

BIDDERS COMPANY NAME

REQUEST FOR PROPOSAL

#6499

Workforce Investment ACT (WIA)

Services for Washtenaw County

Area

Prepared By:

Washtenaw County Purchasing
Administration Building
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Ann Arbor, MI 48107

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**WASHTENAW COUNTY
Finance Department**

Purchasing Division

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REQUEST FOR PROPOSAL #6499

October 15, 2009

Washtenaw County Purchasing Division on behalf of Washtenaw County Employment Training and Community Services (ETCS) is seeking proposals for for the Workforce Investment ACT (WIA) services in the Washtenaw County area.

Sealed Proposals: Vendor will deliver one **(1) original** and **(5) five copies** which is clearly marked as such and must contain original signature(s) to the following address:

**Washtenaw County
Administration Building
Purchasing Division
220 N. Main St. Room B-35
Ann Arbor, MI. 48104**

by 3:00 pm on Friday, October 30, 2009

A **voluntary pre-bidders conference** will be scheduled for Friday, October 23, 2009 at 8:30 am at ETCS Administrative Office, Alpha Level, Key Bank Building, 301 W. Michigan Avenue, Ypsilanti, MI 48197.

This submission shall include the entire Request for Proposal document and any amendments if issued.

Proposals received after the above cited time will be considered a late quote and are not acceptable unless waived by the Purchasing Manager.

- Please use the attached self-addressed label or the envelope must be clearly marked "SEALED RFP # 6499".
- Please direct purchasing and procedural questions regarding this RFP to Anne Strieter at (734) 222-6749 or email strietera@ewashtenaw.org
- Please direct specific technical questions regarding this RFP to Rana Al Igoe at (734) 544-2953 or email aligoer@ewashtenaw.org

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Section I General Information

Definitions

"Bidder" an individual or business submitting a bid to Washtenaw County
"Contractor" One who contracts to perform work in accordance with a contract
"County" is Washtenaw County in Michigan
"WIA" Workforce Investment Act of 1998

RFP Timeline

October 16, 2009 Release of Request for Proposals

October 23, 2009 Pre-bidders' Conference
8:30 AM Washtenaw County MWA/ETCS Administrative Offices
Key Bank Building, 301 W. Michigan Ave., Ypsilanti, MI – Alpha Level

October 30, 2009 Proposals Due
3:00 PM Washtenaw County Purchasing Department
Room B-35, Lower Level
P.O. Box 8645, 220 N. Main St., Ann Arbor, MI 48107-8645

Introduction

Washtenaw County ETCS is releasing this Request for Proposals (RFP) for the provision of Workforce Investment Act (WIA) services in the Washtenaw County area. WIA funds are authorized by the United States Department of Labor (USDOL) Employment and Training Administration (ETA) under three (3) funding sources: Adult, Dislocated Worker and Youth. WIA funds are distributed through the State of Michigan's Department of Energy, Labor and Economic Growth (DELEG) and allocated to local Michigan Works! Agencies (MWAs), including the Washtenaw County MWA/ETCS. ETCS administers WIA programs in Washtenaw County in conjunction with the Washtenaw County Board of Commissioners (BOC) and Workforce Development Board (WDB).

This RFP is based on current WIA Law, DELEG Policy and any subsequent changes that apply specifically to WIA funds. Additional information can be found online through the following links:

WIA <http://www.doleta.gov/usworkforce/wia/wialaw.txt>
DELEG <http://www.michigan.gov/dleg>

The Washtenaw County MWA/ETCS reserves the right to make necessary changes or adjustments on any statements made in this RFP upon receiving guidance from the USDOL or DELEG. If any additional information is received by the MWA/ETCS that fundamentally alters the description provided in this RFP, the MWA/ETCS will provide written notification to each agency that has expressed interest in receiving updates regarding this RFP.

Bidders may propose to serve WIA Adults, Dislocated Workers and Youth (Younger Youth or Older Youth or both) or limit their proposal to serve targeted populations unless otherwise stated in this RFP. ETCS reserves the right to negotiate the associated activities and services that are deemed most appropriate and necessary to serve the targeted populations.

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If the proposal is only for a specific allowable WIA activity, the bidder will not be required to determine or document WIA eligibility. Instead ETCS shall designate a separate agency to handle eligibility determination and other specific WIA requirements that might not be provided by the bidder such as WIA registration, objective assessment, Individual Service Strategy development, participant file maintenance, Management Information System (MIS) data entry and perhaps other requirements. The bidder will be required to work cooperatively with the agency designated by ETCS to handle those requirements.

Bidders are encouraged to collaborate in the delivery and coordination of services in order to maximize efficiency and create the greatest possible community impact. If your proposal involves a partnership, you should provide a letter of agreement generally outlining the partnership and the activities or services of each of the partners. Before funding, partnerships will have to be firmly established by means of formal Memorandum of Understanding (MOU). The MOU, whether developed as an umbrella agreement with a variety of agencies, or independently with a particular partner must contain, at a minimum, the following information:

- A description of what customer services will be provided by each partner
- How the costs of services and operating costs of the partnership will be funded
- Method of referral between partners
- Duration of the Memorandum and procedures for amending the Memorandum
- Other provisions as agreed upon by the parties to the MOU

In the interest of maximizing available funds, the WDB encourages proposals that reduce levels of overhead/management systems that will result in a more streamlined and efficient structure aimed at increasing services. Contracted services or activities will be expected to produce a qualified labor pool allowing job seekers to transition to employment as quickly as possible, yet have the opportunity to access services to improve income and/or advance in their careers.

Contract Award(s)

The administrative entity of ETCS reviews proposals submitted in accordance with the Evaluation Criteria Specifications included in this RFP. Service provider(s) will be selected in accordance with the DELEG directive on procurement and local policies. Selected service provider(s) must comply with all WIA programmatic requirements including WIA legislation and federal, state and local WIA regulations and policies. With approval of the Washtenaw County WDB, qualifying bidders will proceed to the negotiation process. During negotiations, contract performance benchmarks will be established that may include registration, activity and exit/placement goals. Upon completion of successful negotiations, Washtenaw County will enter into a contract with the approved bidder(s).

Type of Contract

The time period for contract activities conducted under this RFP is from January 1, 2010 through June 30, 2010. The County has sole discretion to extend contracts for up to two (2) additional years contingent upon funding availability and contractor performance. Activities may not begin before completed negotiations and contract authority to incur cost.

Contract(s) awarded based on proposals received in response to this RFP are contingent upon the Washtenaw County MWA/ETCS receiving adequate funds from the DELEG and the ability to negotiate a contract within the financial and programmatic limitations imposed, contractor performance, and determinations of needs, services, activities, and delivery methods. All

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contractors funded under this proposal will be funded under the authority granted by the respective legislation, regulation and state policy.

The proposal is for a cost-reimbursement contract. All contracts will be negotiated to determine reasonableness of cost. All proposals must contain a line item budget in sufficient detail to justify all costs to program activities and shall include a written cost allocation plan for any joint and/or shared cost. All costs shall be supportable and subject to a cost/price/benefit analysis.

Reductions of the budget level may be considered during the course of the contract if and when a contractor fails to meet expenditure, participant, and/or outcome goals; or upon notification from the MDELEG of a funding reduction.

