DETROIT EMPLOYMENT SOLUTIONS CORPORATION
A Michigan Works! Agency, in cooperation with the
MAYOR’S WORKFORCE DEVELOPMENT BOARD

REQUEST FOR PROPOSALS

FOR A

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
ONE-STOP OPERATOR

Issue Date: April 28, 2017
Proposal Due Date: May 26, 2017

Mayor’s Workforce Development Board
Cynthia J. Pasky, Co-Chairperson
David E. Meador, Co-Chairperson

Detroit Employment Solutions Corporation Board
Laura Hughes, Chairperson

Detroit Employment Solutions Corporation
Nicole Sherard-Freeman, President and CEO

EQUAL OPPORTUNITY EMPLOYER/PROGRAM
FUNDED BY TALENT INVESTMENT AGENCY, STATE OF MICHIGAN
AUXILIARY AIDS AND SERVICES AVAILABLE UPON REQUEST
TO INDIVIDUALS WITH DISABILITIES
(TTY NUMBER: 711)
# BIDDING INFORMATION

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<th><strong>Advertise Date:</strong></th>
<th>April 28, 2017</th>
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| **Questions Deadline:** | May 8, 2017 at 12:00 PM  
ALL questions must be submitted in writing via email to descprocurement@detemploso.org |
| **Pre-Proposal Conference:** | May 10, 2017 at 1:00 PM  
Detroit Employment Solutions Corporation (DESC),  
A Michigan Works! Agency  
440 East Congress - 3R Conference Room  
Detroit, Michigan 48226 |
| **Proposal Due Date:** | May 26, 2017 at 3:00 PM  
Detroit Employment Solutions Corporation,  
A Michigan Works! Agency  
440 East Congress – Suite 400  
Detroit, Michigan 48226 |

**FAXED OR EMAILED PROPOSALS WILL NOT BE ACCEPTED.**

Vendors may submit bids via U. S. Postal Service, FEDEX or other mail carrier services. Proposals must be in the actual possession of DESC’s Procurement staff at the location indicated on, or prior to the exact date and time indicated above.

**LATE PROPOSALS WILL NOT BE ACCEPTED.**

Please note: Allow ample time for parking, checking in, and submitting your sealed proposal in accordance with the proposal due date reference above.

| **Public Recording:** | May 26, 2017 at 3:30 PM  
The public recording will be held at the following location:  
Detroit Employment Solutions Corporation  
A Michigan Works! Agency  
440 E. Congress – Suite 400  
Detroit, Michigan 48226 |
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I. **INTRODUCTION**

On behalf of the Mayor’s Workforce Development Board (MWDB), Detroit Employment Solutions Corporation (DESC) is seeking proposals from qualified vendors to serve as the One-Stop Operator and coordinate the Detroit Michigan Works! One-Stop Career Service System. The City of Detroit in partnership with the MWDB is in the initial stages of implementing a more comprehensive and integrated approach to service delivery in Detroit. The goal of this RFP is to have the successful bidder fully participate in and support, during a one-year contract period, the start of crucial partnership and system building among multiple organizations providing workforce-related services in the city, including those delivered through the one-stop career service centers. This effort will help develop and enhance the City of Detroit’s workforce development system by focusing on a fully coordinated and integrated customer service strategy that is market driven and offers value-added services to both job seekers and employers.

II. **DETROIT EMPLOYMENT SOLUTIONS CORPORATION BACKGROUND**

The Mayor’s Workforce Development Board (MWDB) is directly responsible and accountable to the State of Michigan, Talent Investment Agency (TIA) for the planning and oversight of talent development programs in the city of Detroit. The 36-member MWDB is headed by Co-Chairpersons, Cynthia J. Pasky, President and CEO of Strategic Staffing Solutions and David E. Meador, Vice Chairman and Chief Administrative Officer of DTE Energy. Over 50 percent of MWDB members represent private sector employers, all of which are C-Level organizational leaders from the most prominent employment sectors in the city including Health Care, Manufacturing, Information Technology, Construction, Entertainment, Staffing and Hospitality/Retail Sectors.

Designated by the MWDB, DESC serves as the fiscal and administrative entity that provides workforce services to qualified job seekers (including adults, youth, and dislocated workers) and employers. DESC’s primary program services include Workforce Innovation and Opportunity Act programs (formerly known as the Workforce Investment Act), Temporary Assistance to Needy Families (TANF) employment and training services, Food Assistance Employment and Training (FAE&T) programs, Wagner-Peyser Employment Service (ES), and other publicly and privately funded workforce programs. DESC operates the Detroit Michigan Works! One Stop Service Centers strategically located throughout the city of Detroit. The Corporation has contracts with qualified entities to provide workforce development programs to job seekers and employers.

The mission of the Detroit Employment Solutions Corporation is to cultivate local workforce talent to align with the needs of the business community through partnerships with key workforce agencies, faith- and community-based organizations, education and training institutions, and philanthropic, economic development and government entities.
III. ACTIVITY DESCRIPTION

A. Program Background Information

The Workforce Innovation and Opportunity Act\(^1\), signed into law on July 22, 2014, is the first legislative reform of the public workforce system in 15 years. WIOA supersedes the WIA of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.

The WIOA system is built around the following six principles:

- **Alignment of Services:** Integrating multiple employment and training programs through the one-stop delivery system will simplify and expand services for job seekers and employers. WIOA supports the alignment of workforce investment, education and economic development system in support of a comprehensive, accessible, and high-quality workforce development system. Local partners will play a key role in policy development that is customized to meet the needs of the community.

- **Universal Access:** Through the one-stop system, every customer will have access to a set of core employment-related services. WIOA emphasizes the need to increase access and opportunity, particularly for those individuals with barriers to employment, to ensure success in the labor market.

- **Relevant and Responsive Programs:** WIOA highlights the need to improve the quality and labor market relevancy of community, state and national employment and training programs in efforts to provide workers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages; and to provide employers with the skilled workers the employer need to succeed in the global economy. This principle requires local workforce boards to focus on in-demand industry sectors and occupations, including alternative pathways to employment, on-the-job training, internships, and apprenticeship in order to effectively close the skills gap.

- **Integrated Services Delivery:** The legislation promotes improvement in the structure and delivery of services to better address the employment and skill needs of workers, job seekers, and employers. Services should be seamless, coordinated and accessible across multiple partners and populations.

- **Continuous Improvement:** Promote improvement in the structure and delivery of services to increase the prosperity of workers and employers.

- **Local Oversight:** Local boards, with involvement from the private sector, will be responsible for program planning and oversight of the local system.

The WIOA retains the nationwide system of one-stop centers, which directly provide an array of employment services and connect customers to work-related training and education. WIOA furthers a high quality one-stop center system by continuing to align investments in workforce, education, and economic development to regional in-demand jobs. The new law places greater emphasis on one-stops achieving successful results for job seekers, workers, and businesses through more comprehensive and integrated services.

The one-stop delivery system is branded nationally as the American Job Center network.
Consistent with the requirement to promote increased public identification of the one-stop delivery system and the requirements for the use of a common identifier across the nation (WIOA sec. 121(e)(4)), the U.S. Department of Labor (DOL), in coordination with the U.S. Department of Education (ED), established the “American Job Center’ network, a unifying name and brand that identifies online and in-person services.

