

**Partnership.Accountability.Training.Hope. (PATH)**

**REQUEST FOR PROPOSALS**

**NOTIFICATION  
AND  
GENERAL  
INSTRUCTIONS**

**RFP Issued: March 20, 2023**

**Proposals Due: April 6, 2023 by 5 p.m.**

**Southeast Michigan Community Alliance (SEMCA)  
25363 Eureka Road  
Taylor, MI 48180  
(734) 229-3500**

**Partnership. Accountability. Training. Hope (PATH)**  
**Request for Proposals**  
**Notification and General Instructions**

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## REQUEST FOR PROPOSALS CALENDAR

|   |                                   |
|---|-----------------------------------|
| <b>Request for Proposals Released</b>         | <b>March 20, 2023</b>             |
| <b>Bidders' Electronic Questions Deadline</b> | <b>March 23, 2023 at 10 a.m.</b>  |
| <b>Proposals Due</b>                          | <b>April 6, 2023 at 5 p.m.</b>    |
| <b>Proposals Evaluated</b>                    | <b>April 10 – April 21, 20203</b> |
| <b>Workforce Development Board Action</b>     | <b>May 17, 2023</b>               |
| <b>Bidder Notification</b>                    | <b>May 19, 2023</b>               |
| <b>Program Begins</b>                         | <b>October 1, 2023</b>            |

***Note: This schedule is subject to change***

### **SEMCA Michigan Works! Background**

SEMCA Michigan Works! is the administrative entity that oversees the Michigan Works! American Jobs Centers (AJC) in Monroe County and Wayne County, excluding the City of Detroit. It is one of 16 Michigan Works! Agencies (MWA) in the state, which collectively operates almost 100 AJCs throughout Michigan. SEMCA Michigan Works! has set program-specific priorities with an overall priority to have contract staff and services located at its six (6) AJCs in the SEMCA Michigan Works! region.

SEMCA Michigan Works! strives to ensure that its AJCs and related services are employer focused and outcome driven, with the placement of job candidates to meet businesses' hiring needs being of the highest priority. Through partnerships, contracted services, oversight and direction, SEMCA Michigan Works! ensures that systems are in place so that a quality connection is made between businesses looking for qualified workers and individuals seeking gainful employment.

### **Michigan Works! System**

The success of the workforce investment system is dependent on the development of true partnerships and honest collaboration at all levels and among all stakeholders. The cornerstone of the workforce investment system is One-Stop service delivery that unifies numerous education, training and employment programs into a single, customer-friendly system in each area. The One-Stop system promotes the coordination of programs, services and governance structures so that the customer has access to a seamless system of workforce investment services.

The contractor(s) and staff funded under this RFP will be known as the SEMCA Michigan Works! Agency, promoting activities under that designation unless they receive written approval from SEMCA Michigan Works!. Bidders must reflect their organization's commitment to deliver services consistent with the mission, vision, values, and culture of the SEMCA Michigan Works! system.

The system design should be based on the following principles:

- Adherence to a Workforce Development Board (WDB) developed strategic plan that encourages a common direction among diverse employment, education, and training programs.
- Universality of access by employers and job seekers with multiple access points.
- Ease of customer access being based on population density and other factors that make locations convenient for customer use, with a minimum of one physical AJC that has programs co-located and offers all the core services required.

- Service delivery that is driven by individual customer needs rather than program offerings.
- Demand driven through private sector leadership which serves the workforce by responding to the marketplace.
- Integration of services across agencies and programs, replacing fragmentation and duplication with coordination and consolidation.
- Customer service focus of staff, facilities and services supported by customer satisfaction measures.
- Maximum leveraging of resources through co-location and shared operating costs; and
- Accountability focused on results and documented by performance measures.

### **Workforce Development Board Overview**

Supported by the Workforce Innovation and Opportunity Act (WIOA) of 2014, The Workforce Development Board (WDB) has a federal mandate to be the lead organization for workforce development planning and to arrange for a system of service delivery that meets the workforce needs of business and the public alike. In the SEMCA Michigan Works! region, the Southeast Governmental Alliance (SEGA) Board is the ultimate governing authority for workforce development funds and policy. The SEGA Board has authorized the WDB to advise and recommend policy, strategies, and funding related to workforce development. The SEGA Board is responsible for appointing members to the WDB.

