



Southeast Michigan Community Alliance (SEMCA)

REQUEST FOR PROPOSALS (RFP)

Youth Program Services

Workforce Innovation and Opportunity Act (WIOA)

Program Year 2019
(July 1, 2019 through June 30, 2020)

With option to renew annually for a total of three years

RFP Issued: March 25th 2019
Proposals Due: April 25, 2019, 3:00 p.m.

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State wide access 1-800-285-9675 - Michigan Relay Center Callers dial 711

Reasonable accommodations will be made upon request.

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Timetable

Release Date: **March 25, 2019**

**Bidder questions due to SEMCA Michigan Works!
Email to WFD@semca.org** **April 1, 2019**

Bidders' Conference: **April 8, 2019
1:00 p.m.**

SEMCA Office
25363 Eureka Rd.
Taylor, MI 48180

Proposal Due, Date, Time, and Location: **April 25, 2019
3:00pm**

Deliver in person:
Deborah Taylor
SEMCA
25363 Eureka Rd.
Taylor, MI 48180

SEMCA will not accept emailed or faxed proposals. Proposals received after this time will only be considered if it is in the best interest of SEMCA to do so.

Winning Bidders Notified: **May 24, 2019**

Contract Start Date: **July 1, 2019**
With option to renew annual for a total of three years.

NOTE: This schedule is subject to change.

Background and General Information

Introduction

SEMCA Michigan Works! has issued this Request for Proposal (RFP) to secure contractors for the delivery of **Workforce Innovation and Opportunity Act (WIOA) Youth Services**. The federal Workforce Innovation and Opportunity Act of 2014 (WIOA), Public Law (PL) 113-128, was enacted by Congress on January 3, 2014. The WIOA youth program includes 14 program elements that are required to be made available to youth participants. WIOA prioritizes work experience and requires 20% of WIOA Youth funds must be expended for the work experiences. Additionally 60% of funds must be spent on Out-of-School Youth.

This RFP is based on current law, workforce development board policy and any subsequent changes that apply specifically to WIOA funds. Additional information can be found online through the following links:

WDA <https://www.michigan.gov/wda/>
WIOA https://www.doleta.gov/Youth_services

Bidders may submit a proposal to provide Youth Services at one or more of SEMCA's seven American Job Center locations.

RFP Purpose, Funding Period, and Funds Availability

This RFP will distribute the WIOA Youth funds. Funding made available to SEMCA Michigan Works! for this RFP are for the first year PY2019: July 1, 2019 through June 30, 2020, *with an option to renew annually for a total of three years*: PY2020: July 1, 2020 through June 30, 2021, and PY2021: July 1, 2021 through June 30, 2022.

Services to be delivered under this RFP will be funded mainly under WIOA. Other funding sources may be utilized to support shared services in accordance with applicable laws. Such funding sources may include Federal, State and/or local sources including but not limited to General Fund/General Purpose (GF/GP), Jobs for Michigan's Graduates, and Temporary Assistance for Needy Families (TANF).

Should a sub-award agreement be awarded to an organization not currently a service provider of WIOA Youth in the SEMCA Michigan Works! region, the new service provider will be responsible for all services and participants associated with the services carried into the program year 2019 (beginning July 1, 2019) from program year 2018 (ending June 30, 2018). The service provider selected to provide WIOA Youth Services is responsible for fulfilling the terms and commitments of any participant currently active on the statewide OSMIS as of July 1, 2019.

This RFP does not commit SEMCA to award a contract(s) for any of the services identified in the RFP. SEMCA reserves the right to accept or reject any or all proposals received as a result of this request, or to cancel or amend in part or in its entirety if it is in the best interest of SEMCA to do so.

Program Feature & Design

Program Model

Program models require a continuum of services with comprehensive case management and guidance to meet the individual needs of youth participants. Proposals should be based on positive youth development with best practices that support, motivate, and prepare youth through age appropriate activities leading to educational achievements, successful transition to adulthood and long-term success in employment. The successful bidder will demonstrate the ability to design, coordinate and deliver year round activities and services for WIOA eligible youth that promote:

- Earning a high school diploma or GED
- Preparation for postsecondary education and training
- Career exploration and preparation
- Work-based Learning
- Employment in demand-driven occupations
- Earning postsecondary credentials

A service strategy must be developed for each participant that provides a path that leads to attainment of WIOA performance accountability. The plan should identify career pathways that include education and employment goals with appropriate services to meet those goals. The service strategy should take into account an objective assessment of the young adult's basic skills, occupational skills, work experience, interests, aptitudes, academic levels, skill levels, and other needs of the individual.