WIOA reinforces the partnerships and strategies necessary for one-stop centers and other service providers to provide job seekers and workers with high quality career services, education and training, and supportive services they need to get good jobs and stay employed, and to help businesses find skilled workers and access other supports, including education and training for their current workforce.

WIOA envisions collaboration among 18 federally-funded workforce programs based in four federal departments, as outlined below. The role of the one-stop operator will include ensuring strong communication and partnership among the agencies administering these programs in Detroit.

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<td>Career and Technical Education (CTE) Programs as the postsecondary level, authorized under the Carl D. Perkins Career and Technical Education Act of 2006</td>
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On behalf of the Mayor’s Workforce Development Board and the city of Detroit, DESC is responsible for administering WIOA adult, youth, and dislocated workers programs at the Detroit Michigan Works! One-Stop Career Service Centers. WIOA and its implementing regulations require that the MWDB select a One-Stop Operator for the Detroit One-Stop Service System through a competitive process. The MWDB and DESC also procure providers for WIOA-funded services, including one-stop career services.

B. Purpose

The purpose of this Request for Proposals (RFP) is to solicit proposals from qualified entities for the selection of a One-Stop Operator to coordinate the activities of the Detroit workforce development system, spanning service providers and required one-stop partners.

C. Funding Opportunity Description

General Overview and Program Design

DESC is soliciting proposals from prospective vendors to serve as the city’s one-stop operator, coordinating the Detroit One-Stop Delivery system. In coordination with DESC, the State of Michigan Talent Investment Agency, the Mayor’s Workforce Development Board, the City of Detroit Mayor’s office, and the one-stop partners and services providers, One-Stop Operator(s) will carry out the following:

- **Process Optimization and Continuous Improvement** – Using proven process design and improvement methods (e.g., Lean), design and direct process redesign to ensure optimal use of resources, and leading-edge service delivery design for job seekers and employers.
- **Data Collection and Metrics Support** – Ensure collection and analysis of data about services, outcomes, and customer satisfaction from the one-stop centers and system activities that meets reporting requirements defined by MWDB and DESC. These will include both Federal and State program reporting requirements and locally defined data needs.
- **WIOA Partner Coordination** – Convene and coordinate required partners with DESC to seamlessly integrate services for the job seekers and employers served by multiple program partners of the Detroit workforce development system

WIOA set some limits on the role. The one-stop operator:

- Is not responsible for high-level planning, including development of the local workforce plan;
- Cannot be responsible for oversight of itself;
- Cannot manage and significantly participate in the competitive selection process for one-stop operators;
- Cannot select or terminate one-stop operators, career service providers, and youth providers;
- Is not responsible for negotiating local performance accountability measures; and,
- Does not develop and submit the city’s WDB budget for WIOA funded activities.
Key Roles

Several organizations play different roles within Detroit’s workforce development system. Key roles include:

Mayor Michael E. Duggan

- Approve the selection of the one-stop operator following the competitive procurement process; and
- Coordinate with the Mayor’s Workforce Development Board (MWDB) to oversee the operations of the city’s workforce development system.

Mayor’s Workforce Development Board

- In collaboration with the Mayor and other applicable partners in the city, develop the strategic vision, goals, objectives, and workforce-related policies;
- In cooperation with the Mayor, design and approve Detroit’s one-stop services structure. This includes, but is not limited to, the following:
  - Adequate, sufficient, and accessible one-stop center locations and facilities;
  - Sufficient numbers and types of providers of career and training services (including eligible providers with expertise in assisting individuals with disabilities and eligible providers with expertise in assisting adults in need of adult education and literacy activities);
  - A holistic system of supportive services; and
  - One or more competitively procured one-stop operators.
- In collaboration with the Mayor, designate through a competitive process and oversee the one-stop operator;
- Determine the role and day-to-day duties of the one-stop operator;
- Help the one-stop operator recruit operational partners and negotiate MOUs with new partners;
- Leverage additional funding for the workforce development system to operate and expand one-stop customer activities and resources, and
- Review and evaluate performance of DESC.

Detroit Employment Solutions Corporation (Administrative/Fiscal Agent for MWDB)

- Serve as depository and primary fiscal agent for workforce development funds.
- Be accountable, responsible and liable for all such funds, expenditures, and related activities. Fiscal accountability includes maintaining records and information according to state prescribed rules and federal regulations.
- Be responsible for the management and administration of workforce development activities, and implementation of the local Workforce Development Plan.
- Act as the lead implementation arm for One Detroit workforce strategies.
- Provide technical assistance to the One Stop Operator and service delivery partners.
One-Stop Operator: To Be Determined

The designated One-Stop Operator will assist with the optimization and streamlining of service delivery efforts. The one-stop operator will have three primary roles as described earlier:

- Process Optimization and Continuous Improvement
- Data Collection and Metrics Support, including Customer Satisfaction Measurements
- Partner Coordination

One-Stop Career Services Provider: SER Metro

The one-stop career services provider delivers career services directly to customers. Currently, SER Metro manages Detroit’s three One-stops which are the central point of the system where individuals can go to receive workforce services. These services include the following:

- Career Services which are defined by WIOA and include assessments, individual employment plans, job search, job placement, remediation, follow up and other services;
- Supportive services which includes assistance with removing barriers to employment; and,
- Referral to training through Individual Training Accounts, on-the-job training, apprenticeships, transitional jobs, incumbent worker training and other training.

Workforce System Partners: Multiple Service Agencies

Each partner provides unique services related to their individual agency mission. Partners provide services to adults, youth and dislocated workers. The required partners are listed on page 6 of the RFP. Additional partners may also be added to the system. These partners commit to cross-training of staff, as appropriate, and to provide other professional learning opportunities that promote continuous quality improvement.

Each partner agrees to further promote system integration to the maximum extent feasible through the following activities:

- Effective communication, information sharing, and collaboration with the one-stop operator;
- Joint planning, policy development, and system design processes;
- Commitment to the joint mission, vision, goals, strategies, and performance measures;
- The design and use of common intakes, assessment, referral, and case management processes;
- The use of common and/or linked data management systems and data sharing methods, as appropriate;
- Leverage resources, including other public agency and non-profit organization services;
- Participate in a continuous improvement process designed to boost outcomes and increase customer satisfaction, and
- Participate in regularly scheduled partner meetings to exchange information in support of the above and encourage program and staff integration.
Funding Information

DESC expects to award one (1) contract for the services described in this RFP. The estimated award amount is $75,000 - $100,000. The award amount is determined solely at DESC’s discretion after review and evaluation of the proposals, pursuant to Section IV(F). If more than one contract is awarded pursuant to this RFP, the vendor hereby acknowledges and understands that contract award amounts may differ between vendors (within the previously ceiling amount), and such determination is made at DESC’s sole discretion.