Federal, state and local program guidelines relative to Conflict of Interest will be effective throughout all phases of this procurement process.

Washtenaw County will not be liable for any costs associated with the preparation, transmittal, or presentation of any materials submitted in response to this RFP.

Section II Evaluation Criteria

All proposals shall be submitted in *no less than* 11 size font with 0.70 inch margins. Paragraph lines shall be single-spaced on 8 ½ x 11 inch paper.

Proposals received in response to this RFP will be reviewed and scored in the following categories:

Category	Number of Points
Technical correctness <ul style="list-style-type: none"> • Proposal is complete, all questions answered and all attachments included • Proposal submitted in correct format with requested number of copies • Proposal language is concise and does not reiterate RFP language 	15
Demonstrated past performance <ul style="list-style-type: none"> • Success of agency in providing employment & training services or experience and management capabilities of first time proposing agency 	10
Organizational Capacity <ul style="list-style-type: none"> • Staffing is adequate to deliver comprehensive services to proposed number of customers • Management plan is adequate to ensure contract/program compliance • Collaboration narrative demonstrates an understanding of One-Stop customer service goals and community awareness 	30
Program design <ul style="list-style-type: none"> • Narrative demonstrated an understanding of the work to be performed, the needs of the participants and the desired results • Outreach and recruitment acceptable • Meeting or exceeding performance indicators • Meeting or exceeding enrollment goals 	40
Budget Consideration	5
Total Points Available	<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> 100

Section III Program Information

Overview

The Washtenaw County Michigan Works! Agency (MWA)/ETCS is responsible for the development of the Washtenaw County workforce. A key component of this is the operation of the Washtenaw County Michigan Works! Service Center (MWSC) or “One-Stop.” The basic premise behind the One-Stop system for delivering employment and training services is that *customers should be able to access all major workforce development/economic development services through a single point of entry*. Through this universal system, employers, employees and the un-or-under-employed will find access to needed services.

The MWSC aids employers in finding qualified candidates for job openings and assists job seekers in getting the necessary services to upgrade skills and find good jobs. In addition to serving employers and job seekers, the MWSC serves as a focal point for convening other partners to assist in serving the workforce needs of Washtenaw County. Beyond the physical MWSC, the MWA system consists of other tools and products, including a self-service labor exchange system, website access to services and information, and future initiatives that will help develop a world class workforce.

Each contractor as a MWSC Provider will act collaboratively with other One-Stop partners to provide seamless services to all customers. While separate provider(s) may deliver services at the MWSC, all partners physically housed at the Center have a shared responsibility to ensure that all customers are received and afforded services at the highest level possible. Partner agencies, individually and collectively, establish the “character” of the MWSC. So to ensure that the MWSC maintains a character that is highly respected by customers and peers, each partner is expected to assist in delivering the highest quality customer service, particularly in situations of peak customer demand or as assistance may be requested by the Washtenaw County Michigan Works! Agency (MWA)/ETCS.

Priority of Service for Veterans and Eligible Spouses

Proposers are required to provide priority of services for veterans and eligible spouses pursuant to 20 CFR part 1010, the regulations implementing priority of service for veterans and eligible spouses in Department of Labor job training programs under the Jobs for Veterans Act published at 73 Federal Reg. 78132 on December 19, 2008.

Services for Adults and Dislocated Workers

Registration

Registration is the process for collecting information used to determine eligibility and for performance measurement. Additionally, equal employment opportunity data must be collected during the registration process. Individuals who receive services other than self-service or informational activities must be registered and determined eligible.

Individuals who visit the Washtenaw County Michigan Works! Service Center and are seeking information or looking to access self-services and do not seek direct individual staff assistance do not need to be registered.

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Eligibility

To be eligible for the adult and Dislocated Worker program an individual must be 18 years of age or older and meet applicable federal, state and local requirements described in the WIA and DELEG policies.

To be eligible for the Dislocated Worker program an individual must meet eligibility criteria outlined in section 101 of the WIA. The WIA defines a Dislocated Worker as an individual who –

- Has been terminated or laid off, or has received a notice of termination or layoff, from employment;
- Is eligible for or has exhausted entitlement to unemployment compensation; or
- Has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise;
- Was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters; or
- Is a displaced homemaker - The term “displaced homemaker” means an individual who has been providing unpaid services to family members in the home and who: (1) has been dependent on the income of another family member but is no longer supported by that income, and (2) is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

Program Design

The WIA provides three levels of services: **Core**, **Intensive** and **Training** services. All persons have access to core employment-related information and self-service tools without restrictions. Registration is not required for Core Services that are primarily informational and/or do not require staff assistance. Intensive and Training Services require WIA registration. Eligibility for Intensive services is restricted to Adults and Dislocated Workers who are in need of such services in order to obtain or retain employment that allows for self-sufficiency.

At a minimum, an individual **must** receive at least one (1) Core service, such as an initial assessment or job search and placement assistance, before receiving Intensive services. The initial assessment should determine the individual’s skill levels, aptitudes and supportive service needs. The job search and placement assistance should help the individual determine whether he or she is unable to obtain employment and thus requires more intensive services to obtain employment. Documentation of the need for Intensive services must be maintained in the client’s file.

The following **Core** services are self-service and informational and **do not** require registration for WIA:

- Determinations of whether an individual is eligible to receive assistance under WIA Title I Adult and Dislocated Worker employment and training services.
- Outreach, intake (which may include worker profiling) and orientation to information and other services available through the One-Stop delivery system.
- Resource room usage.
- Internet browsing for job information and training searches.
- Provision of information regarding filing claims for unemployment compensation.
- Initial assessment of skill levels, aptitudes, abilities and supportive service needs.

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- Job search and placement assistance, and where appropriate, career counseling.
- Job and talent referrals.
- Provision of accurate information relating to the availability of supportive services including childcare and transportation available in the local area and referral to such services, as appropriate.
- Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including the following:
 - Job vacancy listings by labor market area
 - Information on job skills necessary to obtain those jobs
 - Information related to local occupations in demand and the earnings and skill requirements for such occupations
- Provision of performance information and program cost information on eligible providers of training services including adult education, vocational rehabilitation programs, youth employment and training activities, post-secondary vocational education activities and vocational education activities available to school dropouts.
- Provision of information regarding how the local area is performing on the local performance measures and any additional performance information with respect to the One-Stop delivery system in the local area.
- Assistance in establishing eligibility for welfare-to-work activities available in the local area and programs of financial aid assistance for training and education programs that are not funded under WIA and are available in the local area.
- “How to” group sessions (e.g. writing a resume).
- Internet accounts (e.g. Career Kit and Personnel Kit).
- Self-service and informational activities such as personal job development, participation in job clubs and screened referrals.

The following Core services **require registration**:

- Follow-up services, including counseling regarding the workplace, for participants in workforce investment activities under Title I who are placed in unsubsidized employment, for not less than twelve (12) months after the first day of the employment, as appropriate.
- Individual job development when accomplished through the use of services beyond self-service and informational activities (e.g. staff-assisted customized services).
- Job clubs when accomplished through the use of services beyond self-service and informational activities (e.g. staff-assisted customized services).
- Screened referrals when accomplished through the use of services beyond self-service and informational activities (e.g. staff-assisted customized services).

