

Request for Proposal
Training Services for Workforce Development Professionals

Inquiries and Proposals Should Be Directed To:
Lori Dalton
Professional Development Coordinator
Michigan Works! Association
DaltonL@michiganworks.org



BACKGROUND INFORMATION

Michigan Works! Association is a non-profit organization, incorporated as the Michigan Job Training Partnership Association in 1987.

The mission of Michigan Works! Association is to provide leadership and services, and promote quality and excellence for the advancement of Michigan's workforce development system and its customers and professionals.

The Michigan Works! Association serves as a statewide association providing support to Michigan's twenty-five (25) Michigan Works! regions and to over one-hundred (100) Michigan Works! service centers statewide.

Michigan Works! Association is exempt from federal and state income taxes under Section 501(c)(3) of the Internal Revenue Code, and financial records are in accordance with generally accepted accounting principles as they apply to non-profit organizations.

THE MICHIGAN WORKFORCE DEVELOPMENT SYSTEM

The Michigan Workforce Development System is a customer-focused system that prepares job seekers to fulfill the talent needs of Michigan's businesses. The system ensures that job seekers are provided with an opportunity to advance knowledge and skills for high-demand positions. This system is open to everyone – employers rapidly connect with skilled talent, while job seekers are given the tools and information they need to make rewarding career decisions. Last year, over three million customers were served through the Michigan Works! system.

At the heart of the system are the more than one-hundred (100) Michigan Works! service centers. The service center is a repository of agencies providing services including employment, training, and career education in a central location. Michigan Works! service centers physically house multiple agencies that provide services.

The state is divided into twenty-five (25) geographic Michigan Works! regions. The system in each of these regions is governed by a private/public partnership. This partnership sets the philosophy of the system for the region, within federal guidelines, based on local conditions and economies.

STATEMENT OF NEED

The purpose of this Request for Proposal (RFP) is to solicit proposals from qualified training providers who have the capacity to develop and deliver both web-based and classroom training workshops. These workshops must be designed to support the skills and knowledge of workforce development professionals and be relevant to federal and state workforce development program services.

Important Note: This RFP relates to training services for professionals currently employed in the field of workforce development or related industries. Training proposals designed to enhance the skills of job seekers should be directed to local Michigan Works! Agencies.

DELIVERABLES

Training must be workforce development related designed to enhance the skills and abilities of professionals representing all levels of service delivery from front line to administration.

It is critical that the provider has the capacity to stay abreast of funding, eligibility, reporting (required data input) and organizational changes that frequently take place at the federal and state levels. Training must address the most current legal/program/operational requirements.

Workforce Instructional Experience - Providers responding to this RFP must possess experience conducting workforce training relating to federal and state workforce policies with a general awareness of Michigan's service delivery structure.

GENERAL RESPONSIBILITIES AND SERVICES TO BE PERFORMED

Selected trainers will provide training sessions or webcasts that address the needs and interests of Michigan Works! Association customers, as identified by the Michigan Works! Association. The topic(s), length, and location of the training session(s) or webcast(s) will be at the discretion of the Michigan Works! Association. ***See Attachment "C" for examples of training topics***

REQUESTED TRAINING FORMATS

1. Webcast (live) – Trainer will lead live training remotely through Association's web-based training platform. Presentations will include access to PowerPoint and other instructional material during live training with download capability. Training participants may have access to VOIP or real time chat box functions to interact with the instructor and fellow students.
2. Webcast (recorded) – Instructor will record training through Association's web-based training platform.
3. Classroom – offered in a 6.5 hour traditional training format, in various locations around the state of Michigan. The Michigan Works! Association procures training site locations including meals and refreshments.

STANDARDS FOR PERFORMANCE

Each training session and/or webcast will be evaluated by the participants to determine (1) if the material presented improved the participant's understanding of the subject; (2) if the training was practical and applicable; (3) if the trainer(s) showed a working knowledge of the subject matter; (4) if the trainer(s) presented the material in a clear and logical manner; and (5) if the trainer held the participant's attention during the training session and or seminar, and created a learning environment. A summary of the evaluations will be made available to the consultant upon request.