Funding for the One-Stop Operator will be provided with funds from Title 1 of the Workforce Innovative and Opportunity Act. The period of performance is July 1, 2017 to June 30, 2018. Based on performance, contingent upon the availability of funds, and at DESC’s sole discretion, contracts may be developed for up to two (2), one (1) year Program Years (PY 2018 and 2019). Budgets for PY 2018 and PY 2019 should also be submitted.

In the event that additional funds become available, DESC reserves the right to use such funds to select additional One-Stop Operators, from applications submitted in response to this RFP.

Activities Eligible for Funding

Process Optimization and Continuous Improvement

- Coordinate meetings in consultation with system partners;
- Review DESC One-stop service delivery system for process design, workflow, and optimization opportunities;
- Lead implementation and measurement of continuous improvement practices across the service delivery system;
- Upon request, assist DESC staff with developing policies and procedures required to meet performance standards for workforce development programs;
- Assist staff in ensuring that basic services such as orientations, labor market information and resource rooms are available to job seekers at the one-stop centers;
- Upon request, assist staff with designing programs to meet DESC goals; and,
- Complete all activities required of the one-stop-operator.

Data Collection & Metrics Support

- Assist DESC and the Mayor’s Workforce Development Board in maintaining compliance with federal, and state regulations and certification standards;
- Assist DESC staff with monitoring and reviewing implementation of Memorandums of Understanding with required WIOA and optional partners;
- Conduct Service Center criteria review at least once annually, in compliance with PI 15-30 and changes;
- Develop recommendations and provide reports to the Mayor’s Workforce Development Board and the DESC Board including partnership development and continuous improvement of the one stop- system;
• In collaboration with key partners, assist with developing and monitoring of best in-class metrics and dashboards that reflect the needs of job seekers, employers and the priorities of the one-stop system; and
• Conduct customer service satisfaction surveys and other quality assurance activities.

WIOA Partner Coordination
• Coordinate services, in conjunction with system partners;
• Communicate mission and goals of the MWDB and DESC to staff, partners, customers, and other stakeholders;
• Assist DESC in ensuring partners are properly informed on one-stop system operations policies, procedures, partner programs, on an ongoing basis.
• With DESC, ensure effective and consistent communication among partners, service delivery staff, service providers, education and training providers, and community-based organizations connected to the Detroit One-Stop Service System;
• With DESC, facilitate quarterly meetings with required one-stop partners, focusing on coordinating partner services and connecting those partners to available resources;

Expected Performance and Deliverables

The One-Stop Operator will be a major contributor to the success of the Detroit American Job Center network. As a result, the Operator will be instrumental in the achievement of long-term goals for the system. The Operator will focus on improving performance for Adult, Dislocated Workers, and Youth programs by maintaining a high level of total registered customers receiving career services and occupational skills training, as well as maintaining high-quality services to employers.

Performance standards are negotiated and established with the Mayor’s Workforce Development Board and the State of Michigan, Talent Investment Agency at the beginning of each program year (July 1). These performance measures will be the Operator’s shared responsibility with the MWDB, DESC, and partner agencies and they include the following:

• Adult and Dislocated Worker
  o Employment Rate 2nd Quarter after Exit
  o Employment Rate 4th Quarter after Exit
  o Median Earnings Second Quarter After Exit
  o Credential Attainment Rate
• Youth
  o Employment Rate 2nd Quarter After Exit
  o Employment Rate 4th Quarter After Exit
  o Credential Attainment Rate
One-Stop Operator Performance Measures will also include the following:

1. Conduct staff training on one-stop system operations, policies, procedures, partner programs at least one per year and on an ongoing basis, as needed.
2. Convene and facilitate quarterly meetings with required one-stop partners, focusing on coordinating partners’ services and connecting those partners to available resources;
3. Conduct Service Center criteria review at least once annually, in compliance with State of Michigan, Policy Issuance (PI) 15-30;
4. Develop recommendations and provide reports the Mayor’s Workforce Development Board and the DESC Board including partnership development and continuous improvement of the one-stop system monthly;
5. Report progress and outcomes on all of the above in alignment with metrics established by MWDB and DESC. Additional performance measures may be developed during contract negotiations based on the proposal that is submitted.

D. Operational Information and Minimum Qualifications

Proposals will be accepted from individuals or organizations that demonstrate significant experience providing the services requested in this RFP. Prospective vendors can demonstrate experience through documents such as audits, reports, budgets, or other related information. The prospective vendor must demonstrate experience in the following areas:

• A minimum of three (3) years demonstrated expertise and performance in Lean and/or Six Sigma process improvement practices in complex and highly regulated environments.
• Preference will be given to bidders with relevant knowledge of federal- and state-funded workforce development programs including the following programs: Workforce Innovation and Opportunity Act (WIOA); Workforce Investment Act (WIA); Temporary Assistance to Needy Families (TANF) - Partnership.Accountability.Training.Hope.(PATH); Food Assistance Employment and Training (FAE&T) program; Wagner Peyser – Employment Services; employment support services and other related workforce program programs;
• Preference will be given to bidders with relevant knowledge of Workforce Development Board Regulations; Organization Design and Development; Strategic Planning and Program Development; and strategic, Operational, and Tactical Planning.

The successful bidder must also have the ability to work cohesively and cooperatively with the Mayor’s Workforce Development Board, DESC management, staff, and contractors, and American Job Centers partners and other stakeholders, while sharing best practices and information.

Multiple applications from any entity is not allowed. If multiple applications are received, the most recent application submitted will be accepted. If the most recent application is disqualified for any reason, DESC will not replace it with an earlier application.

According to the WIOA, eligible entities are defined as: “A single entity (public, private, or nonprofit), or consortium of entities (including a group of entities that, at a minimum, includes
three or more of the one-stop partners (as defined in WIOA Section 3) described in [WIOA Section 121(b)(1)], of demonstrated effectiveness, located in the local area, which may include the following:

- An institution of higher education;
- An Employer Service State agency established under the Wagner-Peyser Act on behalf of the local office of the agency;
- A community-based organization, nonprofit organization, or intermediary;
- A private-for-profit entity;
- A government agency;
- A Local WDB, with the approval of the chief elected official and the Governor; or
- Another interested organization or entity, which may include a local Chamber of Commerce or other business organization, or a labor organization.

Elementary schools and secondary schools are not eligible as one-stop operators, except that a nontraditional public secondary school such as a night school, or an area career and technical education school may be selected.

Organizations must also demonstrate the expertise, capability, and capacity to:

- Contribute to the workforce development efforts in the Detroit area;
- Perform all the services proposed and required through this RFP; and
- Provide services to individuals who have multiple challenges and barriers.

Small businesses, minority-owned firms, women’s business enterprises, and labor surplus area firms are encouraged to apply.1

Collaborations of two or more organizations may submit proposals; however, only one agency can be the applicant. Any collaboration of two or more entities must include a written and signed Memorandum of Understanding (MOU). Subcontracting may be used to provide services, but all subcontracts for additional partners must be approved by DESC. Prospective vendors proposing partnerships and/or subcontractors must adhere to the terms described in the following Award Clause Including Renewal Options section.