There are fourteen required program elements that must be made available to all youth participants to support attainment of a high school diploma or GED, entry into postsecondary education, and career readiness for participants. Elements in which a youth participates is determined by the objective assessment outlined in the service strategy.

Fourteen Program Elements

1. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies leading to completion of the requirements for a high school diploma, GED (including a recognized certificate of attendance or similar document for individuals with disabilities), or a recognized postsecondary credential.
2. Alternative secondary school services or dropout recovery services.
3. Paid and unpaid work experiences that have an academic and occupational education component which may include:
 - Summer employment and other employment opportunities throughout the year
 - Pre-apprenticeship programs
 - Internships
 - Job shadowing
 - On-the-job (OJT) training opportunities

4. Occupational skills training with priority considerations for training programs that lead to recognized postsecondary credentials that are aligned with demand in the local area.
5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.
6. Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive and social civic behaviors.
7. Supportive services.
8. Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months.
9. Follow-up services for not less than 12 months after completion of the participation.
10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral.
11. Financial literacy education.
12. Entrepreneurial skills training.
13. Services that provide labor market and employment information about in-demand industry sectors or occupations in the local area, such as career awareness and career exploration.
14. Activities that help youth prepare for and transition to postsecondary education and training.

WIOA Youth Eligibility

WIOA SEMCA service area requires at least 60% funds be spent on out-of-school youth (OSY) and have an increased focus on work-based learning and career pathways.

Out-of-School Youth (OSY) individuals who are:

- Not attending any school (as defined under State law);
- Not younger than age 16 or older than age 24; and
- One or more of the following:
 - A school dropout;
 - A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter;
 - A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is—
 - basic skills deficient; or
 - an English language learner.
 - An individual who is subject to the juvenile or adult justice system;
 - A homeless, runaway, or current/prior foster youth;
 - An individual who is pregnant or parenting;
 - A youth who is an individual with a disability;
 - A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.

In-School Youth (ISY) individuals who are:

- Attending school (as defined by State law);

- Not younger than age 14 or (unless an individual with a disability who is attending school under State law) older than age 21;
- A low-income individual; and
- One or more of the following:
 - Basic skills deficient;
 - An English language learner;
 - An offender;
 - A homeless, runaway, or current/prior foster youth;
 - Pregnant or parenting;
 - A youth who is an individual with a disability;
 - An individual who requires additional assistance to complete an educational program or to secure or hold employment.

WIOA Performance Measures and Program Outcomes

WIOA performance measures are required to demonstrate how their programs are able to help all enrolled youth achieve the outcomes measured by WIOA, inform program design and will include:

- Percent of participants who are in education or training activities, or in unsubsidized employment, during second quarter after exit from the program.
- Percent of participants who are in education or training activities, or in unsubsidized employment, during the fourth quarter after exit from the program.
- Percent of participants who obtain a postsecondary credential or a high school diploma or equivalent during participation or within one year after exit from the program.
- Percent of participants who, during a program year, are in an education or training program that leads to a postsecondary credential or employment and who are achieving measurable skill gains toward such credential or employment.

Performance measures are subject to change at any time, and SEMCA Michigan Works! may set performance benchmarks or implement additional measures in response to regulations or local need. At the time of issuance of this RFP, the proposed WIOA Youth performance measures are

Negotiated Performance Levels for Program Years (PYs) 2018 and 2019

SEMCA Michigan Works! WIOA Youth		
Performance Measure	PY 2018 Negotiated Performance Level	PY 2019 Negotiated Performance Level
WIOA Title 1 -YOUTH		
Employment Rate 2nd Quarter After Exit	75.7%	75.7%
Employment Rate 4th Quarter After Exit	69.4%	69.4%
Credential Attainment – 4th Rate Quarter	77.3%	77.3%

Program Integration

WIOA Youth program services offers a multitude of career exploration and postsecondary planning opportunities/experiences in collaboration with education providers such as: talent tours, paid and unpaid work experience programs, apprenticeship programs, job placements, college and career exploration fairs, GED test preparation, FAFSA application completion, college planning guidance, etc. In addition, all our Michigan Works! American Job Center (AJC) sites help customers with resume writing, job search, interviewing, and soft skills training. The program integration design may include other programs and currently includes the following:

Jobs for Michigan's Graduates (JMG), a subsidiary of Jobs for America's Graduates (JAG), www.jag.org, Out-of-School Model into the WIOA Youth Program. JAG is a nationwide dropout prevention and recovery program for youth. The JMG program helps Michigan's young people who are at risk of dropping out of high school, or who have already dropped out, graduate and make successful transitions to postsecondary education or meaningful employment. Students enrolled in the program are youth who have barriers to success, including deficiencies in basic skills, transportation, income and economic status.