The following Intensive services **require registration**:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and Dislocated Workers including (i) diagnostic testing and use of other assessment tools and (ii) in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve the employment goals.
- Group counseling.
- Individual counseling and career planning.
- Case management for participants seeking training services.

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- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employ.

Additional Intensive services, beyond those listed in the WIA, may also be provided based on an assessment or individual employment plan. Such services require registration and may include:

- Out-of-area job search assistance
- Literacy activities related to basic workforce readiness
- Internships
- Work experience – a planned, structured learning experience that takes place in a workplace for a limited period of time, which may be paid or unpaid. A work experience workplace may be in the private-for-profit, non-profit or public sector.

Training Services require registration and are only available to eligible targeted populations after receiving core and intensive services.

Training services may include:

- Occupational skills training;
- On-the-job training;
- Programs combining workplace training with related instruction;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job readiness training;
- Adult education and literacy activities provided in combination with services described above; and
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.
- Incumbent Worker Training

Funding for training services should only be used when there are no other forms of assistance available to pay for these costs. The Washtenaw County MWA/ETCS requires the coordination of training costs with funds available under other Federal programs. The use of Individual Training Accounts (ITAs) will allow the participant the opportunity to choose training from a variety of eligible training providers.

Any agency bidding to provide services to Adults and Dislocated Workers will be required to provide **Rapid Response** and **Trade** services.

Rapid Response assistance can commence at the site of dislocation as soon as the State has received a WARN notice, a public announcement, or other information that a mass dislocation or plant closure is scheduled to take place. It is believed that this early intervention feature for Dislocated Workers is critical to enabling workers to minimize the duration of unemployment following layoff.

Rapid Response activities are necessary to plan and deliver services to enable Dislocated Workers to transition to new employment as quickly as possible, following either a permanent closure, mass layoff, or a natural or other disaster resulting in a mass job dislocation.

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Rapid Response activities must include:

- On-site contact with the employer, representatives of the affected workers, and the local community, which may include assessment of their layoff plans and employer schedule; potential for averting the layoff(s) in consultation with state or local economic development agencies, including private sector economic development entities; background and probable assistance needs of the affected workers; reemployment prospects for workers in the local community; and available resources to meet the short- and long-term assistance needs of the affected workers.
- The provision of information and access to unemployment compensation benefits, comprehensive One-Stop system services, and employment and training activities, including information on the Trade Adjustment Assistance program.
- The provision of guidance and/or financial assistance in establishing a labor-management committee voluntarily agreed to by labor and management, or a workforce transition committee comprised of representatives of the employer, the affected workers and the local community. The committee may devise and oversee an implementation strategy that responds to the reemployment needs of the workers. The assistance to this committee may include the provision of training and technical assistance to members of the committee; funding the operating costs of a committee to enable it to provide advice and assistance in carrying out rapid response activities and in the design and delivery of WIA-authorized services to affected workers. Typically, such support will last no longer than six months and providing a list of potential candidates to serve as a neutral chairperson of the committee.
- The provision of emergency assistance adapted to a particular closing, layoff or disaster.
- The provision of assistance to the local board and chief elected official to develop a coordinated response to the dislocation event and, as needed, obtain access to state economic development assistance.

The **Trade** and Globalization Adjustment Assistance Act of 2009, signed on February 17, 2009, reauthorized the Trade Adjustment Assistance (TAA) for Workers program. The program assists individuals who become unemployed as a result of international trade, return to suitable employment. The modifications made in the reauthorization of the TAA program are intended to allow greater flexibility to adversely affected workers in obtaining the skills necessary to return to suitable work.

The TAA program provides reemployment services and allowances for eligible individuals. The criterion for certification of eligibility to apply for adjustment assistance covers adverse effects either from increased imports or from a shift of production to foreign countries. In accordance with federal regulations, each One-Stop must provide a full range of re-employment services, including mandated services, to adversely affected workers. TAA services should be delivered in coordination with other Dislocated Worker programs administered to maximize program efficiency and prevent duplication of services.

Individual Service Strategy (ISS)

The Individual Service Strategy (ISS) is an ongoing strategy jointly developed by the participant and the case manager that identifies the participant's employment goals, the appropriate achievement objectives and the appropriate combination of services for the participant to achieve the employment goals.

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Supportive Services

Supportive services for adults and Dislocated Workers are defined as services that are necessary to enable an individual to participate in activities.

These services may include:

- Transportation;
- Needs Related Payments
- Child care;
- Dependent care; and
- Housing.

Supportive services may only be provided to individuals who are:

- Participating in core, intensive, or training services; and
- Unable to obtain supportive services through other programs providing such services.

Performance and Outcomes

A comprehensive performance accountability system has been established to assess the effectiveness of the local One-Stop in delivering WIA activities. These *performance indicators* are described in section 136 of the WIA. Bidder(s) awarded a contract to deliver services described in this RFP must, at minimum, agree to meet the minimum standards for each performance indicator outlined in this section. In addition, local performance will be evaluated based upon outcomes planned in the proposal(s) submitted in response to this RFP.

For each performance indicator listed in this section, actual performance is compared to the planned performance level for each performance indicator. The degree by which actual performance exceeds or falls below the planned performance level, as expressed by a percent, is measured for all performance indicators. Planned performance levels are established by the DELEG and may change annually based on the previous year's performance.

The following are performance indicators for **Adults, Dislocated Workers** and **Trade**:

- Entered Employment Rate – entry into unsubsidized employment.
- Employment Retention Rate – retention in unsubsidized employment six (6) months after entry into employment.
- Average Earning – earnings received in unsubsidized employment.
- Employment and Credential Rate – attainment of educational or occupational skills credential by clients who enter unsubsidized employment. (*N/A for TAA*)

Listed below are the performance minimums that will be required of all contractor(s) operating WIA Adult, Dislocated Worker and/or Trade programs through July 30, 2010.

Performance Indicator	Minimum Standard		
	Adult	Dislocated Worker	Trade
Entered Employment Rate	89%	92%	64.9%
Employment Retention Rate	86%	92%	87.3%
Average Earnings	\$10,200	\$13,400	\$13,319
Employment and Credential Rate	84%	83%	N/A

Services for Youth

Services for youth are intended for preparation for postsecondary educational opportunities or unsubsidized employment (as appropriate). At least thirty percent (30%) of youth served by the Washtenaw County MWA/ETCS must be out-of-school youth.

Eligibility

An eligible youth is defined, under WIA section 101(13), as an individual who:

- Is not less than age 14 and not more than age 21; and
- Is a low income individual; and
- Is within one or more of the following categories:
 - Deficient in basic literacy skills (Deficient is defined as computes or solves problems, reads, writes, or speaks English at or below a grade level of 8.9; or a person who is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society);
 - A school dropout (defined as an individual who is no longer attending any school and who has not received a secondary school diploma or its recognized equivalent);
 - Homeless, a runaway, or a foster child;
 - Pregnant or parenting;
 - An offender; or
 - An individual (including a youth with a disability) who requires additional assistance to complete an education program, or to secure and hold employment?