The WDB is charged by the Governor with implementing the Michigan Works! system and provides policy guidance and oversight for all workforce programs in the SEMCA Michigan Works! region. It is a collaboration of local area employers, educators, labor unions, elected officials and community-based organizations united to bridge the gap between job seekers and companies in need of talent. It is an employer-driven, policy-making entity, charged with the distribution of public workforce funds that creates a network of programs designed to address workforce challenges. As one of 16 MWAs in the state, SEMCA Michigan Works! staffs the WDB and provides oversight to contractors delivering workforce development services in the SEMCA Michigan Works! region (Monroe County and Out-Wayne County, excluding the City of Detroit).

SEMCA Michigan Works! mission is to provide leadership to create a life-long workforce development system that is responsive to market demand. Our region is a vital, competitive economy that is sustained by regional/private/public partnerships that develop a productive workforce. SEMCA Michigan Works! along with the WDB, works to ensure the efficient use of funds, maximize the system's effectiveness and improve collaboration. We address the full workforce development continuum, including pipeline development, recruitment, advancement and retention. SEMCA Michigan Works! and the WDB are steadfast in their

commitment to leverage resources and engage partners primed to drive the SEMCA Michigan Works! region as the nation's leading talent capital.

## **SOLICITATION**

- A. SEMCA has issued this RFP to secure contractors to coordinate and administer the PATH Program to the eligible population as referred by the Department of Health and Human Services (DHHS) for program year 2023-24. SEMCA is seeking a system of PATH contractors that provides the most convenient, efficient, productive, uniform (franchise model), and cost-effective service for our customers.
- B. SEMCA will utilize a Bidders' Electronic Question option. Bidders may submit questions relevant to the RFP electronically to [wfd@semca.org](mailto:wfd@semca.org) by Thursday, March 23, 2023 by 10 a.m.. Inquiries will only be accepted in writing via email (reference "PATH RFP" in the Subject Line), and if deemed to be of general usefulness to all potential bidders will be responded to on the SEMCA ([www.semca.org](http://www.semca.org)) website within 48 hours (by Monday 03/27/2023). Should SEMCA deem the need to post any additional Q & A or other pertinent information relevant to the RFP, it will be posted on the website prior to the RFP submittal deadline.
- C. Technical assistance will **not** be provided during the bid process.
- D. This RFP does not commit SEMCA to pay any cost incurred in the preparation of the bidder's proposal.
- E. 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, this RFP if it is in the best interest of SEMCA to do so.

## **PROPOSAL SUBMISSION**

- A. All proposals must be electronically submitted to [wfd@semca.org](mailto:wfd@semca.org) by April 6, 2023, no later than 5:00 pm. Reference "PATH RFP SUBMISSION" in the subject line. Bidders who are not currently under contract with SEMCA may submit up to three letters of support, dated within 30 days of the issuance of this RFP, from any MWA(s) for which they are currently providing PATH services.

**LATE PROPOSALS WILL NOT BE CONSIDERED**

B. Proposals must be submitted in the legal name of the organization. Proposals should not be submitted in the name of a project. SEMCA will only contract with the legal entity named in the proposal.

C. Proposals must follow the instructions as indicated in the RFP. All proposals must be submitted **on the pages provided (unless noted otherwise)**, in the space permitted and the order specified, using a font size of 12 or larger. If a space is not applicable, the bidder should put N.A.

D. Any bidder may include a proposed subcontract with another entity within the bidder's proposal. However, the same details that are required in the description of the services for the primary applicant must be included in the description for the proposed subcontractors. Proposed subcontractors must demonstrate the same capacity to perform as would be expected of the primary contractors.

E. Bidders may specify the particular geographic offices within the SEMCA region they are proposing to serve (3 offices in Wayne County or 1 in Monroe County) and/or may request to be considered to provide services at any office within the SEMCA region, at SEMCA's discretion, pending successful negotiations.

F. All proposals become public information after contracts are awarded and may be open for public scrutiny, upon request. Proposals become the property of SEMCA and will not be returned to the bidder.

G. Bidders submitting a response to this RFP must be willing and legally able to sign a contract that will provide a full indemnification and hold harmless to any liability of SEMCA or its governing bodies for any activities conducted by the contractor agency. The contractor will be solely responsible for activities and services performed under the contract.

H. Contracts will be awarded for one year. SEMCA may, at its discretion, extend the contracts for up to two one-year periods, for a total of 3 years.

I. SEMCA will follow appropriate protest procedures in the event the awarding of a bid is questioned or challenged. These procedures are outlined in the SEMCA procurement policy and are available at any time upon written request.

### **Minimum Requirements**

Proposals will be accepted from any educational institution, government agency, private non-profit entity, or private for-profit entity that can demonstrate the capacity to successfully provide the services identified in the RFP. Proposals from sole-proprietors will not be accepted. Proposals from a collaborative, partnership or other combinations of organizations are acceptable, but must identify one organization as the lead agency, prime contractor and must specify the assignment of subcontracting relationships.