**Award Clause Including Renewal Options**

If a contract is awarded as a result of the RFP, it will be a DESC Professional Service Contract, and will be subject to the following terms and conditions:

- Any extension (up to six months) or renewal option (up to two additional, one-year periods) exercised under this contract is effective only after approval by the DESC Board of Directors, and is awarded at DESC’s discretion.

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1A Labor Surplus Area (LSA) is a civil jurisdiction that has a civilian average annual unemployment rate during the previous two calendar years of 20 percent or more above the average annual civilian unemployment rate for all states during the same 24-month reference period. For additional information, visit [https://www.doleta.gov/programs/laborsurplus02.cfm](https://www.doleta.gov/programs/laborsurplus02.cfm).
• In the event that no funds or insufficient funds are appropriated to DESC, or if funding is otherwise unavailable during the period of payment due under the contract, then DESC, upon written notice to the vendor shall have the right to amend or terminate the contract without any penalty or expense to DESC.

• If two or more organizations plan to share responsibility for carrying out the main work of the grant, then those organizations may partner as co-grantees or co-subgrantees with one organization being designated as the “lead”. However, each organization will be equally responsible for performance and financial obligations. This relationship need not result in a new legal entity being formed, but some form of a contractual relationship must be documented and submitted that reflects the roles and responsibilities of the party.

• If one organization will be responsible for the overall work of the grant, with other organizations performing separate and distinct functions to serve or aid that principal effort, then such other organizations must be procured by the prospective vendor as subcontractors. Subcontractors and subgrantees cannot be identified in a bid or proposal unless they were competitively procured for the intended purpose prior to the submission of the bid/proposals. The prospective vendor must ensure that the identified parties were properly procured or the proposal must be rejected.

All professional qualifications required of the primary vendor will hold for subcontractors, and these qualifications must be described in the proposal. In addition, DESC must approve all subcontractors.


Organizations and individuals are ineligible if they are currently barred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by a federal department/agency, or if they are not in compliance with the State of Michigan Department of Revenue or Internal Revenue Service requirements.

The State of Michigan and the Mayor’s Workforce Development Board must ensure that, in carrying out WIOA programs and activities, one-stop operators:

1. Disclose any potential conflicts of interest arising from the relationships of the operators with particular training service providers or other service providers;
2. Do not establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term career and training services; and
3. Comply with Federal regulations and procurement policies relating to the calculation and use of profits, including those at § 683.295 of this chapter, the Uniform Guidance at 2 CFR part 200, and other applicable regulations and policies.

All prospective vendors are expected to possess the following credentials:

• Must, at the time of the proposal submission, or prior to that time if required by
law, have all required licenses, bonding, facilities, equipment, and trained personnel necessary to perform the work as required in the RFP;

• The prospective vendor must be able to comply with all state of Michigan regulations as well as any other county, local or federal laws or regulations as required to lawfully provide the services;

• If relevant, have a Certificate of Incorporation; and

• If a firm, an organization must be able to provide the following documents: corporation papers; organizational chart; auditor report for the three (3) most recent fiscal years (with accompanying management letters); personnel policies and procedures demonstrating compliance with Equal Employment Opportunities requirements, Americans with Disability Act, Drug Free Workplace, etc. and Corporation Papers.

The prospective vendor is expected to provide service in accordance with the terms of the executive contract and under the rules, regulations, and supervision of the DESC.

The successful vendor must have adequate financial resources for the performance of the contract. The successful vendor must also have a satisfactory record of integrity, judgement and performance.

Budgeting: Prospective vendors should include all projected costs in their program budgets.

Prospective vendors are expected to provide service in accordance with the terms of the executed contract and under the rules, regulations, and supervision of DESC.

Prospective vendors must demonstrate relevant experience and successful performance and outcomes. Prospective vendors must demonstrate through their proposals that they a realistic understanding of the workforce needs in the city of Detroit and for Detroit residents. The selected vendor will be required to work with DESC’s administration and partners on an ongoing basis.

The vendor selected through this procurement process must support the following principles:

• Demonstrate collaborative working partnerships with employers, faith-based and community organizations, human service agencies, and the education and training community;

• Have the ability to provide administrative services for the program, including the use of appropriate management information system(s) needed to track program data;

• Commit to continuously enhancing DESC’s ability to service program participants through Detroit’s One Stop System;

• Agree to accommodate changes to program design and requirements; and

• Demonstrated experience achieving the outcomes required by this RFP.

Program Narrative Reports: The selected vendor will be required to submit quarterly reports and a final report that addresses the following components:
• Description of the services provided;
• Significant accomplishments;
• Noted challenges, including programmatic, administrative and fiscal;
• Corrective attempts to resolve challenges;
• Updates regarding partnership and other stakeholder relationships;
• Brief description of activities/planning for new quarters; and
• Technical assistance requests.

The above-mentioned reports will be due on dates to be determined by DESC.

IV. SCOPE OF WORK
A proposal will not be reviewed or considered complete unless it meets the following specifications of the Scope of Work and includes the following information:

A. Summary

The prospective vendor must provide a two-page summary that briefly describes its project vision for coordinating the services of the Detroit Michigan Works! One-Stop System. The summary must include the prospective vendor’s legal name, brief description of qualifications (experience, education, and other relevant factors to the service described in this RFP), name of partnering agencies (if applicable), the primary goals and objectives, range of services, administrative office (if applicable), location of services, and projected budgeted costs (for Program Year 1 and a budget summary for Program Years 2 and 3).

B. Qualifications

The prospective vendor should include the following information:

• If an organization, the bidder should describe its organization, size (in relation to the proposed service) and structure.
• Provide current annual budget, organizational chart (indicating where and how the project fits into the larger organization) and latest audit.
• Describe the organization’s/individual’s managerial capacity and fiscal system.
• Describe the current computer technology and related staff expertise.
• Describe the bidder’s experience, training, certification, and expertise of staff. Be specific concerning any current staff that would be dedicated to working on this project and include team makeup, overall supervision to be exercised and prior experience of the individual team members (if applicable).
• If an organization, provide an organization chart indicating the key personnel who will provide services resulting from this RFP.
• Provide resumes of key personnel who will provide service resulting from this RFP. Also include job description for any vacant positions.

Prospective vendors must identify any other documents submitted as attachments which may include applicable items, such as: Incorporation papers and 501 (c)(3) papers.)
If subcontracting will be necessary to complete all the requirements of the project, the subcontractor(s) and their qualifications should be identified in the proposal and include with the proposal and in the budget. All professional qualifications required of the primary prospective vendor remain in effect and applicable to all subcontractors.

C. Vendor Performance History

Proposals should address each of the points listed below to demonstrate that the prospective vendor has the experience, expertise, and ability to provide program services requested in this RFP.

- Details on at least three similar projects that the prospective vendor performed relative to proposed service. Include information regarding the specific name of service, subject matter, location, services provided, outcomes, and length of performance. In addition, identify the name(s) of the key personnel who performed the service.
- Prospective vendors should provide details of current and prior experience working with non-profit corporations and prior experience with programs funded by the federal, state and local government, including any experience working with DESC (and DESC contractors) and other Michigan Works! Agencies.
- Information listing all contracts (both public and private) relevant to the service proposed that have been completed during the last seven (7) years.
- List at least five (5) professional references, including name/title of primary contact person, street and email addresses, telephone numbers, that can attest to the qualifications present in the bid.
- Information on any projects in which the bidder’s contract was terminated for any reason.
- Identify any claims or lawsuits that have been brought against the individual or organization proposing service within the last seven years.
- Copies of the organization’s financial statements (CPA Certified) for the previous year.