Program Design

Proposals must contain all of the required program elements listed in section 129(c)(2) of the WIA. If a required program element is not provided by the proposer, the proposal should state who the proposer will partner with to provide the element and how the participant will access the required element. If your proposal involves a partnership, you should provide a letter of agreement outlining the activities or services as described in Section I of this RFP.

Required Program Elements:

1. Tutoring, study skills training and instruction leading to secondary school completion, including dropout prevention strategies;
2. Alternative secondary school offerings;
3. Summer employment opportunities directly linked to academic and occupational learning;
4. Paid and unpaid work experiences, including internships and job shadowing;
5. Occupational skills training;

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6. Leadership development opportunities encouraging responsibility and other positive social behaviors, which may include the following:
 - Exposure to postsecondary educational opportunities
 - Community and service learning projects
 - Peer-centered activities, including peer mentoring and tutoring
 - Organizational and team work training, including team leadership training
 - Training in decision-making, including determining priorities
 - Citizenship training, including life skills training such as parenting, work behavior training, and budgeting of resources
 - Employability and positive social behaviors – positive social behaviors, often referred to as soft skills, are incorporated by many local programs as part of their menu of services which focus on areas that may include the following:
 - Positive attitudinal development
 - Self-esteem building
 - Cultural diversity training
 - Work simulation activities
7. Supportive Services, which may include the following:
 - Linkages to community services
 - Assistance with transportation costs
 - Assistance with child care and dependent care costs
 - Assistance with housing costs
 - Referrals to medical services
 - Assistance with uniforms or other appropriate work attire and work-related tool costs, including such items as eye glasses and protective eye gear
8. Adult mentoring for the duration of at least twelve (12) months that may occur both during and after program participation;
9. Follow-up services, which may include:
 - The leadership development and supportive service activities listed above
 - Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise
 - Assistance in securing better paying jobs, career development and education
 - Work-related peer support groups
 - Tracking the progress of youth in employment after training
10. Comprehensive guidance and counseling, including drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth.

In addition, program providers must:

- Provide an objective assessment of each youth participant, which includes a review of the academic and occupational skills levels, as well as the service needs, of each youth;
- Develop an Individual Service Strategy (ISS) for youth participants, which includes identifying a career goal and consideration of the assessment results for each youth; and
- Provide preparation for postsecondary educational opportunities, provide linkages between academic and occupational learning, provide preparation for employment and provide effective connections to intermediary organizations that provide strong links to the job market and employers.

Individual Service Strategy (ISS)

An Individual Service Strategy (ISS) must be completed for each participant enrolled in the youth program. The ISS contains personal information about the client, as well a long-term employment goal, a plan for reaching that goal and barriers the participant faces in reaching that goal. A short-term goal and plan of action is also required. The ISS will specify obligations of the participant and the contractor. It will also contain information on the service(s) to be provided to the client and estimated start and end dates. The ISS for each participant will be reviewed and updated regularly to reflect their progress in acquiring basic skills and occupational skills as appropriate. Each participant will be offered a copy of his/her ISS and any subsequent changes.

Each participant shall have their barrier(s) to employment and expected benefit from the program in overcoming their barrier(s) recorded in their ISS (such individuals may include, but are not limited to those who have limited English language proficiency, displaced homemakers, school dropouts, teenage parents, disabled, older workers, veterans, offenders, alcoholics or addicts).

The ISS will document the appropriate services for each participant. If the contractor determines through objective assessment that the participant would be most appropriately served by another agency, the contractor will document this in the participant's ISS and make the appropriate referral.

Providers have the discretion to determine what specific program services will be provided to a youth participant, based on each participant's objective assessment and ISS. All youth participants must receive some form of follow-up services for a minimum of twelve (12) months.

Summer Component

During the summer of 2009, a stand-alone summer youth program was authorized and funded. Since this may not be the case during the summer of 2010, bidders are required to develop strategies for comprehensive programs based on principles such as preparation for post-secondary opportunities, linkages between academic and occupational learning, and connections to the local job market. Summer youth employment only represents one of the ten required program elements, since emphasis for youth programming has shifted to comprehensive services.

One-Stop Services to Youth

Youth must have access to the Washtenaw County MWSC and must use the services provided by the Center. Services, at a minimum, should include inputting resumes on the Talent Bank, searching for available jobs, access to information in the Resource Room and access to other career-related information. When appropriate, youth should also be included in the recruiting pool conducted by employers during job fairs.

Out-of-School Youth

An out of school youth is defined as an individual who:

- Is an eligible youth who is a school dropout; or
- Is an eligible youth who has either graduated from high school or holds a GED, but is basic skills deficient, unemployed or underemployed.

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A youth attending an alternative school is not considered a "dropout." A school dropout is defined as an individual who is no longer attending any school and who has not received a secondary school diploma or its recognized equivalent.

Performance and Outcomes

Younger Youth

The following are performance indicators for youths 14-18 years of age, or *younger youth*:

- Skill Attainment Rate – attainment of basic skills and, as appropriate, work readiness or occupational skills.
- Diploma or Equivalent Attainment Rate – attainment of secondary school diplomas or its recognized equivalents.
- Retention Rate – placement and retention in post-secondary education or advanced training, or placement and retention in military service, employment, or qualified apprenticeships.

Listed below are the performance minimums that will be required of all contractors operating programs for youth 14-18 years of age through June 30, 2010.

Performance Indicator	Minimum Standard
Skill Attainment Rate	95%
Diploma or Equivalent Attainment Rate	89%
Retention Rate	80%

Older Youth

The following performance indicators are for youths 19-21 years of age, or *older youth*:

- Entered Employment Rate – entry into unsubsidized employment.
- Employment Retention Rate – retention in unsubsidized employment six (6) months after entry into employment.
- Average Earnings Change – earnings received in unsubsidized employment.
- Credential/Certification Rate – attainment of a recognized credential, relating to achievement of educational skills, which may include attainment of a secondary school diploma or its recognized equivalent, or occupational skills, by youths who enter unsubsidized employment or by youth who enter post-secondary education or advanced training.

Listed below are the performance minimums that will be required of all contractors operating programs for youth 19-21 years of age through June 30, 2010.

Performance Indicator	Minimum Standard
Entered Employment Rate	84%
Employment Retention Rate	85%
Average Earnings Change	\$3,000
Credential/Certification Rate	80%

Customer Satisfaction Performance

The following are performance indicators for overall program activities:

- Customer Satisfaction Index – Participant
- Customer Satisfaction Index – Employer

Customer satisfaction surveys must be conducted on participants and employers who utilize WIA funding. Measures of customer satisfaction must: (1) be quantifiable; (2) be able to track progress toward improvement; (3) be comparable across states; (4) be measured at the conclusion of participation; and (5) must promote continuous improvement in performance along with the core measures.

Satisfaction for all customers in all service categories will be measured through a set of 3-5 questions that together form the indicator. The following three questions should be included:

1. Overall, how satisfied were you with the services received?
(Scoring would range from 1—Very Dissatisfied to 10—Very Satisfied)
2. How likely would you be to refer others to these services?
(Scoring ranging from 1—Not Very Likely to 10—Very Likely)
3. If you were in a similar situation again, how likely would you be to use these services?
(Scoring ranging from 1—Not Very Likely to 10—Very Likely)

For participant customers receiving self-help/information and core services, the survey should be conducted at the point of contact, immediately after the service is provided. For intensive and training services, the participant will be surveyed after the completion of services (this does not mean necessarily that they have “exited” or been “terminated” from a program). Additional surveying may be conducted as part of follow-up to determine other aspects of satisfaction.