Contractors must:

- Have no record of fraud, default while under contract, or unresponsiveness to performance and contract improvement measures. Contractors who are or have been seriously deficient in current or recent contract performance, in the absence of circumstances properly beyond the control of the contractor, shall be presumed to be unable to meet this requirement.
- Have the ability to fulfill contract requirements, including the indemnification and insurance requirements.
- Have the ability to maintain adequate files and records and meet reporting requirements.
- Have the administrative and fiscal capability to provide and manage the proposed services and to ensure an adequate audit trail.
- Have the ability to maintain internal written and electronic budget reporting that is updated monthly and is provided to internal program management to assure that they are aware of all resources and funding available to achieve program goals.
- Meet other presentation and participation requirements listed in this RFP.

### **Organizational Capabilities**

In operating as a partner in developing the state's workforce, the Michigan Works! system is mandated to follow a model of collaboration and cooperation. At SEMCA Michigan Works! this mandate is taken very seriously. Characteristics of effective collaboration and cooperation include:

- The organization will ensure that management and staff align their activities with the direction provided by SEMCA Michigan Works! and will cooperate and collaborate with administrative staff, other organizations and outside agencies to achieve the goal of "One System" which delivers exceptional results.
- The organization has established partnerships (beyond referrals and information sharing), with other community, educational, and governmental organizations and institutions, and is committed to leverage these partnerships to further the efficacy of the Michigan Works! system in the SEMCA Michigan Works! region.
- The organization will respond to communications and requests in timeframes given and coordinate appropriately with SEMCA Michigan Works! staff and other organizations and partners to support direction from SEMCA Michigan Works!



- Questions, issues, or concerns relating to program design, program implementation, policies or procedures will be reported to SEMCA Michigan Works! administrative office as soon as they are known.
- Questions or concerns about financial administration and accounting procedures related to funding stream allocations will be directed to SEMCA Michigan Works! administrative financial office as soon as they are known.
- All data regarding the organization's operations in fulfilling the contract(s) are to be provided on request to SEMCA Michigan Works! for the purpose of understanding organization's operations and working toward seamless delivery of exceptional service. With the exclusion of certain confidential information sources (e.g., individual employee personnel records), all operational data will be promptly provided to SEMCA Michigan Works! administrative office upon request.

### **Innovative Program Design Elements**

A successful program will include the following program design elements:

- Develop innovative and creative outreach strategies including program design maintaining an online presence.
- Collaborate 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.
- Measurement of success should come from an accurate and transparent data base that is maintained by potential contractors. To ensure success, a quality assurance and improvement process should be maintained and enforced by the successful bidder.

### **Doing Business with SEMCA Michigan Works!**

In order to better promote a seamless, customer-friendly service delivery system, all selected contractor(s) staff located at the AJC must identify themselves as Michigan Works! Each contract must use the common Michigan Works! identifier on all products, programs, activities, services, electronic resources, facilities, and related property and new materials. Any deviation from this must receive prior approval from SEMCA Michigan Works! Administration. (WDA Policy Issuances 19-03).

The Michigan Works! brand, AJCs must use either the "American Job Center" common identifier or use the tagline phrase "a proud partner of the American Job Center network." Either plain text or a logo may be used. If a logo is used, it must be used in accordance with the guidelines available at [American Job Center — Graphics Style Guide for Partners | U.S. Department of Labor \(dol.gov\)](https://www.dol.gov/ebsa/american-job-center-graphics-style-guide-for-partners).

All SEMCA Michigan Works! selected contractors are required to abide by the Equal Opportunity (EO) standards. The EO tagline is to be included in all printed material, including but not limited to agency letterhead, newspaper advertisements, brochures and pamphlets,

meeting notices, customer program application forms, employment application forms, participant/employee recruitment materials, locally developed training materials, PowerPoint presentations used for public presentations, public service announcements/advertising/press releases/media messages/broadcasts, and other routine agency communications ordinarily released to the general public. All phone lines used for AJC business must use “Michigan Works!” as their outgoing caller ID text.