The proposals should indicate that the prospective vendor uses an accounting system which reflects the application of generally accepted accounting principles (GAAP). If GAAP are not adhered to, include a summary of a plan for how the organization plans to transition to a system that utilizes these principles. The proposal should indicate if yearly financial statements are utilized (e.g. balance sheet, income statement, cash flow statement). Attach recent audit for the past three years to show that the organization’s accounting and financial system operations are audited at regular intervals by an independent auditor.

D. Service Description and Design

The prospective vendors should provide clear, concise and thorough responses to the following:

- Provide a comprehensive description of the proposed service and key activities. Prospective vendors should describe a Work Plan that reflects the approach and methodology, tasks and services to be performed, deliverables, timetables, and staffing. Describe how the vendor will handle the day-to-day activities of the proposed service.
• Describe the prospective vendor’s understanding of the work to be performed, estimated hours, and other pertinent information. The prospective vendor should demonstrate how their proposal will best meet the needs of DESC.

• Provide a detailed timeline which reasonably outlines project activities, including start-up time, implementation, key program activities, project close-out, and other key activities.

• Prospective vendor should describe the organization’s managerial capacity and fiscal systems.

• Prospective vendors should describe the current computer technology, information technology systems, and related staff experience.

• Prospective vendors should identify the number of current staff who are Detroit residents and how many Detroit residents the organization plans to hire as a result of this RFP. (Please note: Residency will not be considered in the evaluation of proposals.)

• Prospective vendors should describe its service delivery quality improvement policies and procedures. Prospective vendors should be specific in describing the methods used to collect information on services and how the organization responds ahead to areas needing improvement. Prospective vendors should provide examples of any recent transformations or innovations introduced into the organization to promote quality. The prospective vendor should clearly state its quality standards and how it intends to achieve them. The proposal should demonstrate how it will qualitatively and quantitatively measure these standards, using internal evaluation mechanisms, customer survey, etc. The prospective vendor should describe how it would make adjustments, if necessary.

• Prospective vendors should describe how it will achieve the performance and deliverables listed under the Expected Performance and Deliverable section of this RFP.

E. Price/Cost Proposal

Prospective vendors should explain the rational for determining the cost of the proposed project.

Prospective vendors are requested to make a firm cost proposal to DESC. If a contract is entered into as a result of this RFP, it will be for fees as related to providing all proposed services, with a price not to exceed the total price quoted in the proposal. DESC reserves the right to select proposals from the most responsible vendors with the most reasonable costs. The Corporation reserves the right to select one or more firms to perform all or separate parts of this function.

Prospective vendors should provide a detailed schedule of the charges that will be required for the service proposed. The detailed cost proposal shall include: job titles or classifications, fees, hourly rate or the total salary for all staff providing the requested services, which will be funded wholly or in part under this solicitation. Also include a separate schedule of charges, for items such as copies, fax charges, postage/Federal Express, if required; telephone charges in connection with services; travel expense, if required; and any other cost of materials to be purchased and used by the prospective vendor that will not be provided by DESC. Prospective vendors are required to itemize any and all costs that may be associated with the requested services. All costs associated with the services to be provided must be itemized and inclusive of all professional, administrative, and overhead costs. DESC will not pay any cost or fees not included in the fee Price/Cost Proposal.
Prospective vendors should provide the source of matching funds that will be available to the program.

Budget: Prospective vendors should provide a detailed budget and budget narrative for the period of July 1, 2017 to June 30, 2018. In addition, prospective vendors should provide a detailed budget for Program Year 2018 (July 1, 2018 to June 30, 2019) and Program Year 2019 (July 1, 2019 to June 30, 2020), in case the contract is extended. The budget should reflect cost effectiveness, as measured by low administrative costs, and reasonable costs for providing customer service. Profit is allowed for qualified organizations.

a) Budget Narrative (Mandatory): A detailed budget narrative explaining all costs contained in each line-item of the proposed budget. Ambiguous or inaccurate budget information is a basis for proposal disqualification. Use the narrative to describe the cost effectiveness of the proposal, anticipated cost efficiencies, economies of scale, and methods of cost reduction and revenue generation. In addition, prospective bidders should describe the cash or in-kind match separately in the budget narrative.

b) Detailed personnel costs: List all positions by job titles (job descriptions with the same job title should be included, using including full-time equivalent positions [FTEs] and annual salary rates). Attach information that will document projected increases in salary and benefit costs.

c) Non-personnel costs: List all items with sufficient information to make price comparisons. List all anticipated travel expenses in sufficient detail.

d) Indirect costs: Provide a separate line-item for proposed indirect costs. Identify and justify the rates and amounts of these costs in the budget narrative and attach back-up documentation.

e) Statement of Project Income: Separately state anticipated needs for public funding and income from in-kind contributions, donated and matching funds. List the sources and amount.

f) Budget Organization: All budgeted costs should reflect a breakout of total costs, program costs, and non-program costs to show the resources the proposing organization is offering.

F. Evaluation Criteria

The proposal will be evaluated in accordance with the criteria listed below.

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V. RFP PROCESS AND PROCEDURES

A. Questions Deadline
All questions regarding the RFP shall be submitted by email no later than May 8, 2017, 12:00 p.m. to the attention of:

Chauncey Samuel, Procurement Specialist
Detroit Employment Solutions Corporation

NO TELEPHONE CALLS WILL BE ACCEPTED. ALL INQUIRIES MUST BE VIA EMAIL at descprocurement@detempsol.org

B. Pre-Proposal Bidders’ Conference
A Pre-Proposal Bidders’ Conference is scheduled for May 10, 2017 at 1:00 p.m. in the 3R Conference Room at DESC, 440 East Congress, Detroit MI 48226. RSVPs are not required. DESC will review the highlights of the RFP and respond to written questions only. DESC does not guarantee a response to questions submitted after the question deadline.

Prospective vendors are advised that no oral interpretation, information or instructions provided by an officer or employee of DESC shall be binding upon DESC. DESC will only honor questions submitted in writing.

C. Preparation of Proposals
The proposal shall be in the format and with attachments and completed forms as specified in these instructions. Each proposal shall show the full legal name and businesses address of the prospective vendor, including street address if different from mailing address, and shall be signed and dated by the person or persons authorized to bind the prospective vendor.

Please note that there is a 20-page limit for the proposal, excluding the budget and supporting documentation that may be attached. There are no page limits for the attachments. Proposals should be stapled, clipped or otherwise bound. Folders, binders, CDs, DVDs, or other types of media, should not be included with the proposal and will not be reviewed. The proposal should be double-spaced using a 12-point font. Proposals that do not meet these requirements will not be considered or evaluated.

Vendors shall provide written notice in the proposal of intent to take exception to any requirements of the Request for Proposals. Such exceptions may reflect negatively on the evaluation of the proposal.

