



[www.michiganworks.org](http://www.michiganworks.org)

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**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](mailto:DaltonL@michiganworks.org)**

EQUAL OPPORTUNITY EMPLOYER/TRAINER. MICHIGAN RELAY CENTER: 1-800-649-3777. AUXILIARY AIDS AND SERVICES ARE AVAILABLE UPON REQUEST TO INDIVIDUALS WITH DISABILITIES.



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## **BACKGROUND INFORMATION**

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

## **THE MICHIGAN WORKFORCE DEVELOPMENT SYSTEM**

The Michigan Workforce Development System is a customer-focused system that prepares job seekers for employment. Also, the system ensures that job seekers are provided with an opportunity to advance knowledge and skills to achieve financial independence. Similarly, assistance is available to all employers seeking a skilled workforce. This system is open to everyone – employers seeking employees, and job seekers searching for employment opportunities or obtaining career information. Last year, over three million customers were served through the Michigan Works! system.

At the heart of the system there are 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 RFP is to solicit proposals from qualified training providers who have the capacity to develop and deliver both e-learning and face-to-face training programs designed to support the skills and knowledge of workforce development professionals. Training content must be capable of encompassing federal and state workforce development policies and procedures.

### **Requested training formats:**

1. Synchronous - Geographically dispersed registrations accessing a unique link to a specific training event. Instructor will lead training through either conference call phone access or computer audio. Presentations will include access to PowerPoint and other instructional material during live training with download capability. Registrants must have access via audio or real time chat box functions to interact with the instructor and fellow students.

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2. Asynchronous - On-demand training registrants can access at any time via a unique link. The proposal should describe training format as facilitated or self-paced and include information outlining how assignments and potential group and instructor interaction will be facilitated.
  3. Classroom – Offered in a 6.5 hour traditional training format, in various locations around the state of Michigan. The Michigan Works! Association procures the training site location including meals and refreshments.

### **Deliverables**

Training delivery formats - The provider must offer workforce professional development training that can internet-based synchronous, asynchronous or traditional classroom style format. Training delivery must accommodate a wide variance in hardware/software available within each Michigan Works! region throughout the State of Michigan.

Training Courses – 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.

Capacity - Provider must describe the capacity to quickly modify its course offerings as changes in federal or state law may require. 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, state and even local level. Training must address the most current legal/program/operational requirements and extended delays in making course changes cannot be allowed.

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

Proposal must include a description of training notifications/invitations along with registration and payment processes that can be easily incorporated with the Association's current training registration software.

Also include a description of training materials that will be offered such as pre and post testing options, embedded videos or other multi-media, audio instructions and guided tutorials along with downloadable hard copies. Synchronous descriptions should describe archiving capabilities to create future asynchronous trainings.

**Important Note: This RFP relates to training services for professionals currently employed in the field of workforce development or related industries. Misdirected training proposals designed to enhance Michigan Works! customers skills and abilities through No Worker Left Behind funds, cannot be accepted.**

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## **INSTRUCTIONS ON PROPOSAL SUBMISSION**

### **Cost of Proposal Preparation**

All costs incurred in the preparation of the proposal will be the responsibility of the Offeror and will not be reimbursed by Michigan Works! Association.

### **Instructions to Prospective Contractor**

Electronic or hardcopy proposals must be received by Michigan Works! Association no later than 4PM EDT on Monday, September 27, 2010. Late proposals will not be considered. Electronic proposals must be submitted in PDF or MS office file formats.

Send electronic proposals to: [DaltonL@michiganworks.org](mailto:DaltonL@michiganworks.org)

Note: please confirm receipt of electronic proposals by emailing Lori Dalton

Mail hardcopy proposals to: Request for Proposal:

#### **Training Services for Workforce Development Professionals**

ATTN: Lori Dalton

Professional Development Coordinator

Michigan Works! Association

2500 Kerry Street, Suite 210

Lansing, Michigan, 48912

### **Proposals must be:**

- Complete, typewritten or computer-generated, and technically accurate.
- **Double-spaced** and **prepared using a font size of 12 or larger.**
- Signed by an official authorized to bind the agency (see Attachment B).
- The proposal will be considered a firm offer for the period identified in the budget proposal.

**If mailing a hard copy, bidders must submit one (1) original, two (2) copies, and one (1) CD of the completed proposal.** Any differences between the original, copies, or the disk/CD are at the liability of the bidder. All proposals will be considered firm bids. No changes will be made after submission.

### **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](mailto:DaltonL@michiganworks.org). **Verbal Q&A will not be permitted.** To ensure an equitable dissemination of information, responses to e-mailed questions will be forwarded to all proposal offerors who identify themselves as interested bidders. **Proposers must file an Intent-To-Bid email with Michigan Works before submitting questions regarding this RFP.**

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## **Intent to Bid Application Process**

If you intend to bid on this project please e-mail Lori Dalton prior to **Monday September 13, 2010** [DaltonL@michiganworks.org](mailto:DaltonL@michiganworks.org) to receive pertinent information regarding this process.