For employer customers, it is suggested that employers be grouped into three categories: (1) informational; (2) labor exchange and (3) special services (such as rapid response). For employers receiving information services, the survey should be conducted at the point of contact, immediately after the service is provided. For labor exchange and special services, the employer should be surveyed after the completion of services. The following three (3) questions should be included:

1. Overall, how satisfied were you with the services received?
(Scoring would range from 1—Very Dissatisfied to 10—Very Satisfied)
2. How likely would you be to refer others to these services?
(Scoring ranging from 1—Not Very Likely to 10—Very Likely)
3. If you were in a similar situation again, how likely would you be to use these services?
(Scoring ranging from 1—Not Very Likely to 10—Very Likely)

Listed below are the performance minimums that will be required of all contractors operating programs through June 30, 2010.

Performance Indicator	Minimum Standard
Participant Customer Satisfaction Index	91%
Employer Customer Satisfaction Index	86%

Section IV Proposal Terms and Conditions

1. Washtenaw County reserves the right to reject any and all proposals received as a result of this RFP. If a proposal is selected, it will be the most advantageous regarding price, quality of service, the Vendor's qualifications and capabilities to provide the specified service, and other factors which Washtenaw County may consider. The County does not intend to award a Bid fully on the basis of any response made to the proposal; the County reserves the right to consider proposals for modifications at any time before a Bid would be awarded, and negotiations would be undertaken with that provider whose proposal is deemed to best meet the County's specifications and needs.
2. The County reserves the right to reject any or all bids, to waive or not waive informalities or irregularities in bids or bidding procedures, and to accept or further negotiate cost, terms, or conditions of any bid determined by the County to be in the best interests of the County even though not the lowest bid.
3. The price quotations stated in the bidder's proposal will not be subject to any price increase from the date on which the proposal is opened at the County Purchasing Office to the mutually agreed-to date of contract.
4. Proposals must be signed by an official authorized to bind the provider to its provisions for at least a period of ninety (90) days. Failure of the successful bidder to accept the obligation of the Bid may result in the cancellation of any award.
5. In the event it becomes necessary to revise any part of the RFP, addenda will be provided. Deadlines for submission of the RFPs may be adjusted to allow for revisions. The entire proposal document with any amendments should be returned. To be considered, one (1) original proposal and five (5) copies must be at the County Purchasing Division on or before the date and time specified in Section I of this RFP.
6. Implementation and funding of any program is subject to regulations, policies and funding allocations from the United States Government, the State of Michigan and/or rescissions by Congress. Once a contract is awarded, that agency becomes fully responsible for administration of the program(s) and other policies or regulations established by the governing federal, state, and/or local agency.
7. Proposals should be prepared simply and economically providing a straight-forward, concise description of the bidder's ability to meet the requirements of this RFP. Proposals shall be written in ink or typewritten. No erasures are permitted. Mistakes may be crossed out and corrected and must be initialed in ink by the person signing the proposal.

Section V Contract Provisions

If a contract is awarded, the selected vendor will be required to adhere to a set of general contract provisions which will become part of any formal agreement. These provisions are general principles which apply to all providers of service to Washtenaw County.

ARTICLE III - REPORTING OF CONTRACTOR

Section 1 - The Contractor is to report to Trenda Rusher, Executive Director and/or her designee, and will cooperate and confer with her as necessary to insure satisfactory work progress.

Section 2 - All reports, estimates, memoranda and documents submitted by the Contractor must be dated and bear the Contractor's name.

Section 3 - All reports made in connection with these services are subject to review and final approval by the County Administrator.

Section 4 - The County may review and inspect the Contractor's activities during the term of this contract.

Section 5 - When applicable, the Contractor will submit a final, written report to the County Administrator.

Section 6 - After reasonable notice to the Contractor, the County may review any of the Contractor's internal records, reports or insurance policies.

ARTICLE IV - TERM

This contract begins on 01/01/10 and ends on 06/30/10.

ARTICLE V - PERSONNEL

Section 1 - The Contractor will provide the required services and will not subcontract or assign the services without the County's written approval.

Section 2 - The Contractor will not hire any County employee for any of the required services without the County's written approval.

Section 3 - The parties agree that the Contractor is neither an employee nor an agent of the County for any purpose.

Section 4 - The parties agree that all work done under this contract shall be completed in the United States and that none of the work will be partially or fully completed by either an offshore subcontractor or offshore business interest either owned or affiliated with the contractor. For purposes of this contract, the term, "offshore" refers to any area outside the contiguous United States, Alaska or Hawaii.

ARTICLE VI - INDEMNIFICATION AGREEMENT

The Contractor will protect, defend and indemnify Washtenaw County, its officers, agents, servants, volunteers and employees from any and all liabilities, claims, liens, fines, demands and costs, including legal fees, of whatsoever kind and nature which may result in injury or death to any persons, including the Contractor's own employees, and for loss or damage to any property, including property owned or in the care, custody or control of Washtenaw County in connection with or in any way incident to or arising out of the occupancy, use, service, operations, performance or non-performance of work in connection with this contract resulting in whole or in part from negligent acts or omissions of contractor, any sub-contractor, or any employee, agent or representative of the contractor or any sub-contractor.

ARTICLE VII - INSURANCE REQUIREMENTS

The Contractor will maintain at its own expense during the term of this Contract, the following insurance:

1. Workers' Compensation Insurance with Michigan statutory limits and Employers Liability Insurance with a minimum limit of \$100,000 each accident for any employee.
2. Commercial General Liability Insurance with a combined single limit of \$1,000,000 each occurrence for bodily injury and property damage. The County shall be added as "additional insured" on general liability policy with respect to the services provided under this contract.
3. Automobile Liability Insurance covering all owned, hired and nonowned vehicles with Personal Protection Insurance and Property Protection Insurance to comply with the provisions of the Michigan No Fault Insurance Law, including residual liability insurance with a minimum combined single limit of \$1,000,000 each accident for bodily injury and property damage.

Insurance companies, named insureds and policy forms may be subject to the approval of the Washtenaw County Administrator, if requested by the County Administrator. Such approval shall not be unreasonably withheld. Insurance policies shall not contain endorsements or policy conditions which reduce coverage provided to Washtenaw County. Contractor shall be responsible to Washtenaw County or insurance companies insuring Washtenaw County for all costs resulting from both financially unsound insurance companies selected by Contractor and their inadequate insurance coverage. Contractor shall furnish the Washtenaw County Administrator with satisfactory certificates of insurance or a certified copy of the policy, if requested by the County Administrator.

No payments will be made to the Contractor until the current certificates of insurance have been received and approved by the Administrator. If the insurance as evidenced by the certificates furnished by the Contractor expires or is canceled during the term of the contract, services and related payments will be suspended. Contractor shall furnish the County Administrator's Office with certification of insurance evidencing such coverage and endorsements at least ten (10) working days prior to commencement of services under this contract. Certificates shall be addressed to the County Administrator, P. O. Box 8645, Ann Arbor, MI, 48107, and shall provide for thirty (30) day written notice to the Certificate holder of cancellation of coverage.

