposition and date;
 - e. A brief explanation if action is still pending.
- G. 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.
- H. Describe your organization's capability to administer and be accountable for federal and state multiple fund programs.
- I. Can you guarantee that these funds will not augment nor supplant your existing programs?
_____Yes _____No
- J. Describe your organizations performance management experience that will ensure performance goals are exceeded.
- K. 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 RFP.

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ATTACHMENT III

Service Narrative

III. SERVICE NARRATIVE

General

What level of staffing are you proposing (number of Full-Time Employees [FTE's])?

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

Michigan Works! Service Center	TD Specialist -		Totals
Baraga			
Gogebic			
Houghton			
Iron			
Keweenaw			
Ontonagon			
Totals			

- A. Talent Development Specialists currently comprise the Western U.P. WDB's MWSC 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.
- B. 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! The Western U.P. WDB.
- C. Describe the knowledge, skills and abilities of management staff assigned to this proposal.

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Western UP Michigan Works! RFP for ES & TAA Services

Employer Services

- A. Describe your workforce development experience and/or services you have provided to business/industry.
- B. Describe your experience with customer relationship management systems, defining what you consider to be best practices within a customer relationship management system.
- C. Describe what value-added human resource services your organization can provide to businesses under the Western U.P. MWSC system.

Jobseeker Services:

- A. To what Career Path group would you assign the following, and describe your rationale for the selection:
- B. 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.
- C. 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. Jobseeker has a spouse working and therefore wants to ensure her career choice meets her needs.
- D. 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.
- E. 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.

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ATTACHMENT IV - BUDGET

Include budget narrative after Table 1 and Table 2 Line-Item Budget

Western UP Michigan Works! RFP for ES & TAA Services

IV. BUDGET - Reflect budget for a six month period (January 1st - June 30th)

Management Salaries and Wages -TABLE 1 OR Indirect Cost Rate

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: Management functions will be provided by " Staff who are providing services"							

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 six month period (January 1st - June 30th)

Western UP Michigan Works! RFP for ES & TAA Services

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 Western U.P. 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?

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ATTACHMENT V

Franchise Implementation

Western UP Michigan Works! RFP for ES & TAA Services

V. Franchise Implementation

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

- A. 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.
- B. The Western U.P. Michigan Works! WDB has put in place MWSCs in each of the six counties of the Western U.P. A contractor is selected by the WDB 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 Western U.P. Michigan Works! WDB.
- C. Employer places a job order with the Western U.P. MWSC 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.
- D. 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?
- E. 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 MWSC is a friendly and helpful place that can provide real assistance to their job search mission?
- F. 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?
- G. A jobseeker visits one of the Western U.P. MWSCs, 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.
- H. List and describe, in your own words, some of the values the Western U.P. Michigan Works! WDB deems important. If you do not know what these values are, please list your values as a potential workforce development system partner.

ATTACHMENT VI

Equal Opportunity Policy Statement

VI. EQUAL EMPLOYMENT OPPORTUNITY (EEO) POLICY STATEMENT Workforce Development Agency, State of Michigan (WDASOM)

THIS POLICY APPLIES TO ALL PROGRAMS ADMINISTERED BY THE WDASOM. It is the policy of the SOM to assure that EEO 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 WDASOM 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 WIA 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:

Workforce Development Agency, State of Michigan

Signature of Authorized Representative

Date

ATTACHMENT VII

Certification and Bidder Forms

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.

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 Western U.P. Michigan Works! WORKFORCE DEVELOPMENT BOARD is in the process of updating potential bidders' lists

If you are interested in being placed on any of our bidders' lists, please fill-in the identification information, and check the applicable services below. Please indicate professional fee schedule where 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: Western U.P. Michigan Works! (906) 932-3992

Mail: Keith A. Johnson, Director, 100 West Cloverland Drive, Ironwood, MI 49938

E-mail: westernup@westernupmi.org

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

Western UP Michigan Works! RFP for ES & TAA Services

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.