Youth Build

The YouthBuild program will assist in raising high school completion or equivalency rate and improve employment opportunities for young adults who have dropped out of high school. Young adults will participate in the program for six to eight months, with a portion of youth participating for longer if they need additional time to earn their high school diploma/equivalency or to complete a paid work experience. The program currently serves residents of Hamtramck and Highland Park in Michigan. Young adults who complete the program will be supported by YouthBuild partners for a period of 12-months, receiving placement services, ongoing career guidance and necessary supportive services.

Funding

SEMCA recognizes that changes in grants, both program and funding, are possible due to new or revised legislation and will incorporate changes as necessary. Accordingly, all funding is contingent on the availability of continued authorization for program activities from the funding source, the Michigan Talent Investment Agency (TIA). All items submitted as part of a proposal are subject to modification based upon rules and regulations imposed by funding sources.

Exact funds available under this RFP will not be known until the TIA releases its allocations for PY 2019. Bidders may base their proposal budgets on the figures below, which indicate the last two program years' allocations to SEMCA's WIOA Youth Program providers. The allocations below are solely for the purpose of offering guidance to bidders. PY 2019 contracts will be based upon allocations received from TIA.

Total Allocations to SEMCA's WIOA Youth Program Providers for PY 2017 and PY 2018:

- PY 2017 (July 1, 2017 through June 30, 2018) WIOA Allocations: \$1,569,203
- PY 2018 (July 1, 2018 through June 30, 2019) WIOA Allocations: \$1,712,367

SEMCA reserves the right to award contracts to any number of bidders and to negotiate the population and area to be served based upon information in the proposal.

Activity Tracking

The Pure Michigan Talent Connect (PMTTC) and One Stop Management Information System (OSMIS) are Internet-based systems of tracking for use by customers and potential customers of the Michigan Works! system and service providers.

The PMTTC provides online access to job openings; information about employers; services and training opportunities for job seekers; and labor market information. All successful bidders will be required to use OSMIS to record and track appropriate activities and program services. Reports generated from the OSMIS will be utilized to determine program performance by the service. Therefore, knowledge of the system, accuracy, and timely entry of information are critical. System training will be facilitated by SEMCA Michigan Works! but it is the contractor's responsibility to ensure on-going staff expertise and cooperation. In addition, contractors may be asked to provide additional documentation or information not accessible through OSMIS to evaluate performance outcomes, as well as program strengths and weaknesses.

- **Measurement of success** should come from an accurate and transparent data base that is maintained by contractor(s). To ensure success, a quality assurance and improvement process should be maintained and enforced by the successful bidder.

Innovative Program Design Elements

A successful program will include the following program design elements:

- **Innovative** and creative outreach strategies including program design maintaining an online presence and collaboration with partners.
- **Collaboration with SEMCA Michigan Works! Initiatives and Partners** – SEMCA Michigan Works! is seeking innovative ideas for connecting program participants to meaningful employment, based in partnership with local and statewide economic development agencies, educational institutions and others.

Proposal Submission

Proposal Limits

Proposal Preparation: This RFP does not commit SEMCA to pay any cost incurred in the preparation of the bidder's proposal.

- SEMCA may require the bidder selected to participate in negotiations, to submit any price, technical, or other revision to their proposals as may result from negotiations.
- Contract Award: This RFP does not commit SEMCA to award a contract(s) for any of the services identified in this RFP.
- Contracts will be awarded for one year. SEMCA may, at its discretion, extend the contracts annually for a maximum of three years.

Proposal Instructions

1. Instructions: This RFP contains the specifications and forms required for use in preparing and submitting a proposal.
2. Budgets:
 - A budget must be submitted. If a budget includes indirect cost, the agency Indirect Cost Plan must be included as an attachment. Budgets with a high concentration of direct client costs and reasonable administrative costs will receive higher consideration.
 - Administrative and/or indirect costs may not exceed 10 percent.
 - Revised budgets will be required within thirty (30) days of award amount, if applicable.

Proposal Evaluation

Proposals submitted in response to this WIOA Youth RFP will be primarily evaluated based upon the following criteria and weights:

Category	Weight in Points
1. Innovation & Experience	30
2. Program Design	20
3. Performance, Outcomes and Continuous Improvement	20
4. Administrative & Management Capacity	15
5. Financial Capability	15
Total	100

SEMCA Michigan Works! reserves the right to consider factors outside of this RFP that it deems relevant in making its final selection of contractor(s) that will serve the best interest of SEMCA Michigan Works! mission, its customers and the communities it serves. Contract(s) may be terminated immediately if funding is terminated.