In addition,

- SEMCA Michigan Works! currently conducts regular best practices meetings. At these meetings information regarding new policies is disseminated, project committees are formed, management information/data collection and data entry issues are discussed, best practices are shared, and ideas are generated to benefit the system. Mandatory attendance to these meetings is required of all appropriate staff.
- Selected contractor(s) staff providing customer coaching have a minimum of a Career Development Facilitator (CDF) certificate within one year of hire as a CDF and submit proof to SEMCA within 30 days of receipt.
- As new programs arise, program issues or specialized knowledge is required for the system, SEMCA Michigan Works! will offer (at no cost to the selected contractor) training in these areas.
- Selected contractor(s) must join the Michigan Works! Association and are expected to participate in appropriate trainings offered by the Association. Selected contractor(s) must participate in - and provide staff for - any activities that SEMCA Michigan Works! is involved with that will attract job seekers and business owners and/or enhance the image of our workforce service system.
- Selected contractor(s) performance, for all programs, will be reviewed on a scheduled basis, in accordance with SEMCA Michigan Works! policy. Funding adjustments may be made as a result of the performance review.
- If a new contractor is selected to operate a program location previously operated by another contractor, they must service all registered participants carried-in from the previous program year. At contract award time, the new contractor will be required to submit a budget and allocation to serve enrolled participants that they inherit.
- Returning selected contractor(s) must accommodate services for their existing participants (i.e., training, supportive services, etc.) as well as for new participants in their budget.
- All SEMCA Michigan Works! selected contractors are required to submit newsworthy Success Stories based on submission calendar provided by SEMCA Michigan Works!

### **Service Delivery Site(s)**

The service area for SEMCA Michigan Works! includes all of Monroe and Wayne County (excluding the City of Detroit). SEMCA Michigan Works! has established AJCs in locations based upon geographic, and other relevant criteria. SEMCA Michigan Works! currently has PATH at the following six (6) locations:

- Dearborn, 6451 Schaefer Road, Dearborn, MI 48126
- Highland Park, 144 E. Manchester Street, Highland Park, MI 48203
- Livonia, 30246 Plymouth Road, Livonia, MI 48150
- Monroe, 1531 North Telegraph Road, Monroe, MI 48162
- Southgate, 15100 Northline Road, Southgate, MI 48195
- Wayne, 35731 West Michigan Avenue, Wayne, MI 48184

Bidders should specify the particular geographic area within the SEMCA Michigan Works! service area(s) 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! Highland Park, Livonia and Wayne are SEMCA Michigan Works! leased facilities. Successful bidders for those locations will be physically located within the existing One-Stop Center. All other locations are independently leased facilities and will be required to establish a presence in one of the facilities noted above or establish a facility in the same city within reasonable proximity to the existing AJC.

### **Service Delivery Hours/Closings**

Services at the AJC must be available at all times the State of Michigan is open for business, unless sites are closed by SEMCA Michigan Works! for public safety (e.g., inclement weather). Minimum hours of operation are 8:00am-5:00pm, Monday through Friday, though some extended hours are encouraged.

Services should reach out to other physical locations and 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 the SEMCA Michigan Works! region.

### **Workforce Development Professional Staff Qualifications**

Management and staff must abide by the following: Workforce Development Professional Staff Qualifications Code of Ethics and Professional Practices from the National Association of Workforce Development Professionals (NAWDP). Expectations for all workforce development professionals include the following:

- Staff are outcome driven, adherent to the highest standards of customer service, and demonstrate respect and positive regard at all times.
- Staff will focus on and adopt the values of:
  - Innovative, visionary practice;
  - empowered teams and individuals;
  - universal access through meaningful partnerships;
  - clear, accurate and timely communication.
- Staff must possess minimum key knowledge, skills, abilities, and attributes to operate effectively and efficiently. Things such as:
  - Ability to plan, organize and effectively present the entire portfolio of services available through Michigan Works! to businesses, job seekers and the community;
  - Ability to establish credibility by showing support for and understanding of SEMCA Michigan Works! 's mission and priorities.
  - Demonstrated ability to establish and maintain effective working relationships with community leaders, school systems, business organizations and the general public.
  - Able to see the “big picture” and transform vision into reality.
  - Ability to multi-task and establish priorities in a rapidly changing environment;
  - Knowledge, understanding and total continuous process improvement;
  - Understanding of quality customer service philosophy and customer expectations;
  - Comprehensive knowledge of Michigan Works! services and demonstrated knowledge of workforce and economic development principles; and

Staff will be skilled as communicators, problem-solvers, record-keepers with a strong working knowledge of funding stream eligibility documentation, procedures and policies. Skills in computer technology will be sufficient to enter and retrieve data required for recordkeeping and reporting. Education and training of staff will be derived from performance requirements, and will be sufficient to justify the designation “professional.”

### **Code of Ethics and Professional Practices**

Management and staff must abide by the Code of Ethics and Professional Practices from the National Association of Workforce Development Professionals (NAWDP).