Should a vendor be in doubt as to the true meaning of any portion of this RFP or find any patent ambiguity, inconsistency, or omission herein, the prospective vendor must make a written request for an official interpretation or correction in accordance with the instructions for submitting questions as specified in RFP Process and Procedures - Section (V)(A).

D. Changes in Proposal Requirements
DESC may make changes to the requirements of this RFP, as it deems necessary. Such changes,
if made, will be in writing, issued by DESC and will be sent to each prospective vendor who is on record as having requested a copy of the RFP. If changes are made, DESC may, at its discretion, extend the time allowed for submission of proposals.

E. Submittal Information and Instructions
Prospective vendors shall include as attachments, the following documents: Letter of Transmittal (as described in detail below); DESC RFP Document Signature Page (Attachment I to this RFP); audits (see Scope of Work - Section (IV)(C)); Reference Form (See Scope of Work – Section (IV)(D)); incorporation papers (if applicable); 501 (c)(3) papers (if applicable); organization chart (if applicable); resumes of key staff; and required license(s) and certification for the proposed service.

Additional Attachments, Exhibits, and/or Appendices should be labeled and referenced in the Table of Contents. Attachments should be of good copy, quality, and legible. These items may or may not be incorporated in the actual proposal. However, they should be referenced somewhere in the RFP.

Please Note: Multiple applications from an organization are not allowed. If multiple applications are received, the most recent application submitted will be accepted. If the most recent application is disqualified for any reason, DESC will not replace it with an earlier application.

One (1) original, six (6) copies, and a digital copy on a flash drive of the sealed proposal must be received by DESC’s Procurement staff only no later than May 26, 2017, 3:00 p.m. local time. Proposals will be accepted Monday thru Friday from 9:00 a.m. to 4:00 on or before the proposal due date. Complete proposals are due in a sealed envelope or box clearly marked with proposal due date and title, as explained below. Each prospective vendor is responsible for ensuring that its proposal is received by DESC on a timely basis. DESC shall not extend the due date for proposals on the basis that the U. S. Postal Service or another mail courier has lost or failed to deliver a proposal. Faxed or emailed proposals will not be accepted. Proposals received late will be returned unopened.

The outside of the sealed proposal submitted shall be clearly marked as follows:

- Title of Proposal
- Company Name and Address
- Due Date of Proposal
- Attn: Chauncey Samuel, Procurement Specialist

DESC will not be responsible for unmarked or improperly marked proposals or for proposals delivered to the wrong location. Please mark original proposal as such for ease of identification.

Hand-delivered proposals shall be submitted to DESC’s Procurement unit at following address:

Detroit Employment Solutions Corporation
440 East Congress – Suite 400
Detroit, MI 48226
Mailed proposals shall be sent to the above-mentioned address. Prospective vendors shall not distribute their proposals to any other DESC office or DESC employee, including DESC’s security staff. Individuals who hand deliver proposals by the due date will receive a receipt from DESC’s Procurement staff. Proposals received by mail on or before the due date will be mailed a receipt. Proposals received become the property of DESC. DESC is not responsible for any costs associated with preparation or submission of proposals. All proposals submitted by 3:00 p.m. local time, May 26, 2017 will be publicly recorded on May 26, 2017, 3:30 p.m. at DESC, 440 East Congress – Suite 400, Detroit, MI, 48226. This will be the vendor’s opportunity to be informed as to which organizations submitted responses to the RFP. Responses received will not be available for review. Proposals received will be subject to disclosure under the Freedom of Information Act. An officer of the company authorized to bind the vendor to a contractual obligation with DESC must sign the Letter of Transmittal and RFP Document Signature Page (Attachment I). The contact person regarding the proposal should also be specified by name, title, and phone number. All vendors submitting a proposal in response to the RFP will be notified in writing as to DESC’s recommendation for award of the contract.

Letter of Transmittal: The prospective vendor’s proposal shall include a Letter of Transmittal. The letter must state that the proposal will remain firm for a period of one hundred twenty (120) days from its due date and thereafter until: this period expires, the prospective vendor withdraws it, or a contract is executed, or the procurement is terminated by DESC, whichever occurs first.

In the Letter of Transmittal, please include, at a minimum, the following information and/or documentation:

- A statement indicating that the proposal is in response to this RFP;
- A brief description of the firm;
- The location of the vendor’s principal place of business and, if different, the location of the place of performance of the contract;
- A commitment to perform the requested work in accordance with the requirements outlined in this RFP;
- The name and contact information of the vendor’s partner and or manager(s) that will be in charge of this project;
- The vendor’s financial solvency, fiscal responsibility and financial capability;
- The age of the vendor’s business and the average number of employees during each of the last three (3) years;
- The vendor’s current tax status and Federal Employer Identification Number; and
- Evidence of any licenses or registrations required to provide the services under this contract.

Accuracy and Completeness of Information: All information pertaining to the prospective vendor’s approach in meeting the requirements of the RFP shall be organized and presented in the prospective vendor’s proposal. The instructions contained in this RFP must be strictly followed.

Accuracy and completeness are essential. Omissions and ambiguous or equivocal statements will be viewed unfavorably and may be considered in the evaluation. Since all or a portion of the successful proposal may be incorporated into any ensuing contract, all prospective vendors are
further cautioned not to make any claims or statements that cannot be subsequently included in a legally binding agreement.

F. **Confidentiality of Proposals**
Proposals shall be opened with reasonable precautions to avoid disclosure of contents to competing offers during the process of evaluation.

G. **Changes in Facts**
Prospective vendors shall advise DESC during the time the proposal is open for consideration of any changes in the principal officers, organization, financial ability of, or any other facts presented in the proposal with respect to the vendor or the proposal immediately upon occurrence.

H. **Evaluation Procedures**
Following the receipt of the prospective vendor’s proposal, a DESC designated Evaluation Committee will evaluate each response. All proposals, which meet the required format of this RFP, will be evaluated. Any proposal determined to be non-responsive to the specifications or other requirements of the RFP, including instructions governing submission and format, will be disqualified unless DESC determines, at its sole discretion, that noncompliance is not substantial or that an alternative proposal by the prospective vendor is acceptable. DESC may also, at its discretion, make site visits to a vendor’s facility and may request a demonstration of vendor’s system and or products.

DESC reserves the right, at its own discretion, to request oral presentations regarding proposals submitted in response to the RFP. Failure to make an oral presentation after one is requested by DESC will be grounds for rejection of your proposal. Proponents will be notified by DESC of the date, time and location for oral presentations, if one is requested. A final determination will be made by DESC after the oral presentations are completed.

I. **Pre-Award Conditions**
DESC reserves the right to request additional information to amplify, clarify, or support proposals. DESC also reserves the right to conduct an on-site pre-award survey of the proposal’s facilities. In addition, the prospective vendor’s administrative and programmatic delivery systems will be reviewed. The prospective vendor will be expected to have at least one knowledgeable staff member available to respond to questions. Performance data from other jurisdictions and funding sources regarding the prospective vendor’s ability to meet planned goals and funding requirements will be verified, and the award is contingent upon the verification of information.