ARTICLE VIII - COMPLIANCE WITH LAWS AND REGULATIONS

The Contractor will comply with all federal, state and local regulations, including but not limited to all applicable OSHA/MIOSHA requirements and the Americans with Disabilities Act.

ARTICLE IX - INTEREST OF CONTRACTOR AND COUNTY

The Contractor promises that it has no interest which would conflict with the performance of services required by this contract. The Contractor also promises that, in the performance of this contract, no officer, agent, employee of the County of Washtenaw, or member of its governing bodies, may participate in any decision relating to this contract which affects his/her personal interest or the interest of any corporation, partnership or association in which he/she is directly or indirectly interested or has any personal or pecuniary interest. However, this paragraph does not apply if there has been compliance with the provisions of Section 3 of Act No. 317 of the Public Acts of 1968 and/or Section 30 of Act No. 156 of Public Acts of 1851, as amended by Act No. 51 of the Public Acts of 1978, whichever is applicable.

ARTICLE X - CONTINGENT FEES

The Contractor promises that it has not employed or retained any company or person, other than bona fide employees working solely for the Contractor, to solicit or secure this contract, and that it has not paid or agreed to pay any company or person, other than bona fide employees working solely for the Contractor, any fee, commission, percentage, brokerage fee, gifts or any other consideration contingent upon or resulting from the award or making of this contract. For breach of this promise, the County may cancel this contract without liability or, at its discretion, deduct the full amount of the fee, commission, percentage, brokerage fee, gift or contingent fee from the compensation due the Contractor.

ARTICLE XI – DEBARMENT AND SUSPENSION

By signing this Contract, Contractor assures the County that it will comply with Federal Regulation 45 CFR Part 76 and certifies that to the best of its knowledge and belief the Contractor and any subcontractors retained by Contractor:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any federal department or contractor;
2. Have not within a three-year period preceding this Contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) transaction or contract under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property;
3. Are not presently indicted or otherwise criminally or civilly charged by a government entity (federal, state or local) with commission of any of the offenses enumerated in section 2, and ;
4. Have not within a three-year period preceding this Contract had one or more public transactions (federal, state or local) terminated for cause or default.

ARTICLE XII – LOBBYING

By signing this contract, Contractor assures the County that it will comply with Section 1352, Title 31 of the U.S. Code (pertaining to not using federal monies to influence federal contracting and financial transactions). The Contractor assures the County that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the Contractor, 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 making of any Federal grant, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal grant 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 grant or cooperative agreement, the Contractor shall complete and submit Standard Form - LLL, Disclosure of Lobbying Activities,” in accordance with its instructions;
3. This language shall be included in the award documents for all subawards at all tiers (including subgrants, contracts under grants and cooperative agreements, and subcontracts) and that all sub-recipients shall certify and disclose accordingly.

ARTICLE XIII - DRUG-FREE WORKPLACE

Grantees Other Than Individuals

- A. As required by the Drug-Free Workplace Act of 1988, the Contractor assures the County that it will or will continue to provide a drug-free workplace by:
 - a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
 - b) Establishing an on-going drug-free awareness program to inform employees about—
 - 1) The dangers of drug abuse in the workplace;
 - 2) The grantee's policy of maintaining a drug-free workplace;
 - 3) Any available drug counseling, rehabilitation, *and* employee assistance programs; and
 - 4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
 - c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
 - d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will—
 - 1) Abide by the terms of the statement; and

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- 2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
- e) Notifying the County, in writing, within 10 calendar days after receiving notice under subparagraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to the County;
- f) Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph (d)(2), with respect to any employee who is so convicted—
 - 1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
 - 2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
- g) Making a good faith effort to continue to maintain a drug- free workplace through implementation of paragraphs (a), (b), (c), (d), (e), and (f).

Grantees Who Are Individuals

As required by the Drug-Free Workplace Act of 1988:

- A. As a condition of the grant, the Contractor assures the County that it will not engage in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in conducting any activity with the grant; and
- B. If convicted of a criminal drug offense resulting from a violation occurring during the conduct of any grant activity, the Contractor agrees to report the conviction, in writing, within 10 calendar days of the conviction, to the County.

ARTICLE XIV - FEDERAL PROCUREMENT STANDARDS

The Contractor assures the County that it will follow federal procurement standards as described in the Code of Federal Regulations section 2 CFR Part 215.4 when procuring goods or services with federal funds to insure that procurement decisions are made ethically and with free and open competition among those providing the goods or services.

ARTICLE XV - EQUAL EMPLOYMENT OPPORTUNITY

The Contractor will not discriminate against any employee or applicant for employment because of race, creed, color, sex, sexual orientation, national origin, physical handicap, age, height, weight, marital status, veteran status, religion and political belief (except as it relates to a bona fide occupational qualification reasonably necessary to the normal operation of the business).

The Contractor will take affirmative action to eliminate discrimination based on sex, race, or a handicap in the hiring of applicant and the treatment of employees. Affirmative action will include, but not be limited to: Employment; upgrading, demotion or transfer; recruitment advertisement; layoff or termination; rates of pay or other forms of compensation; selection for training, including apprenticeship.

The Contractor agrees to post notices containing this policy against discrimination in conspicuous places available to applicants for employment and employees. All solicitations or advertisements for employees, placed by or on the behalf of the Contractor, will state that all qualified applicants will receive consideration for employment without regard to race, creed, color, sex, sexual orientation, national origin, physical handicap, age, height, weight, marital status, veteran status, religion and political belief.

ARTICLE XVI - LIVING WAGE

The parties understand that the County has enacted a Living Wage Ordinance that requires covered vendors who execute a service or professional service contract with the County to pay their employees under that contract, a minimum of either \$10.88 per hour with benefits or \$ 12.75 per hour without benefits. Contractor agrees to comply with this Ordinance in paying its employees. Contractor understands and agrees that an adjustment of the living wage amounts, based upon the Health and Human Services poverty guidelines, will be made on or before April 30, 2010 and annually thereafter which amount shall be automatically incorporated into this contract. County agrees to give Contractor thirty (30) days written notice of such change. Contractor agrees to post a notice containing the County's Living Wage requirements at a location at its place of business accessed by its employees

ARTICLE XVII - EQUAL ACCESS

The Contractor shall provide the services set forth in Article I without discrimination on the basis of race, color, religion, national origin, sex, sexual orientation, marital status, physical handicap, or age.

ARTICLE XVIII - OWNERSHIP OF DOCUMENTS AND PUBLICATION

All documents developed as a result of this contract will be freely available to the public. None may be copyrighted by the Contractor. During the performance of the services, the Contractor will be responsible for any loss of or damage to the documents while they are in its possession and must restore the loss or damage at its expense. Any use of the information and results of this contract by the Contractor must reference the project sponsorship by the County. Any publication of the information or results must be co-authored by the County.

ARTICLE XIX - ASSIGNS AND SUCCESSORS

This contract is binding on the County and the Contractor, their successors and assigns. Neither the County nor the Contractor will assign or transfer its interest in this contract without the written consent of the other.