## **Applicant Eligibility**

Individuals and organizations, whether for-profit or not-for-profit, must have the appropriate experience and specific expertise necessary to carry out the duties and responsibilities outlined in the Statement of Work located in Proposal Narrative Requirements. Michigan Works! Association reserves the right to check all references furnished and consider the responses received in evaluating the proposals.

## **Notification of Award and Disclaimer**

A decision of selecting the successful bidder will be made within four weeks of the due date. 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.

## **INSTRUCTIONS ON PROPOSAL NARRATIVE REQUIREMENTS**

**The Offeror shall respond to each of the following in the proposal:**

### **Qualifications**

The firms or individuals responding to this RFP must provide information on qualifications to provide this service.

Evidence of substantial knowledge and experience in successfully developing and delivering training.

Evidence of knowledge and experience providing services to workforce development entities.

### **General Provisions**

Respondents must submit a written narrative of the following general provisions that briefly describes the following information:

Demonstrated knowledge of the tasks required to meet the requirements of this proposal and the skills, abilities and talent necessary to successfully complete the tasks outlined in the Statement of Work.

Demonstrated knowledge of the time requirements for completion of all work required in the Statement of Work and the ability to finish all required work in the allotted time frame.

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## **Proposal Narrative**

Responsive proposals should provide straightforward, concise information that satisfies the requirements noted. Expensive bindings, color displays, etc., are not necessary or desired. Emphasis should be placed on conformity to the instructions, requirements of this RFP, and completeness and clarity of content.

### **Cover Letter: 1 page**

A cover letter on firm letterhead with contact information for the primary contact, including name, physical and electronic addresses, telephone, and facsimile numbers must be submitted. The required format is provided in Attachment A.

### **Firm Demographics: 1 – 2 pages**

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. Please attach current resume of all personnel proposed to perform work for this project (resumes do not count toward the page limitation listed above).

### **Statement of Work: 5 pages maximum**

1. Provide information related to the andragogy including; analysis of need, course design, content development, implementation and evaluation for courses offered.
2. Provide information on how your organization engages in research to remain current on workforce legislation, policy, and key training subject matter.
3. Provide a narrative of how you will assist Michigan Works! Association to implement the project description below.

### **Project Description: Services to be provided by Consultant**

1. Design and deliver professional development training to be delivered in a variety of learning formats to workforce development professionals located throughout the state of Michigan.
2. You must include but not limited to; all technical assistance required to deliver synchronous and asynchronous training including but not limited filming, recording, and editing services, PowerPoint and training material development, site hosting, training notices/invitations, secure online training registrations and payment.
3. Provide appropriate training delivery technology to address a wide range of software, hardware, and bandwidth to accommodate our state-wide audience.
4. Provide qualified industry experts to lead training or host web-based events in conjunction with Michigan Works! Association designated staff or trainers.
5. Provide pre and post training assessments and workshop evaluation services.

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**Budget and Cost Effectiveness: 1 – 2 pages**

\*Budget proposal may reflect the time period January 1, 2011 through December 31, 2013. Cost of living increases need to be reflected at the time of the proposal.

<b>Rolling Proposal Submission Timelines</b>
<ul style="list-style-type: none"><li>• To be considered for training delivery beginning in 2011, proposals must be received no later than 4pm September 27, 2010</li></ul>
<ul style="list-style-type: none"><li>• To be considered for training delivery beginning in 2012, proposals must be received no later than 4pm September 26, 2011</li></ul>
<ul style="list-style-type: none"><li>• To be considered for training delivery beginning in 2013, proposals must be received no later than 4pm September 24, 2012.</li></ul>

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.

**Attachments**

Please limit organizational attachments to one or two succinct pieces of information such as brochures that help to provide background and context for the organization.

**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. These references may be contacted.

**Publication Rights**

All reports and other documentation produced by the selected bidder with funds provided as a result of being awarded a contract under this RFP shall be deemed to be works for hire and all rights including copyright and publication rights shall reside with the Michigan Works! Association.

**Delivery Schedule**

If the Offeror fails to produce within specified time frames, Michigan Works! Association may, by written notice of default to the Offeror, terminate the whole or any part of this contract.

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## Payment

Michigan Works! Association will pay quoted costs to the successful bidder, provided all commitments are met according to the contract.

## PROPOSAL EVALUATION

### Non-responsive Proposals

Proposals may be judged non-responsive and removed from further consideration if any of the following occur:

The proposal is not received timely in accordance with the terms of this RFP.

The proposal does not follow the specified format.

The proposal is not adequate to form a judgment by the reviewers.

The proposal is intended to provide training services for job seekers and customers of Michigan Works! System.

## Evaluation

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

<b>Factors</b>	<b>Point Range</b>
Experience	0-20
Bid Completeness	0-20
Capacity to Provide Service	0-20
Qualifications	0-10
Cost and sustainability	0-30
<b>Maximum Points</b>	<b>100</b>

## Review Process

Michigan Works! Association reserves the right to make an award without further discussion of the proposals submitted.

**ATTACHMENT A**

**Training Services for Workforce Development Professionals**

**Proposal Cover Sheet**

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

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**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.

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**Signature**

**Date**

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