Members of NAWDP pledge to:

- Exhibit and uphold the highest standards of professional and ethical conduct to ensure the integrity and advancement of the workforce development profession.
- Advance programs and services that are consistent with the public trust and responsive to the public interest.
- Demonstrate commitment to maintaining professional competencies through ongoing professional development.
- Exercise maximum effort in the workplace to ensure optimal benefit to my customers

and to my organization and community.

- Promote cooperation and collaboration with partner organizations to maximize our customers' opportunities for success.
- Respect the integrity, promote the welfare, and maximize the freedom of choice and informed consent of my customers.
- Respect and protect the privacy of my customers when gathering, recording, storing, and sharing confidential information.
- Recognize and respect the unique challenges faced by culturally or ethnically diverse and individuals with disabilities.
- Abstain from using my official position to secure personal or political privilege, advantage, gain, or benefit.
- Adopt innovative practices when appropriate and adapt to changes in the industry to create new opportunities.
- Offer the most effective services available in their community.

### **Fiscal Management**

#### **Financial Information**

- All organizations that receive SEMCA funding must comply with the Uniform Guidance issued by the Office of Management and Budget on December 26, 2013, and December 19, 2014 along with DOL's exceptions also published on December 19, 2014. The Uniform Guidance is published at 2 CFR Part 200 and DOLs exceptions at 2 CFR Part 2900. The Uniform Guidance consolidates and updates guidance and requirements applicable to Federal awards from earlier documents including OMB circulars A-21, A- 50, A-87, A-102, A-110, and A-122. Michigan's Talent Investment Agencies Policy Issuance 15-12.
- All SEMCA funded contracts between Southeast Michigan Community Alliance Michigan Works! and Service Providers will be conducted on a cost reimbursement basis only. However, related to for-profit organizations, profit is paid based on pay-for performance criteria.
- All SEMCA Service Providers/Contractors are required to conduct internal financial management reviews. The purpose is to provide adequate internal controls and ensure compliance with the following areas related to SEMCA funds and services:
  - Provisions of the SEMCA and its regulations.
  - Provisions of the SEMCA Contract.
  - Applicable State and Workforce Development Board Policies.
  - Accepted financial management and accounting practices; and
  - Compliance with OMB Uniform Guidance (2 CFR Part 200) and others as appropriate.

Internal financial management procedures shall be sufficient to prevent fraud and abuse. All reports of information creating suspicion or instances of criminal misconduct must be reported immediately to SEMCA Michigan Works! Internal financial management procedures must also ensure that auditable and otherwise adequate records are maintained which support all expenditures of SEMCA funds and confirm adherence to policies regarding allowable costs and allocations of cost to proper cost categories. The SEMCA Service Provider/Contractor shall document all internal financial compliance reviews.

- Service Providers/Contractors are required to establish internal program management procedures to assure compliance with contract requirements, delivery of high-quality services to eligible individuals and achievement of planned outcomes.
- It is the objective of SEMCA Michigan Works! to place the maximum amount of resources at points in the system where customers are directly served. All funds we contract for administrative and management activities of service providers will be spent in support of direct service delivery.
- The service provider's maximum administrative cost, either direct cost or as part of a cost allocation plan, may not exceed 10% without prior approval by SEMCA.
- All service providers must demonstrate familiarity with and the ability to abide by the terms of SEMCA Michigan Works! contracts, including the requirements for financial management.
- As a recipient of SEMCA funds, service providers must have an annual financial and compliance audit performed. The audits must be conducted in accordance with auditing standards set forth under the OMB Uniform Guidance (2 CFR Part 200). This requirement will be met by providing SEMCA Michigan Works! a copy of the annual audit according to OMB Uniform Guidance. For-profit PATH contractors must have an annual financial and compliance audit performed under Generally Accepted Accounting Standards by an independent auditor. A copy of the audit will be forwarded to SEMCA Michigan Works! The audit should be submitted within 30 days after the completion of the audit, but not later than six months after the end of the audit period.
- Contracted Service Providers must cooperate with any monitoring, inspection, audit, or investigation of activities related to SEMCA contracts. These activities may be conducted by the Michigan Labor and Economic Opportunity, the U.S. Department of Health and Human Services and SEMCA Michigan Works! or their designated representatives. This cooperation includes access to, examination of, and/or photocopying of books, records, files, documents, property, or equipment related to all aspects of SEMCA funded activities under this contractual agreement.
- The following financial records and documents, not limited to, must be maintained for

SEMCA-funded participants and employees. They must be available for monitoring and review by SEMCA Michigan Works! and must be retained, subject to audit, for three years following the final audit of the contract. If any aspect of the program is under investigation or in the process of audit resolution and/or debt collection, the Service Provider is required to retain records after the three-year period and until the final audit resolution of all disallowed and/or questioned costs are paid or accepted as allowable. Please see below:

- General ledger or equivalent.
  - Cash receipts and cash disbursements journals/reports or equivalent.
  - Bank statement, reconciliation, deposit slips and canceled checks for each bank account through which SEMCA funds were received or disbursed.
  - All contracts with SEMCA Michigan Works! including all amendments.
  - All financial reports and documentation supporting requests for reimbursement.
  - Payroll records including Individual Earnings Record, Employee Withholding Authorization (W-4), FICA reporting forms, Federal and State withholding, Unemployment taxes, Employee Personnel Files, Time Records and Employee Time/Salary Allocation plans.
  - Invoices and/or supporting data for non-payroll disbursements; and
  - Participants' records including participant data forms, verification/documentation items, assessments tests and results, the Individualized Employment Plan, Individualized Service Strategy, and documentation of outcomes.
- Proof of insurance is not a requirement for the submission of a proposal; however, successful respondents will be required to obtain all insurances specified/required by SEMCA Michigan Works! and provide same with proper Certificates of Insurance prior to commencing work under a contract resulting from this RFP.
  - All non-expendable property/equipment with a life expectancy of one year or more or a unit cost of \$5,000 for non-IT items and \$1,000 for IT items, which is purchased or leased with SEMCA funds must be approved in writing by SEMCA Michigan Works! prior to purchase or lease. The Service Provider agrees to comply with the Uniform Guidance (2 CFR Part 200), and all applicable SEMCA Michigan Works! property policies.
  - The Service Provider(s) agrees not to dispose of or transfer property/equipment purchased with SEMCA funds until written authorization is received from SEMCA Michigan Works! The Service Provider(s) will be responsible for maintaining an accurate inventory of all SEMCA property/equipment in their possession.
  - The respondent assures, with respect to operation of the SEMCA-funded services or activities and all agreements or arrangements to carry out the SEMCA-funded project or activity, that it will comply fully with the nondiscrimination and equal opportunity

provisions of the Workforce Innovation and Opportunity Act, the Nontraditional Employment for Women Act of 1991; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; Title IX of the Education Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Part 34. The United States has the right to seek judicial enforcement of this assurance.

- To ensure compliance with the E-Verify requirements of the General Statutes of Michigan, all contractors, including any subcontractors employed by the contract(s), by submitting a bid, proposal, or any other response, or by providing any material, equipment, supplies, services, etc., attest and affirm that they are aware and in full compliance with Article 2 of Chapter 64, (NCGS 64-26(a)) relating to the E-Verify requirements.
- Individuals employed in work-related activities under SEMCA must be compensated in accordance with applicable law, but not less than the higher of the rate specified in the Fair Labor Standards Act of 1938 or the applicable state minimum wage law.
- Health and safety standards under federal and state law otherwise applicable to working conditions of employees are equally applicable to working conditions of SEMCA participants engaged in work experience activities under THE FOOD AND NUTRITION ACT OF 2008. Workers' compensation insurance coverage must be secured for SEMCA participants in work experience jobs.
- We encourage service providers to consider implementing salary incentive programs for their staff, linked to the SEMCA Michigan Works!' performance requirements. Service providers must develop cost allocation plans that properly allocate costs between management/administrative functions and operations, as well as among the various federal revenue sources that fund SEMCA Michigan Works! contracts.



## Additional Requirements

### **Configuration Standards for Public Access Computers Located in One-Stop Centers**

One of the primary resources made available to customers in the AJC is a computer with Internet access. Technology can enable information, as well as many services, to be accessed wherever a computer and internet service is available. In recognition of this reality, SEMCA Michigan Works! is encouraging selected contractors to assist with the development and deployment of a more robust web presence, including website and menu of online resources. These online resources are not expected to replace more traditional brick and mortar sites for service, virtual services should be offered to employers and job seekers to every extent possible. While there is no way to guarantee the safety of confidential information, the following items must be implemented to show that the best effort is being made. Due to the number of choices available to address the different items listed, specific product or brands will not be defined. It is a local decision of your technical support staff to determine what will address the need listed.

#### **Workstation Security**

- Operating system configured to automatically download and install critical updates. Deployment of a central update server is recommended for large numbers of workstations.
- Centrally managed anti-virus / anti-malware software installed and configured to regularly update at least once daily.
- Workstation applications regularly updated via centrally managed software updates or individual applications configured to automatically download and update (where possible).
- Public access user account on Workstation configured for non-administrative or limited access to prevent installation of software, modification of system configuration, and unapproved device or driver installation.
- Regular or automated removal of personal information from public access workstations.