ARTICLE XX - TERMINATION OF CONTRACT

Section 1 - Termination without cause. Either party may terminate the contract by giving thirty (30) days written notice to the other party.

ARTICLE XXI - PAYROLL TAXES

The Contractor is responsible for all applicable state and federal social security benefits and unemployment taxes and agrees to indemnify and protect the County against such liability.

ARTICLE XXII- PRACTICE AND ETHICS

The parties will conform to the code of ethics of their respective national professional associations.

ARTICLE XXIII- CHANGES IN SCOPE OR SCHEDULE OF SERVICES

Changes mutually agreed upon by the County and the Contractor, will be incorporated into this contract by written amendments signed by both parties.

ARTICLE XXIV - CHOICE OF LAW AND FORUM

This contract is to be interpreted by the laws of Michigan. The parties agree that the proper forum for litigation arising out of this contract is in Washtenaw County, Michigan.

ARTICLE XXV - EXTENT OF CONTRACT

This contract represents the entire agreement between the parties and supersedes all prior representations, negotiations or agreements whether written or oral.

In addition to the general County contract provisions, this contract will contain requirements for all contractors to comply with all applicable sections of the Workforce Investment Act (WIA) of 1998, as amended (29 U.S.C. 2801 et seq.)

Section VI Proposal Format

In order to be considered for funding, all proposals must be arranged in the following format and contain all of the following elements or the proposal will be deemed non-responsive.

Signature Page

Complete the Signature Page. This page shall be the cover sheet for your proposal.

Bidder Specifications

1. The organization must be capable of supporting its own operation. It is the general policy of the Washtenaw County MWA/ETCS not to give advance payments. Special requests will be considered, however, and financial stability of the organization must insure that any advance is supported by actual expenses or performance.
2. All proposed program costs must be reasonable, allocable, necessary to achieve program goals, and in accordance with federal, state and local policy and the terms of the Washtenaw County MWA/ETCS contracts. Any cost which does not meet all of the above criteria cannot be approved either for inclusion in the contract budget or for reimbursement. Such disallowed costs are the sole responsibility of the bidder.
3. The Contractor's financial management systems must comply with federal and state accountability standards. All costs reimbursed by the County will be subject to audit in accordance with the Single Audit Act requirements for state and local, as well as non-profit organizations, colleges, universities and other eligible programs.
4. The Contractor shall be responsible for the provision of appropriate Workforce Investment Act (WIA) services. The Contractor shall follow the principles of Equal Opportunity and Affirmative Action in the selection and enrollment of, as well as, in all subsequent dealings with participants.
5. All organizations receiving Workforce Investment Act awards will be required to submit copies of a number of documents and forms which may be necessary for award finalization, including but not limited to, the following:
 - a. Audits and Financial Statements
 - b. Articles of Incorporation
 - c. Licenses as applicable
 - d. Insurance Certificates as required
 - e. Staff job descriptions and qualifications

Please complete Attachment A: Bidder Background

Executive Summary

Provide a summary of your proposed program. The Washtenaw County Workforce Development Board (WDB) may review this summary. This summary should explain what your program will do and why your request should be funded. The summary should not exceed one (1) page.

Program Narrative

The Narrative will describe how the proposing agency proposes to meet the specifications outlined in the Request for Proposal (RFP). Please complete your proposal according to the following sections. Number your responses to correspond with the numbers in each section of this RFP. If an item is not applicable, write N/A next to the appropriate number. It is the responsibility of the proposing agency to address any and all requirements contained in this RFP.

This element of the proposal should describe the proposed program in detail sufficient to demonstrate an understanding of the work to be performed, the needs of the participants and the desired results. Please use affirmative language, such as “will” or “shall,” when writing your proposal.

The Program Narrative shall consist of the following sections:

Staffing/Management

1. *Past Experience*

Describe your agency's past experience in providing the types of services proposed for WIA. Indicate the number of years of experience your agency has had in operating such programs.

2. *Staffing*

Describe the knowledge, skills and abilities that you will require of the customer service Professionals.

Describe your agency's procedures on orienting and training new employees on an on-going basis for both WIA program guidelines and requirements and the local MWA policies and procedures. Include a description of the proposed staffing pattern of any staff that will be charged in whole or in part to this proposed project.

3. *Scheduling/Hours of Operation*

The provision of workforce services described in this RFP will be delivered primarily through the Washtenaw County Michigan Works! Service Centers (MWSCs) located at 304 Harriet Street and 301 West Michigan Avenue, both located in Ypsilanti, Michigan. MWSC services may reach out to other physical locations and even into the community, but much of the outreach will be defined by the service providers responding to this RFP. This system is structured to allow service providers to have significant input on the design and building of an effective workforce delivery system for Washtenaw County.

One significant change from the current model is the addition of the MWSC located at 301 West Michigan Avenue in the *Key Bank* building. While days and hours of operation of the MWSCs have not yet been finalized, the MWSCs will operate and must be staffed at minimum according to DELEG policy. Services and activities at these sites must be available at all times that the State of Michigan is open for business. Minimum hours of operation will be from 8 AM to 5 PM Monday through Friday.

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It is planned to have WIA Adult and Dislocated Worker and Employment Services activities operating out of the 301 West Michigan Ave site while WIA Youth services and JET activities will be located at the 304 Harriet Street location.

Please describe when and how your organization will assist in staffing the two (2) MWSCs (if applicable).

4. Management Plan

Describe your system for ensuring contract compliance, as well as compliance to the policies and procedures of the MWA/ETCS, DELEG, Washtenaw County Government and fiscal and programmatic reporting

Describe the lines of authority and responsibility related to the proposed program and its components. Describe in detail the methods and frequency with which components and activities will be monitored by your staff for contractual, program and quality compliance. Describe the procedures for corrective actions. Please note that all proposals **must** include a provision and system for conducting internal monitoring.

Program

1. Outreach & Recruitment

Describe your outreach and recruitment process. How will potential customers be identified? How will employers be identified and informed of the services available?

2. Assessment

Describe the assessment process that will be utilized to not only meet the requirements of assessment under the WIA guidelines, such as individual skill level, aptitudes, and supportive service needs, but any other barriers to employment that could be addressed through One-Stop collaboration.

3. Case Management

Describe your process of case management that will follow the participant's progress through the program.

4. Individual Service Strategy

Describe how you will set forth a mutually developed action plan with the participant based on the evaluation of Objective Assessment data that will lead to the attainment of program goals.

5. Registration

Explain your process for registering clients. What process will you use to determine that clients are eligible?

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6. Customers

Identify the number of clients you will serve and the types of services they will receive. You should provide a description of the activities you will provide and the number of clients that will receive each activity.

7. Objectives

Identify specific program objectives to be obtained.

8. Evaluation

Describe the methods to be used to evaluate the progress of participants toward task comprehension/follow-through and completion.

9. Workshop(s)

Describe any innovative workshop(s) or curriculum that you may incorporate into the One-Stop system for staff or participants.

10. Strength of Collaboration(s)

Describe your collaboration(s) with partnering agencies and programs within the One-Stop system. Include your participation on teams, in workshops and in job fairs. Discuss linkages within your own agency or with other agencies that will result in additional assistance or services to participants. Be sure to list private sector linkages. Describe the coordination and integration of the proposed program with those of Post Secondary Education, Vocational Technical Education, Carl Perkins, and other Education/Job Training Programs.

