



REQUEST FOR INFORMATION

DATE OF ISSUE: October 25, 2021

TO: Potential Providers of Services

RE: **Request for Information (“RFI”) for Management Training Services**

Quick Reference

	Date	Time
Deadline to submit questions about this RFP:	November 1, 2021	4 PM Eastern (Detroit, MI)
Anticipated date Authority will post answers to questions:	November 4, 2021	
Deadline to Submit Response:	November 18, 2021	4 PM Eastern (Detroit, MI)

* The information in this document is subject to change. Check www.michigan.gov/SIGMAVSS or <https://www.michigan.gov/mshda/> for the current information.

The purpose for this Request for Information (RFI) includes, but is not limited to, collecting market information to better understand best practices about “Human Centered Management” training. The information gathered may be used to assist the State in developing program strategy and possibly developing an RFP.

I. Organization Overview

The Michigan State Housing Development Authority (MSHDA) envisions Michigan as a place where all people have quality affordable housing as a foundation to reach their full potential. MSHDA’s mission is to serve the people of Michigan by partnering to provide quality housing that is affordable, a cornerstone of diverse, thriving communities.

Our work and service to Michigan citizens is guided by the following principles and strategic focus areas:

A. Guiding Principles

People First. We put people first and respect our customers and staff. We listen, exchange information, and are responsive.

Diversity, Equity, and Inclusion. We pursue equitable housing outcomes for underserved populations, including but not limited to race, gender, disability, religion, age, weight, socioeconomic status, and LGBTQ+.

Decision Making. We use reliable data to make evidence-based and fiscally sound decisions to support our mission. We pursue continuous improvement and manage our time, talent, and financial resources effectively and efficiently.

Partner Collaboration. We engage our partners to promote innovative, sustainable housing solutions.

B. Strategic Focus Areas

- Build equitable pathways to housing programs and services
- Support access to homeownership opportunities
- Rehabilitate Michigan's aging housing stock
- Invest in Michigan communities based on need
- Collaborate to address housing needs in Michigan
- Provide innovative rental housing solutions
- Reduce homelessness

II. Background

Feedback from annual State of Michigan employee engagement surveys identified various training needs among MSHDA staff and revealed staff's desire for leadership development and other related training. Further discussion and research among staff specifically identified *Human Centered Management* (HCM) as a core training that addresses a range of concerns expressed in the surveys.

MSHDA's Training Review Committee was tasked with identifying Human Centered Management training resources and to deliver this training to staff. To facilitate the achievement of this goal, the committee defined Human Centered Management as *an organizational practice and mode of operation that identifies the employee as a company's most valuable asset. It encourages employees to do their best work by synchronizing company and personal success. Simply put, human centered management is about mutual respect and how we interact with each other to achieve our goals.*

In response to staff feedback and aligning with our People-First value, MSHDA seeks to provide Human Centered Management training designed to build a skill set among staff to increase compassion, competency, consistency, and integrity.

III. Scope of Work

MSHDA is seeking proposals from qualified training providers who have the capacity to develop and deliver customized training designed to develop and enhance Human Centered Management skills and knowledge among its staff.

The training should be geared toward all MSHDA staff, supervisory and non-supervisory, to enhance their abilities and understanding of Human Centered Management. The goal is to transfer skills that will enable the learner to improve communication, positively influence MSHDA's culture, and build on and participate in impactful teams. The training should inspire and facilitate learning and promote continuous learning.

The prospective vendor will develop training based on direction from the Training Review Committee. The training must include the below specified elements and meet participant learning objectives.

A. Participant Learning Objectives

- Apply core concepts critical for advancing organizational and personal growth
- Develop strategies that build and support a healthy and productive work environment and culture
- Increased ability to apply/implement skills in communication, listening, conflict resolution, etc.

B. Training Elements and Deliverables

The vendor will develop training and materials specifically for MSHDA and as such, the Authority will own the training. It will be presented live for MSHDA staff but also made available for those that miss the training.

The training will include, minimally, an introductory session that sets the tone and delivers HCM content that lays the groundwork for subsequent sessions.

1. Introductory Session

The introductory session will deliver content that addresses the following:

- What is Human Centered Management?
- Why is it important?
- What is the impact of HCM on employees, organizations, and the workplace?
- Connects human centered management to MSHDA's mission and values.
- How to apply HCM principles in our jobs and the workplace to influence the culture?