Findings from the pre-award survey will be used in determining prospective vendor’s capability. These findings will take precedence over any written statements in the proposal that cannot be verified onsite.

DESC may include as part of its review an on-site pre-award survey and assessment of the reasonable accommodations needed for facilities, furniture, materials, and equipment in order to satisfactorily serve persons with disabilities, including those with hidden disabilities.
DESC has the right to terminate the RFP process at any time for default, or for its own convenience, at such time as the DESC deems appropriate.

J. **Contract Negotiations/Stipulations**
The RFP is competitive. Each proposal should be submitted in the most favorable terms that the prospective vendor can submit from a price and technical standpoint. The offer is subject to negotiation, but costs cannot increase during contract negotiation, unless required by DESC. DESC has the right to terminate the negotiation process, at any time for default, or for convenience, at the sole discretion of DESC.

K. **Qualifying Statement**
DESC in conjunction with the MWDB, reserves the right to accept or reject any or all proposals received. DESC also reserves the right to negotiate with all qualified entities. DESC may cancel this RFP in part or in its entirety, if it is in its best interest to do so. This RFP does not commit the MWDB or DESC to award a contract, to pay any costs incurred in the preparation of a proposal under this request, or to procure or contract for services.

L. **Contract Approval**
Upon award of a contract, pursuant to this RFP, DESC and the vendor shall execute a Professional Services Contract, which shall contain all contractual terms and conditions in a form provided by DESC. No contract shall become effective until the contract has been approved by the DESC Board and signed by DESC’s President/Chief Executive Officer. Prior to the completion of this approval process, the vendor shall have no authority to begin work under the contract. The Chief Financial Officer of DESC shall not authorize any payments to the vendor prior to such approvals; nor shall DESC incur any liability to reimburse the vendor regarding any expenditure for the purchase of materials or the payment of services.

No monies can be released to selected vendors until (a) a DESC contract has been signed with the vendor; (b) the vendor meets all DESC specifications; and, (c) the DESC Board approves the proposed contract.

M. **Cost Allocation Plan**
DESC may require vendors who provide direct services to participants, prior to the start of the program, or at the beginning of contract negotiations, to produce a letter from a CPA firm that acknowledges the review and approval of the vendor’s cost allocation plan, if appropriate. The cost allocation plan must identify WIA-funded and non-WIA funded staff, operational, and other related costs.

N. **DESC Contracting Procedures**
The prospective vendor must accept DESC’s contract boilerplate language or have a negotiated revision to said language on file with the DESC.

The DESC reserves the right to decrease or increase contract amounts during the life of the contract, based on utilization of funds, vendor performance, and the availability of funds, or as further described in the contract.
DESC requires vendors, prior to the start of the program, to have one of the following:

1) A Certified Public Accountant (CPA) on staff or on retainer or
2) An accountant on staff or on retainer with at least seven years of grant accounting experience.

DESC will conduct periodic monitoring of all vendors to determine contractual compliance relative to performance outcomes, quality of operation, and customer service.

O. Modification of Services/Possible Modification
DESC reserves the right to modify the services provided by the vendor awarded a contract during the contract period. Any modification and resulting changes in pricing shall be made by amendment to the contract by the vendor and DESC.

Any individual/organization applying under this RFP must be willing to adapt its proposal to specific funding guidelines or changes in DESC’s, state, or federal regulations or policies.

Prospective vendors may be required to submit cost, technical, or other revisions of their proposal that may result from negotiations.

P. Rejection of Proposals
DESC expressly reserves the right to reject any and all proposals, waive any non-conformity, re-advertise for proposals, to withhold the award for any reason DESC determines, and/or to take any other appropriate action that is in the best interest of the DESC.

VI. GENERAL INFORMATION AND REQUIREMENTS

A. Adherence to Terms of Proposal
A proposal once accepted by the DESC may become a binding contractual obligation of the vendor. The failure of the vendor awarded the contract to accept this obligation and to adhere to the terms of the vendor’s proposal may result in rejection of the proposal and the cancellation of any provisional award to the vendor.

B. Americans with Disabilities Act
The Americans with Disabilities Act (ADA) requires all employers and agencies receiving federal funds to have their workplaces and program facilities accessible to persons with disabilities.

DESC has designed an initiative dedicated to expanding the capacity of WIOA-assisted programs to increase and improve services to persons with disabilities, including hidden disabilities.

The DESC staff and System Navigators will provide all WIOA-assisted programs with training, guidance, and support in ADA-related program areas. Some of the program areas include the following: outreach, recruitment, assessment, staff development, curriculum and materials development, career development, planning, partnership building and collaboration, employer
training, and parent/family support and training.

Workforce service providers that are funded under this RFP should anticipate including among its participants, individuals who have hidden disabilities such as psychiatric disabilities, substance addiction, mental retardation, and learning disabilities. For the purposes of this RFP, an individual with disabilities is defined as an individual having a physical or mental impairment that substantially limits one or more of his or her major life activities, has a record of such impairment, or is regarded as having such impairment.

C. Assignment
The services to be performed by the vendor shall not be assigned, subcontracted, sublet, or transferred, nor shall the vendor assign any monies due or to become due to it under any contract entered into with DESC, without prior written approval of the DESC.

D. Bonding
Prospective vendors must identify the individuals in their organizations who will be responsible for handling all funding. Evidence that these individuals are bonded will be required prior to finalization of the contract with the DESC.

E. Conflict of Interest
DESC has adopted appropriate procedures and practices to ensure that conflict of interest is avoided in the procurement and authorization of all goods and services. Prospective vendors must have on record procedures and practices to avoid conflict of interest in the procurement of goods and services and the utilization of funds.

F. Continuous Quality Improvement
DESC has begun a continuous quality improvement initiative whereby all services and practices of DESC will become the focus of scrutiny and continuing improvement efforts. DESC therefore is requiring that all vendors develop, keep on record, and follow a plan for continuous quality improvement of internal operations and customer services that will improve employee, employer, and participant satisfaction. All vendors are expected to engage in continuous internal performance management and take proactive corrective action if performance falls below target levels.

G. Freedom of Information Act
Public documents may be requested under the Freedom of Information Act (FOIA) by an individual, corporation, Limited Liability Company, partnership, firm, organization, association, governmental entity, or other legal entity. DESC, a Michigan Works! Agency, is regulated by the State of Michigan and is mandated by FOIA to the extent required by law.

H. Insurance Requirements
The DESC requires that all vendors, as a condition of contract approval by the DESC Board, obtain liability insurance coverage, including theft, dishonesty, negligence, and failure to perform, from their own insurance carriers, which names the DESC as “also insured” for the proposed
funded program, project, or activity. At the time of contract negotiation, all vendors will be required to present evidence of liability insurance coverage that conforms to this requirement.

1) The Vendor shall not hold the DESC liable for any personal injury incurred by the Vendor or its associates (as defined in Item 12 of this Section) while working on this Contract, which injury is not held in a court of competent jurisdiction to be directly attributable to the gross negligence of the DESC or any employee of the acting within the scope of his/her employment. The Vendor shall hold the DESC harmless from any claims by the Vendor's associates arising from such injury.