Cover Sheet Signature Page Youth Services

Proposed WIOA Youth Services Budget		\$	
Legal Name of Bidding Organization:			Date Organization was Established:
Address:			
City:	State:	Zip Code:	
Phone:		DUNS or EIN:	
List Bidder d/b/a/ Name(s):			
Contact Person:			Phone:
Website Address:			
Type of Organization: (Check all that apply)			
<input type="checkbox"/> Government	<input type="checkbox"/> Sole Proprietorship	<input type="checkbox"/> Corporation	
<input type="checkbox"/> Private Non-Profit	<input type="checkbox"/> Partnership	<input type="checkbox"/> Other (Specify)	
<input type="checkbox"/> School District	<input type="checkbox"/> Private for Profit		
Bidders should specify the particular geographic area within the SEMCA Michigan Works! service area that they are proposing to serve and/or state that they are willing to be placed at any location based upon the discretion of SEMCA Michigan Works! (Check all that apply)			
<input type="checkbox"/> Dearborn, 6451 Schaefer Road, Dearborn, MI 48126		<input type="checkbox"/> Southgate, 15100 Northline Road, Southgate, MI 48195	
<input type="checkbox"/> Livonia, 30246 Plymouth Road, Livonia, MI 48150		<input type="checkbox"/> Wayne, 35731 West Michigan Avenue, Wayne, MI 48184	
<input type="checkbox"/> Monroe, 1531 North Telegraph Road, Monroe, MI 48162		<input type="checkbox"/> Grosse Pointe, 17888 Mack Avenue, Grosse Pointe, MI 48230	
<input type="checkbox"/> Highland Park, 144 E. Manchester Street, Highland Park, MI 48203			
<input type="checkbox"/> ***Are willing to be placed at any location based upon the discretion of SEMCA Michigan Works!			
<p>Certification: That the bidding organization understands and will comply with the specific assurances and certifications contained in this proposal. The information contained in this proposal represents the organization and its proposed operating plans and budget necessary to conduct the proposed WIOA Title I Adult/DW Activities described herein. I acknowledge that I have read and understand the requirements of the Request for Proposal (RFP) and that the organization is prepared to implement the proposed activities as described. The bidding organization understands that this proposal is an application for funding and does not ensure subsequent funding. That if selected for funding, the bidding organization will be bound by the information contained herein as well as by the terms and conditions of the resultant contract. I certify that I am authorized to sign this proposal on behalf of the organization submitting the proposal, and further certify that the responding entity named above waives any right to claims against SEMCA Michigan Works! and the SEMCA Workforce Development Board members in their individual capacities.</p>			
Name of Signatory Official (<i>printed</i>):		Title:	
Signature of Signatory Official:		Date:	

***Proposal Submission Order**

1. **Proposal cover sheet**
2. **Information about your organization**
3. **Scope of Work Questions**
4. **Budget Narrative & Budget**
5. **Required Forms from RFP General Provisions (2019)**

Bidders must answer every question or should indicate the question is not applicable to their program by responding with, "N/A." and provide a rationale.

Information about your organization

Owners, Members of Board of Director, Officers: List the names and titles of all owners, members of the Board of Directors, and/or any other officers of the bidding entity. *(Response may not exceed the following space.)*

Public Organization: Provide a concise and complete statement to establish that your organization: is a public organization as defined in General Provisions RFP *(Response may not exceed the following space.)*

Organizational Chart: Provide an organizational chart that depicts what positions are required to operate your program design. Provide a narrative description of the organizational chart.

SCOPE OF WORK PROPOSAL QUESTIONS

Responses below must not exceed one page for each of the following 5 sections.

A. Innovation & Experience (30 pts)

1. Describe your agency's experience operating WIOA Youth Programs. If your agency/organization does not have previous WIOA experience, describe your experience with youth workforce development programming. Provide the number of youth served, the number of youth contracted to serve, and the

outcomes achieved compared to the performance expectations of the funding source for the past three (3) years of programming.

2. Describe the process you used to ensure performance measures were met. What do you deem were the most important factors in meeting or exceeding past performance expectations? If any performance expectations were not met, please explain what you believe were the reasons for not meeting them and your plan for addressing them.
3. Describe your agency's experience providing workforce development services, and how you will be innovative in providing youth services?
4. Describe how you will contribute to a more robust and coordinated workforce system that focuses on a fully integrated service delivery strategy, which ensures that all customers flow seamlessly throughout the SEMCA Michigan Works! region.
5. Describe innovative ways you will collaborate between agencies and/or programs to expand services to underserved populations, reduce overhead, avoid duplication of effort and identify gaps in services?
6. Describe how you will provide outreach efforts to expand on serving youth?