2. Subsequent Sessions

- a) Subsequent sessions will focus individually on the tenets of HCM and deliver materials and content that address the following.
 - b) *Compassion*. What is it? (Empathy.) Why is it important? How can you develop, increase it? What does compassion look like at work?
 - c) *Integrity*. What is it? (Honesty, truth, trust.) Why is it important? How can you develop, increase it? What does integrity look like at work?
 - d) *Consistency*. What is it? (Being steady, reliable. Aligning behavior and decisions with mission.) Why is it important? How can you develop, increase it? What does consistency look like at work?
 - e) *Competency*. What is it? (Ability, Skill, Capacity to grow. Being a lifelong learner. Applying guiding principles to everyday life.) Why is it important? How do you develop, increase? What does competency look like at work?
 - f) *Communication*. This session combines all four principles of HCM and describes their role in the art of communication. It focuses on how participants can communicate with compassion, integrity, consistency, and competency. It discusses various types of communication, listening, conflict resolution skills, and provides hands-on guidance for supervisory and non-supervisory staff to develop and increase their communication skills.
- Hands on guidance for managers and their direct reports as they discuss expectations and evaluations. One session will involve managers and their direct reports discussing their annual evaluation.

- Managers and their direct reports will operate as a cohort throughout the training schedule.
- At the conclusion of the training participants will receive a certificate of completion.
- Once the initial training is completed, refresher courses will be required annually.

**MICHIGAN STATE HOUSING DEVELOPMENT AUTHORITY
REQUEST FOR INFORMATION**

EXHIBIT A

REQUEST FOR INFORMATION INSTRUCTIONS

1. **CONTACT INFORMATION FOR THE STATE.** The sole point of contact concerning this Request for Information (RFI) is:

Joe Kelly, CPPB
Buyer
Kellyj11@michigan.gov

2. **QUESTIONS.** Questions concerning the RFI must be emailed to kellyj11@michigan.gov no later than the time and date specified on the cover page of this document. Answers to questions will be posted on www.michigan.gov/SIGMAVSS and <https://www.michigan.gov/mshda/>.

Questions should be submitted using the following format:

Q #	Document and Section	<u>Page# / Requirement#</u>	Question

3. **DELIVERY OF RESPONSE.** Please provide an informational response to kellyj11@michigan.gov no later than the date and time located on the cover page of this document. All documents should be created using tools that are compatible with the Microsoft Office standard desktop tools, without need for conversion.
4. **ORAL PRESENTATION.** The State reserves the right to invite some vendors for oral presentations.
5. **GENERAL RESPONSE CONDITIONS.** The State will not be liable for any costs incurred in preparation of vendor's response, delivery of the response, and any follow-up discussions with the State. This RFI is not an offer to enter into a contract.
6. **FREEDOM OF INFORMATION ACT.** All portions of a response are subject to disclosure as required under the Michigan's Freedom of Information Act, 1976 Public Act 422.
7. **RIGHTS TO INFORMATION CONTAINED IN RESPONSES.** All informational responses will be considered the property of the State.

**MICHIGAN STATE HOUSING DEVELOPMENT AUTHORITY
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EXHIBIT B

RESPONSE PREPARATION

1. Company full name and address.
2. Name, telephone number, and email address of the individual(s) who will serve as your company's authorized contact.
3. Please identify who was involved in developing the response to this RFI?
4. Please include, as an attachment, the following:
 - Mission Statement
 - Organizational Chard
 - Accreditation or other relevant credential
 - [add more if appropriate]
5. Please provide a comprehensive overview of your prior experience providing, operating, programming and managing this type of project.
6. Provide contact information including names, telephone numbers and email addresses for your customer(s) for the work mentioned in #5 above.
7. Provide your organizational structure.
8. Describe 'best practice' models your company currently uses and how such models are implemented at the facilities where they are used.
9. What would be your preferred compensation structure?
10. Provide examples of other common pricing models, with an explanation of why they are not preferred.
11. Please explain your approach to training.
12. What additional assets, tools, or expertise would your organization request from the State?

13. Please provide additional pertinent information.

14. If a Request for Proposals is issued for provision of this service, is it likely that your company will bid on it?

a. If no, why not?