INSTRUCTIONS ON PROPOSAL SUBMISSION

This is a three (3) year rolling RFP. Electronic or hardcopy proposals will be accepted through November 1, 2014.

Electronic proposals must be submitted in PDF or MS office file formats. Send electronic proposals to:
DaltonL@michiganworks.org

Note: please confirm receipt of electronic proposals with follow up email.

Hardcopy proposals must include one (1) original and (1) copy of the completed proposal. Any differences between the original, copies, or CD are at the liability of the bidder. All proposals will be considered firm bids. No changes will be made after submission.

Expensive bindings, color displays, or packaging are not necessary or desired. Emphasis should be based on conformity to the instructions and requirements of this RFP.

Mail hardcopy proposals to:

RFP: Training Services for Workforce Development Professionals

ATTN: Lori Dalton

Michigan Works! Association

2500 Kerry Street, Suite 210

Lansing, Michigan, 48912

INQUIRIES

If you have specific questions regarding the goods and services requested in this RFP, submit them via e-mail to Lori Dalton at DaltonL@michiganworks.org. **Verbal Q&A will not be permitted.** To ensure an equitable dissemination of information, questions and responses to e-mailed questions will be posted on the Michigan Works! Association website - <http://michiganworks.org/info/request-for-proposals/>

NOTIFICATION OF AWARD AND DISCLAIMER

Proposals will be reviewed with notification of acceptance or refusal within four (4) weeks of submission. This request for proposal does not commit Michigan Works! Association to award a contract, to pay any costs incurred in the preparation of an application to this request, or to procure or contract for services or supplies. Michigan Works! Association reserves the right to accept or reject any or all applications received as a result of this request, or negotiate with all qualified sources, to waive any informalities or minor irregularities in applications/proposals, or to cancel in part or in its entirety the RFP if it is in the best interest of Michigan Works! Association. Michigan Works! Association is not required to award bids to the lowest bidder or to the best score, but must make award decisions based on the best overall proposal considering all relevant factors, including price, technical qualifications, demonstrated experience, etc. Michigan Works! Association reserves the right to negotiate a renewal of contract award for up to two additional years, or to negate the renewal due to funding availability.

STATEMENT OF WORK

The purpose of this request for proposal is to identify potential trainers and presenters to provide training services from January 1, 2012 through December 31, 2014.

PROPOSAL NARRATIVE

The proposal should include a brief history of the firm or individual, its size, and its experience with training development for workforce professionals. Also describe the personnel to be assigned to this project including their relevant experience.

WORKSHOP DESCRIPTIONS

Provide a brief summary of each workshop topic, target audience and any competencies associated with training completion.

BUDGET AND COST EFFECTIVENESS

Budget proposal may reflect the time period January 1, 2012 through December 31, 2014. Cost of living increases need to be reflected at the time of the proposal.

Proposal must include the following items:

Training Fee	\$
Travel/Expenses if separate from Training Fee (estimate travel to central Michigan)	\$
Total Cost per Training	\$

Do not submit training fees on a per attendee individual basis.

As a separate document, submit a detailed line item budget showing total cost for the services described in this proposal. Requested rates should reflect the cost of a single training event or multiple events. This budget should identify project rates, titles, and responsibilities for key personnel. The cost proposal should also include separate line items for various overhead costs such as postage/ mailing costs, travel, and lodging (if applicable). Include a brief narrative description for costs that may need further explanation to demonstrate cost effectiveness.

REFERENCES

Please attach references to the narrative response, which include the names, physical and electronic addresses, and telephone numbers of a minimum of three (3) clients for whom the respondent has conducted similar services.

PROPOSAL EVALUATION

All proposals will be reviewed and rated by a Michigan Works! Association review team. Incomplete proposals or proposals that fail to follow the submission guidelines will not be considered for review.