B. Program Design (20 pts)

1. **Proposed Program Design:** Describe your proposed program design. Include, at a minimum, a description of the following:
 - a) The target populations you intend to serve and why.
 - b) The approaches and methods used to recruit eligible youth for the program and engage disconnected youth.
 - c) The use of an educational development plan and an individual service strategy outlining education, training and service needs for each participant.
 - d) How your program will increase employment and post-secondary opportunities for the targeted population.
 - e) How do you obtain participant feedback, discern viability and then incorporate into the program design?
2. **Fourteen Program Elements:** Please describe how you will make the fourteen program elements (listed on page 5) available to youth participants. You are not required to directly provide the services; only how you will make them available to youth participants.
3. **Emphasis on Work-Experience:** WIOA requires that at least 20 percent of local Youth formula funds be used for work experiences, such as summer and

year-round employment, pre-apprenticeship, on-the-job training, or internships and job shadowing. Describe how you will emphasize work experience and incorporate an academic and occupational education component.

4. **Partnerships/Collaborations:** Describe the partnerships and collaborations your agency has established that will allow you to incorporate all fourteen WIOA elements into your program. Provide program coordination plans that highlight communication, data management, and service coordination with those partnering agencies.
5. **Jobs for Michigan's Graduates (JMG):** Describe how your program will incorporate the JMG Out-of-School model. (listed on page 8)

C. Performance, Outcomes and Continuous Improvement (20 pts)

1. Customer Satisfaction and Continuous Improvement

- a) Describe how you will measure employer satisfaction.
- b) Describe what specific actions you will take to improve employer satisfaction.
- c) All quality programs should have a strategy for continuous improvement. Describe the process your agency will utilize to execute regular cycles of youth program evaluation.

2. Performance Outcomes

- a) Propose goals and provide details of how to achieve outcomes such as: how many employers reached, job placements, work based learning, etc.
- b) If attainment of outcomes appears to be lagging or in jeopardy, describe provisions for attainment of goals.
- c) If your agency/organization does not have previous experience, describe your experience with similar programming. Provide the number of customers served (job seekers and/or employers) and the outcomes achieved compared to the performance expectations of the funding source for the past three years of programming.

D. Administrative & Management Capacity (15 pts)

1. Staffing

- a) Give a description of the organizational structure and why it is structured this way. Is the organization for profit or non-profit?
- b) Explain plans for the hiring and selection of staff, supervision and management of staff, program activities, training and staff development.
- c) Give a description of your organization's policies and practices related to Equal Opportunity and persons with disabilities.

2. Past Experience

- a) Describe the bidder's past experience partnering with workforce programs.
- b) If the performance was achieved under contract to an agency other than SEMCA Michigan Works! provide the agency name, program description and date, funding source and phone number.

3. New Bidders

(A new bidder is anyone who has not provided workforce services for any Michigan Works! Agency or other Workforce Board area in the past two years).

- a) Please describe your experiences with programs governed by federal and state regulations.
- b) List your agency's timeframe and direct involvement in program operations and compliance with federal and state directives.
- c) Specify outcomes of the program(s) delineated as well as any audit and/or monitoring findings made known.

E. Financial Capability (15 pts)

1. Historical

Give a description of your financial stability and any comments you wish to make about your credit rating, your payment policies, and any recognition you may have received from accrediting or other bodies for organization or financial excellence. Has your organization experienced any financial difficulty in the past five years? If your agency has not been audited within the last two years, provide an explanation of why an audit has not been completed.

2. Budget Narrative

Submit a budget narrative. The narrative will be used to describe to reviewers how the budget is related to the proposed activities. The budget narrative should identify the line items indicated in the overall budget and describe and justify the expenses included in the line item. The most important thing to remember about the budget narrative is that you must justify any expenses that are not immediately obvious.

3. Allocation Expenditure

In the past five (5) years, has your agency ever returned unspent youth funds to the funding source? If yes, provide a detailed explanation why the funds were not spent.

Additional forms must be completed and submitted with each complete Bidder Proposal. Forms are found in the RFP General Provisions:

- Assurances
- “Certification Regarding Lobbying” certification
- “Certification Regarding Debarment and Suspension” certification
- “Certification of Merit Based Identity” if applicable
- Insurance
- EEO Is The Law