#### **Internet Security**

- Firewall with anti-virus, anti-malware, intrusion prevention, and content filtering services.

#### **Network Information Security**

- Isolated network for public access computers

#### **Routine Maintenance**

- Firewall log / report analysis
- Inspection of systems

### **Operating System and Applications**

Each workstation must be regularly reviewed to check for, and correct, outdated OS and software that can pose security risks. Use of auditing software is highly recommended to partially, if not fully, automate this process.

### **Managed Virus and Malware Protection**

A centrally managed anti-virus / anti-malware protection suite must be utilized and regularly reviewed. With the ever-increasing threat viruses' pose to networks, it is unacceptable to operate without it.

The purpose of the centrally managed component is to automate tasks associated with maintaining a healthy defense perimeter. Some of these tasks include obtaining regular updates (both signature and application), pushing these updates to endpoints, performing endpoint compliance checks and version audits, generation of alerts when problems are identified, and generation of reports for audit purposes.

Typically, this type of software is licensed per endpoint and requires a dedicated server or workstation for the management & reporting component. There are numerous application vendors to select from.

It is vital to have internet checks and balances system in place to prevent unsolicited traffic, malicious activities, and misuse of Internet service. Examples of misuse include, but are not limited to, the following:

- Browsing sites that are unrelated to services provided at the One-stop location. (Pornographic, on-line dating, on-line ordering, on-line gaming, entertainment-based movie or television viewing, etc.)
- Use of services other than web browsing. (FTP, IMAP, P2P, POP, SMTP, SSH, etc.)
- Network scanning, denial of service, or proxy.

A firewall is the essential tool which can provide this required protection. It can be configured to disallow unwanted services, deny traffic containing known threats, and block inappropriate web browsing content.

It is important the firewall have the following integrated features in order to be fully effective:

- Gateway anti-virus and anti-malware scanner
- Intrusion prevention
- Content filtering

Some of the above functions could be provided by an external provider in the form of a service, removing the requirement from the firewall device. It is also recommended that the firewall anti-virus and network anti-virus be from different vendors / providers.

The firewall needs to be configured so log files can be collected. Some firewall manufacturers provide a reporting component that can collect and parse the log files generated by the firewall.

### **Public Access User Restrictions**

The user account that the general public logs in with, must have the necessary restrictions enforced to prevent installation of software, modification of system configuration, and unapproved device or driver installation. Under no circumstances should the public access account have administrative privilege.

### **Removal of Personal Information**

It is necessary to regularly remove personal information from public access computers. As these systems are used by the public, personal information may collect and be left behind when the individual concludes their use. This information could be in the form of web history, documents, auto-fill forms, etc.

It is recommended to configure the OS and applications to prohibit the collection of this type of information. Additionally, it is recommended to implement a procedure of policy to protect such settings from modification. There are software solutions available to assist in this effort.

### **Separate Network for Public Access Computers**

Public access computers within the One-stop Centers must have their own isolated network and printer(s). This eliminates the possibility of interaction with confidential information stored on staff computers and server(s).

### **Firewall Log Analysis**

The log files generated by the firewall must be reviewed weekly at a minimum to ensure no problems exist. By regularly reviewing the firewall logs, a pattern of normal daily activity can be identified. This way unusual traffic or activities become more easily recognizable. Through the course of analyzing and tracking down anomalies, problems may be discovered and corrected. It is highly recommended to parse the firewall log files into reports to simplify review and make detection of anomalies easier. Some firewall manufacturers provide a reporting component to automate this process including the generation of reports.

### **Inspection of Systems**

Within 60 days of contract award, local technical staff must complete and forward to SEMCA Michigan Works! 's Information Technology department the "Network Site Information" and "Workstation Information" documents. Yearly updates and submission of this this information is also required.

Local technical staff must record system reviews on the "Network Maintenance" and "Workstation Update Log" documents. One copy of the "Workstation Maintenance" document is required per workstation. This review process should be done monthly. All the above information must be kept at the local site in Excel spreadsheet format and made available upon request of SEMCA Michigan Works! staff.

### **Notice to Prospective Vendors/Subcontractors**

SEMCA Michigan Works! is a federal contractor obligated to take affirmative action to employ women, minorities, disabled individuals, and veterans. SEMCA Michigan Works! is also required to inform those with whom it conducts business that they, too, may have such obligations.