Evaluation of each proposal will be based on the following criteria:

Factors	Point Range
Experience	0-20
Bid Completeness	0-20
Capacity to Provide Service	0-20
Qualifications	0-10
Cost and Sustainability	0-30
Maximum Points	100

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ATTACHMENT A

Training Services for Workforce Development Professionals

Proposal Cover Sheet

Applicant:	
Organization:	
Contact Person:	
Title:	
Mailing Address:	
Telephone:	
E-Mail Address:	
Website	
Federal Tax ID #:	

ATTACHMENT B

If awarded funding, the applicant hereby certifies and assures that it will fully comply with the following federal regulations (if applicable to your organization):

Certification and Other Terms/Conditions

- The signing individual certifies that he/she is authorized to contract on behalf of the organization offering this proposal.
- The signing individual certifies that the prices in this proposal have been arrived at independently, without consultation, communication, or agreements made for the purpose of restricting competition.
- When delivering services under an approved contract, the contractor shall work under the broad supervision of Michigan Works! Association Professional Development Coordinator.
- The signing individual certifies that there has been no attempt by him/her or anyone in their organization to discourage any potential applicant from submitting a proposal.
- The signing individual certifies that he/she has read and understands all of the information in this Request for Proposals.
- The signing individual certifies that his/her organization, and any individuals to be assigned to the project, does not have a record of substandard work and has not been debarred or suspended from doing work with any federal, state, or local government.
- Michigan Works! Association reserves the right to negotiate a best and final offer with applicant selected.
- Payments shall be made on a cost reimbursement basis (no advances). Invoices shall detail expenses based on the line items in the proposal budget. Generally, Michigan Works! Association will pay invoices within 30 days of receipt, unless questions arise as to the appropriateness of an expense.
- All information received by the contractor during the course of the contract period is considered confidential, and shall be protected to the utmost ability of the contractor.
- The contract awarded under this RFP shall be subject to and interpreted under the laws and jurisdiction of the State of Michigan.

Signature _____ Date _____

(Signed certification/conditions to be returned with the proposal)

ATTACHMENT C

SAMPLE TRAINING TOPICS

**Please note training proposals are not limited to the following examples; however proposals must be relevant to workforce development staff and administrators.*

- Accessing Federal and State TANF Regulations
- Accessing WIA Information; CFR, Federal TEGL, TEN
- Basics of the Career Development Process
- Branding
- Business Solutions Professional
- Business Writing Skills
- Collaboration and Team Building Skills
- Conducting Internal Monitoring or Review
- Conflict Management
- Contracting Understanding OMB Circulars
- Coordinating Services for Older Workers
- Cost Allocation
- Creating a Communication Plan
- Creative Methods to Meet Work Participation Requirements
- De-escalation Techniques for Service Center Staff
- Developing Communications for the Media
- Developing Strong Workforce Boards
- Effective Case Notes
- Effective Presentation Skills
- Emergency Preparedness for Service Centers
- Employment Services Complaint System
- Employment Services Registration Verification for Unemployment Requirements
- Fidelity Bonding
- Grant Writing
- Incumbent Worker Funds
- Introduction to the Workforce Investment Act (WIA 101)
- Individual Service Strategies and Support Services
- Individual Training Accounts and Career Education Consumer Report
- Labor Market Information Tools
- Lean Principles for Service Organizations
- Marketing OJT's
- Migrant Services and Foreign Labor Exchange Requirements
- Monitoring/Audit Preparedness
- Motivational Interviewing
- Occupational Assessments including Work Keys

SAMPLE TRAINING TOPICS *continued -*

OSMIS, File Management, and Data Validation
Partnering with Economic Development
Preventing Sexual Harassment
Procurement - Advanced
Procurement - Basic
Resource Mapping and Identifying Skills Gaps
Serving Customers with Disabilities: Compliance and Standards
Serving Ex-Offenders
Six Sigma for Workforce Professionals
Social Media for Organizations
Standards for Using Social Media
Strategic Planning
Supervising and Managing Skills
Trade Adjustment Assistance and Related Acts
Training Waivers (Unemployment)
Using Social Media for Business Services
Veterans Services
Vocational Training for TANF Customers
WIA Adult/Dislocated Worker Case Management
WIA Eligibility, Intake, and Documentation
WIA Nondiscrimination and Equal Opportunity Provisions
WIA Performance
WIA Youth Case Management
Writing and Managing Effective RFP's
Writing Effective Job Descriptions