

**Networks Northwest  
as the administrative entity for the  
Northwest Michigan Workforce Development Board  
issues the following  
Request for Proposal (RFP)  
Seeking a One-Stop Operator for Northwest Michigan Works!, Inc.  
July 9th, 2019**

**A. Background Information**

1. The Workforce Innovation and Opportunity Act (WIOA) requires each local Workforce Development Board (WDB) to solicit a One Stop Operator (OSO) through a competitive bid process. The role of the OSO, per WIOA, is to provide coordination of the various service providers within the one-stop American Job Center(s). The Act does not define the OSO role beyond that (see WIOA Section 121).
2. Networks Northwest has identified the following as desired roles of the OSO:
  - Evaluate and provide assessment of customer service practices. Processes to be evaluated are, but are not limited to, staff and customer interaction, customer intake, customer triage, customer process flow, and staff assisted career services;
  - Serve as a natural convener of WIOA required partners within the American Job Centers with the goal of introducing a continuous improvement mindset and culture as it pertains to customer process flow within the American Job Centers;
  - Facilitate a comprehensive workforce development strategic planning process that may include, but is not limited to, an assessment of regional talent related resources and shortfalls, identifying workforce development priorities, and establishing desired outcomes.
3. WIOA allows WDBs to deliver their own Career Services (not including direct occupational training) rather than procure those services through competitive bid. The Northwest Michigan WDB has chosen to do this; therefore, all WIOA Career Services, along with all other programs that are contracted to the WDB by the State of Michigan, are all delivered to customers directly by staff of Northwest Michigan Works!, Inc. This significantly limits the number of service providers requiring coordination by the OSO.
4. The Northwest region's four (4) one-stop American Job Centers are located in Petoskey, Traverse City, Cadillac and Manistee, Michigan. One OSO is being sought for all four centers, since they operate as a unified system.

5. Operating partners within these four centers vary. The largest number of partners is in the Traverse City American Job Center with the following organizations delivering services directly related to WIOA; other Centers have a smaller sub-set of this partner list:
- State of Michigan, Unemployment Insurance Agency;
  - State of Michigan, Michigan Rehabilitation Services (itinerant; not physically co-located);
  - State of Michigan, Talent Investment Agency: Veterans Services and Migrant Services Workers;
  - Northwest Michigan Works!, Inc.: All WIOA programs for adults, youth and dislocated workers; Adult Education Program; Wagner-Peyser Employment Service; TANF (PATH) welfare reform program; and all associated/affiliated grants and programs through the State of Michigan Talent Investment Agency.

In some centers, there are additional tenants delivering programs that are not required to be coordinated by the OSO, such as private temporary staffing agencies.

6. Eligible bidders per WIOA are as follows:
- Government agencies or governmental units, such as local or county governments, school districts, state agencies, and federal WIOA partners.
  - Employment Service state agencies under the Wagner-Peyser Act, as amended by Title III of WIOA.
  - Indian Tribes, tribal organizations, Alaska Native entities, Indian-controlled organizations serving Indians, or Native Hawaiian organizations (collectively referred to herein as “Indian Tribes”).
  - Educational institutions, such as institutions of higher education, nontraditional public secondary schools such as night schools, and area career and technical education schools (however, elementary and other secondary schools are not eligible to become a One-Stop operator).
  - Community-based organizations, nonprofit entities, or workforce intermediaries.
  - Other interested organizations that are capable of carrying out the duties of the One-Stop operator, such as a local chamber of commerce, other business organization, or labor organization.
  - Private for-profit entities (additional requirements highlighted in TEG 15-16 6 (D)).
  - Local WDBs, if approved by the CEO and the Governor, as required in WIOA Section 107(g)(2).
7. All bidders in response to this RFP are hereby notified that, according to WIOA and State of Michigan, Talent Investment Agency, Policy Issuance 18-17:

*“In situations in which the outcome of the competitive process is the selection of the local WDB itself as the One-Stop operator, the Governor (TIA/WDA Director) and the CEO must agree to the selection of the local WDB as required by the WIOA Section 107(g)(2). The CEO*

*shall submit a formal request to the Governor (TIA/WDA Director) requesting the local board serve as the One-Stop operator. Supporting data and information must be submitted as part of this request. “ The Northwest Michigan Workforce Development Board retains the right to this option.*

## **B. Proposal Guidelines**

1. Proposals in response to the RFP must be received by 5:00 p.m. on August 9th, 2019.
2. Proposals must be submitted electronically to the following email address: [terry.vandercook@networksnorthwest.org](mailto:terry.vandercook@networksnorthwest.org) Electronic notification of receipt to the bidder will be provided to the bidder upon receipt.
3. Proposals must be limited to no more than 5 pages, 12 point font.
4. The Proposal Cover Sheet must be included as Page 1.
5. Proposals must follow the prescribed Proposal Format shown in section C.
6. Late proposals and/or proposals that do not meet submission requirements will not be considered or scored.
7. Proposals are for a one-year period, renewable for up to three additional years based upon performance.
8. Bidders will be notified of the selected OSO within 60 days of the proposal submission deadline.
9. Networks Northwest reserves the right to negotiate OSO activities and cost based on proposals received.

## **C. Proposal Content Format**

**Section 1: Proposal Cover Sheet** (attached; prerequisite for review of proposal)

**Section 2: Description of Coordination Services** (25 points maximum)

Describe the level and type of services to be provided to accomplish the desired OSO roles outlined in section A. 2. of this document. Provide a broad scope work plan on how and when the proposed services would be carried out including how the completed activities would be documented to Networks Northwest.

**Section 3: Staffing** (10 points maximum)

Describe the level of staffing that would be necessary to provide the OSO service for Northwest Michigan Works!. Include qualifications and level of experience for those personnel that would be executing the desired roles of OSO.

**Section 4: Experience** (25 points maximum)

Describe the bidding organization’s experience in three primary areas: 1) coordination of multiple programs and partners outside of the bidder’s own organization; 2) specific experience

in the delivery of or understanding of workforce development or similar programs; 3) depth of knowledge and experience in evaluating, developing and deploying customer service programs.

**Section 5: Budget** (30 points maximum)

Provide a line-item budget for a twelve-month period to carry out the OSO function as described in section A. 2. of this document. Contract award will be prorated to the number of calendar months from the time of award of the contract through June 30<sup>th</sup>, 2020. Include a brief description and breakdown for each line item.

**Section 6: Disclosures and Assurances** (10 points maximum)

- Disclose any potential conflicts of interest arising from the relationship of the bidding organization that would be the OSO with particular workforce training providers or other service providers, and/or with the Workforce Development Board.
- Include a statement committing to refrain from establishing practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training, and/or education.
- Provide a statement of commitment to comply with Federal regulations, and procurement policies, relating to the calculation and use of profits from this OSO activity.

**Proposal Cover Sheet  
Networks Northwest – One Stop Operator Bid**

**Name of bidding organization:** \_\_\_\_\_

**Address (physical):**

\_\_\_\_\_  
\_\_\_\_\_

**Address (mailing, if different):**

\_\_\_\_\_  
\_\_\_\_\_

**Type of organization (legal status):** \_\_\_\_\_

**Name & title of authorized official:** \_\_\_\_\_

**Name & title of contact person (if different from above):**

\_\_\_\_\_

**Telephone:** \_\_\_\_\_ **Email:** \_\_\_\_\_

**Date of bid submission:** \_\_\_\_\_

**Email address of submitter:** \_\_\_\_\_

**Signature of authorized official:** \_\_\_\_\_