11. Overview

Provide a clear explanation of the program you are proposing to operate, including an overview of the proposed activities to be utilized. Describe what will be done, by whom, when, where and how.

Fiscal

1. Direct administrative costs refer to the costs of managing the proposed program. Direct administrative costs shall be that portion of necessary and allowable expenditures that are not directly related to the provision of services and otherwise allocable to other costs categories.
 - a. All activities that are conducted to coordinate and exchange information with other programs to assist eligible individuals;
 - b. All direct and indirect costs associated with the management of the program
 - c. Indirect administrative costs represent the general management and support function of an organization. Included are salaries, fringe benefits, related materials and supplies, equipment, office space, staff training and travel of administrative personnel (those engaged in executive, fiscal, personnel, legal, audit, procurement, data processing, communications, maintenance and similar functions); and,

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- d. Direct administrative costs are comprised of goods and services, which neither contribute to the general management and support functions of an organization, nor directly and immediately affect participants. Included are salaries, fringe benefits, and related materials, supplies, equipment, space, utilities, travel and all costs of clerical personnel of direct program administrative positions such as supervisors, program analysts, and labor market analyst and project directors.
2. Program services costs are costs associated with the delivery of, but are not limited to, the following direct client services:
 - Registration
 - Assessment
 - Development of Individual Service Strategy
 - All services allowable under Core Services
 - All services allowable under Intensive Services
 - All allowable Training Services
 - Incumbent Worker Training
 - Rapid Responses

3. Budget and Staff Wages

Please complete Attachments B1 and B2

4. In-Kind Contribution

Attach a description of services, materials, equipment, etc. to be provided to the program by your agency at no charge to the Washtenaw County MWA/ETCS. Include the approximate dollar value of each.

5. Certification Regarding Lobbying

Please complete Attachment C

Signature Page

<hr/> Signature	<hr/> Company Name
<hr/> Print Name	<hr/> Company Address
<hr/> Title	<hr/> City State Zip
<hr/> Telephone Number	<hr/> Fax Number
<hr/> Email Address	<div style="border: 1px solid black; padding: 10px;"> <p style="margin: 0;"><i>Check One:</i></p> <p style="margin: 5px 0;">Partnership _____</p> <p style="margin: 5px 0;">Non Profit Corp. _____</p> <p style="margin: 5px 0;">Profit Corp. _____</p> <p style="margin: 5px 0;">Other _____</p> </div>
<hr/> Federal Tax ID Number	
<hr/> Email address to send Purchase Order	

The above individual is authorized to sign on behalf of company submitting proposal.

Proposals must be signed by an official authorized to bind the provider to its provisions for at least a period of ninety (90) days.

Proposal Contact Person (if different than above):

<hr/> Print Name	<hr/> Title
<hr/> Email Address	<hr/> Telephone Number

Attachment A: Bidder Background

1. Public/Private Status

Public Private Non-Profit Private for Profit

2. Type of Organization

Sole Proprietorship Partnership
 Corporation Public Agency

3. Is the agency established in accordance with State statutes and is authorized to conduct business in the State of Michigan? (Y/N)

4. Provide a brief overview of the applicant agency. Include its mission, purpose, and any experiences and/or capabilities that it may have had in operating employment and training programs or similar training programs.

5. What is your total estimated agency budget?

a. If this proposal is funded, what percentage will it provide of your agency's total income from all sources?

6. Has your agency been audited by any agent within the last three years? (Y/N)

a. For all audits identified above, indicate what action has been taken in regard to the letters and opinions?

7. Has your agency had any contracts (JTPA, WIA, Welfare Reform or other) that were either not renewed or terminated since July 1, 1988? (Y/N)

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

8. Indicate the agency's experience over the past four (4) years in reference to the following items:

- a. Were grievances or complaints filed against the organization (not including discrimination)? (Y/N)
- b. Were lawsuits or judgments filed? (Y/N)
- c. Were there investigations of fraud, abuse, conflict of interest, political activities, nepotism or any criminal activities? (Y/N)
- d. Was there a default or breach of contract? (Y/N)
- e. Was bankruptcy or receivership by this organization or a parent organization declared? (Y/N)

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f. Were there any discrimination complaints or rulings against the agency? (Y/N)

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

- Date item checked was initiated
- Party or parties involved with specific reference to Workforce Investment Act (WIA) or other federal funds
- Brief description of the circumstances
- Final disposition and date
- A brief explanation if action is still pending

The information above must be included as an addendum and may be submitted as a table, if desired. Failure to include the above information, to provide false information or to omit relevant information may be grounds for not awarding a contract or canceling a contract if awarded.

9. Describe the overall management of the project. Identify the fiscal agent's capability to administer and be accountable for Federal and State funds.

Attachment B1: Budget

Line Item	A Total Cost (B + E)	B Total Contract Cost (C + D)	C Admin.	D Program Services	E In-Kind Contribu- tion
Staff Wages*					
Staff Fringes*					
Staff Travel					
Communications (Postage & Telephone)					
Facilities Rent/Usage					
Facilities Maintenance					
Consumable Materials & Supplies					
Instructional Materials**					
Equipment Lease/Usage**					
Equipment Maintenance					
Insurance**					
Other***					
Total					

*Complete the Worksheet on Staff Wages

**Provide detailed information supporting costs

***Identify other sources

Explanation of Worksheet for Staff Wages

This form is designed to give specific information about the contractor's staff necessary to provide Workforce Investment Act (WIA) services. It is to be submitted with the budget to the Washtenaw County MWA/ETCS for approval. The purpose of the worksheet is to demonstrate how each staff position spends 100% of his/her time.

Salaries and wages paid to employees of the contractor for full- and part-time work, including overtime, is to be considered when computing staff wages. Also include payment for time not worked, including sick leave, vacation, holidays and other paid absences (jury duty, military duty, etc.). Consideration should be given to anticipated increases or decreases in the number of employees, deductions and withholdings, and changes in group insurance and other benefit plans that are deducted from the employees pay.

1. Staff Position – enter the title of each staff position whose salary is being paid out of this contract.
2. Number of Pay Periods – enter the number of pay periods of each staff position that will be paid out of the contract.
3. Pay Per Period – enter the total amount of salary earned from all sources for the position indicated *regardless of the percentage of salary paid out of the contract*.

Example: Total salary of instructor is \$400 per week with 10% of the salary paid from the WIA contract. A figure of \$400 should be entered. Indicate the hourly rate x number of hours worked per week for each position, such as \$10 x 40 = 400.

4. Percent – enter the percentage of time that the position will devote to this project.
5. Amount – enter the total WIA cost of each staff position by cost category. (Formula: # of pay periods x pay per period x % for each cost category).
6. Non-WIA Funds – enter the percentage of pay allotted to non-WIA activities.

Attachment C: 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 an 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 contract, the making of any federal grant, the making 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 contracts under grants, loans, and cooperative agreements), and that all subrecipients shall certify and disclose accordingly.

This certification is a material representative 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 \$100,000, for each such failure.

_____ Signature of Authorized Certifying Official	
_____ Printed Name	_____ Title
_____ Applicant Organization	
_____ Date Submitted	