You should know that, by operation of law, as well as by this notification, the Equal Employment Opportunity Clause required under Executive Order 11246, (41 C.F.R. 60-1.4), the affirmative action commitment for special disabled veterans and veterans of the Vietnam Era set forth in 41 [C.F.R. 60-300.44(f)(1)(ii)], the Affirmative Action Clause for Section 503 of The Rehabilitation Act of 1973 set forth 41[C.F.R. 60-741.44(f)(1)(ii)], and the related regulations of Secretary of Labor, (41 C.F.R.), Chapter 60, are incorporated in all of our contractual relationships.

This notification does not necessarily mean that your business has any or all of the affirmative action obligations referenced above. This will depend upon a number of factors, including the dollar amount of our transaction(s) and the size of your workforce. This provides that if the laws' jurisdictional requirements are met, you will abide by any and all of your affirmative action responsibilities. The governing agency on affirmative action requires that we maintain this type of documentation to show that SEMCA Michigan Works! is in compliance with the law itself.

Upon submission of this proposal, the financial institution agrees that it will comply with the Federal Civil Rights Act of 1964, as amended; the Federal Civil Rights Act of 1991, as amended; the Americans with Disabilities Act of 1990, as amended; the Elliot-Larson Civil Rights Act, Article 2, Act No. 453, Public Act of 1976, as amended; the Michigan Handicapper's Civil Rights Act, Article 2, Act No. 220; Public Act of 1976, as amended; and all other applicable Federal, State, and Local laws and regulations. Specifically, contractors and service providers are required not to discriminate against any employee or applicant for employment with respect to such person's hire, tenure, terms, conditions, or privileges of employment, or any other matter directly or indirectly related to employment because of such person's race, color, religion, national origin, ancestry, age, sex, or disability as defined by law. Breach of this covenant may be regarded as material breach of the contract or purchase agreement and may be processed as provided under the State of Michigan laws. Questions regarding this section should be referred to Katherine Brady-Medley, EEO Officer at

[kate.bradymedley@semca.org](mailto:kate.bradymedley@semca.org)

## GENERAL INFORMATION

- A. Regulatory, operational documents and plans mentioned in this RFP are available for review at [www.semca.org](http://www.semca.org). Contact Charmarra Bantom\_ [charmarrah.bantom@semca.org](mailto:charmarrah.bantom@semca.org) for additional information.
- B. SEMCA recognizes that changes, in both program and funding, are possible due to new or revised legislation and/or policy and will incorporate changes as necessary. Accordingly, all funding is contingent on the availability of funds and continued authorization for program activities from the funding source, the Michigan Labor & Economic opportunity (LEO). SEMCA will allocate contract funding upon authorization from the LEO. At SEMCA's discretion, total funds available will be apportioned according to program needs, demographics, and/or any other factors SEMCA deems relevant. **Contractors will be required to submit a revised budget within thirty (30) days of SEMCA's allocation of funding.**
- C. SEMCA will require submission of additional information including, but not limited to, bidders' cost allocation plan, inventory listing, proof of insurance and bonding prior to contract execution. SEMCA, at its discretion, may require a pre- or post-award review of facilities, staffing and program design. SEMCA will contact the bidder at least two (2) days in advance of the visit. The bidder will be expected to have at least one (1) knowledgeable and authorized staff member available to respond to SEMCA's questions.
- D. SEMCA may require any bidder to submit additional information or other revision to their proposal if SEMCA determines that is in its best interest to do so.

## PROPOSAL EVALUATION

Proposals will be primarily evaluated based upon the bidder's Program Design, Administrative/Management Capacity, Financial Capability, and Contractor Experience. SEMCA reserves the right to consider factors outside of the RFP that it deems relevant in making its final selection of PATH contractors that will serve the best interest of the SEMCA PATH Program, its customers, and the communities it serves.

A committee will review all proposals to determine if they meet a minimum qualifications threshold as determined by SEMCA. The proposals determined to best meet SEMCA's needs will be reviewed for further consideration and/or recommendation to SEMCA's Chief Executive Officer, who will make final recommendations to the Workforce Development Board.

Successful bidders will be notified in writing upon approval by the Workforce Development Board. Bidders will be contacted to schedule subsequent negotiations if necessary.

The proposal components will be evaluated and weighted as follows:

|                                       |     |
|---------------------------------------|-----|
| A. Program Design                     | 30% |
| B. Administrative/Management Capacity | 20% |
| C. Financial Capability               | 25% |
| D. Contractor Experience              | 25% |

The final selection of PATH Contractors will also take into account the goal of achieving a cross-section of expertise among SEMCA PATH contractors to best serve SEMCA customers and communities and attaining the highest performance measurements established by relevant state/federal agencies.

**Special Notes: All agencies awarded contracts will be required to accommodate any and all changes that may occur from time to time in program design, performance and policies.**