2) The Vendor shall hold harmless the DESC against and from any and all liabilities, obligations, damages, penalties, claims, costs, charges, and expenses (including, without limitation, fees and expenses of attorneys, expert witnesses, and other consultants) which may be imposed upon, incurred by, or asserted against the DESC by reason of any of the following occurring during the term of the Contract:
   a. Any negligent or tortuous act of the Vendor or its associates;
   b. Any failure by the Vendor or its associates to perform its obligations, either implied or expressed, under this Contract; or,
   c. Any dispute between the DESC and the Vendor.

3) The Vendor shall hold the DESC harmless for any and all injury to the persons and damage to the property of, or for any loss or expense incurred by, an employee of the DESC which arises out of or is pursuant to the Vendor's performance under this Contract.

4) In the event that any action or proceeding shall be brought against the DESC by reason of any claim covered hereunder, the Vendor, upon notice from the DESC, will, at its sole cost and expense, resist or defend the same.

5) The Vendor, and not the DESC, has the responsibility to safeguard the property and materials that the Vendor or its associates use or have in its (their) possession while performing under this Contract. Further, the Vendor shall hold the DESC harmless for any loss of such property and materials used by the Vendor or its associates, pursuant to the Vendor's performance under the Contract or which are in their possession

6) As indicated in Section I, “Insurance and Bonding,” of the Face Sheet, the Vendor shall maintain insurance and bonding during the term of this Contract, for all of its employees performing any services hereunder, which shall be in accordance with the following:
   a) Workers’ Compensation Insurance which meets Michigan’s statutory requirements and Employer’s Liability Insurance with minimum limits of $500,000 each accident/disease/employee.
b) Commercial General Liability Insurance with a minimum combined single limit of $1,000,000 per occurrence subject to a minimum aggregate limit of $2,000,000. Coverage is to include blanket contractual liability. For contracts over $1,000,000, the limits are $5,000,000, both per occurrence and aggregate. The DESC shall be an additionally insured on all insurance covered hereunder and a certificate showing the same must be provided to the DESC.

c) Automobile Liability Insurance covering all owned, hired, and non-owned vehicles with personal protection insurance to comply with the provisions of the Michigan No-Fault Insurance Act, including residual liability insurance, with a minimum combined single limit of $1,000,000 each occurrence. For contracts over $1,000,000, the limit is $5,000,000 per occurrence.

d) Bonding Insurance: If, as indicated in Section H, “Financial Arrangements,” Item 2, of the Face Sheet, payment for services shall be by way of advance payments, every officer, director, agent, or employee of the Vendor who is authorized to act on behalf of the Vendor for the purpose of receiving or depositing funds into program accounts or issuing financial documents, checks, or other instruments of payment for program costs, shall be bonded to provide protection against loss. The amount of coverage shall be the lower of the following: (1) $100,000 or (2) the highest advance received the preceding grant year, or for new contractors, the highest advance planned for the present grant year.

7) All such insurance shall be affected under valid and enforceable policies issued by insurers of recognized responsibility which are well rated by national rating organizations and are acceptable to the DESC. In addition, the Vendor shall hold the DESC harmless for payment of any deductibles required pursuant to any such policies.

8) The Vendor shall apply the above insurance requirements, to the extent appropriate, to any subcontractor, and to any subcontractor employee, who is engaged in the performance of work under the Contract.

9) If during the term of the Contract, conditions change or other pertinent factors should in the reasonable judgment of the DESC render inadequate the insurance limits stipulated above, the Vendor will furnish on demand such additional coverage as may be reasonably required under the circumstances.

10) All insurance policies to be maintained by DESC as required herein shall name DESC as the insured, and shall, to the extent obtainable, be accompanied by a commitment from the insurer that such policies shall not be canceled or reduced without at least thirty (30) days prior written notice to the DESC. Certificates of Insurance evidencing such coverage shall be submitted to the DESC Finance Unit, 440 E. Congress – Suite 400, Detroit, MI 48226 prior to the commencement of performance under this contract and at least fifteen (15) days prior to the expiration dates of expiring policies.
11) The Vendor shall notify the DESC of any change in coverage or carriers for the above insurance and of any cancellation of said insurance.

12) For purposes of the hold harmless (waiver and indemnity) provisions contained in the Contract, the term “DESC” shall be deemed to include the DESC and all other associated, affiliated, allied or subsidiary entities or commissions, their officers, agents and representatives now existing or hereafter created, their agents and employees. The term “Associates” as used herein, shall be deemed to include the Vendor, its personnel, employees, consultants or subcontractors, agents or any entities, associated or affiliated with, or subsidiary to, the Vendor, now existing or hereafter created, their agents and employees.

Bonds and Insurance companies have to be certified by the State of Michigan. Under General Liability Insurance it must state that the DESC is named as additional name insured.

I. Maintenance of Effort
DESC requires that all programs and services proposed pursuant to this RFP are in addition to programs and services already being provided by the proposing organization. Programs and services funded by DESC may not be used to defray the costs of, or to supplant existing programs or program service levels available through the proposing organization. Proposing organizations must be able to demonstrate that existing service levels, e.g., the percentage of participants served by existing funded programs, does not decline because of DESC funding.

It shall be the responsibility of the prospective vendor to thoroughly familiarize themselves with the provisions of this RFP and the potential future contract. After executing the contract, no consideration will be given to any claim of misunderstanding.

The prospective vendor agrees to abide by the rules and regulations as prescribed herein by DESC as currently exists or may hereafter from time-to-time be changed in writing.

J. Miscellaneous
It shall be the responsibility of the vendor to thoroughly familiarize themselves with the provisions of these specifications. After executing the contract, no consideration will be given to any claim of misunderstanding.

The vendor agrees to abide by the rules and regulations as prescribed herein by DESC as the same now exists or may hereafter from time-to-time be changed in writing.

K. News Release
News releases pertaining to these proposal specifications or the provisions to which they relate shall not be made without prior approval of DESC and then only in coordination with DESC.

L. Non-discrimination Policy
Projects funded in response to this RFP are considered projects receiving federal or state financial assistance and, as such, are subject to prohibitions against discrimination. Specifically, no individual shall be excluded from participation in, denied the benefits of, subjected to
discrimination under, or denied employment in the administration of, or in connection with, any such program because of race, color, religion, sex, sexual orientation, national origin, age, height, weight, genetic information, marital status, arrest without conviction, political affiliation or belief, and for beneficiaries only, citizenship or participation in any federally assisted program or activity.

Auxiliary aids and services are available upon request to individuals with disabilities.

Information about this RFP will be made available in alternative format upon written request to DESC.

M. Organizational Design & Information
DESC requires that all prospective vendors affirm that the information contained in their proposal is entirely their own product or program design and is based on the prospective vendor’s operational capacity. The prospective vendor must attest that the information contained in their proposal was not removed or copied without permission from another source or entity not affiliated with the vendor.

In addition to items listed previously in Section I., Insurance Requirement, the Vendor undertakes and assumes all risk of dangerous conditions, if any, in and about any DESC premises and agrees to make an examination of all places where it will be performing the Services, in order to determine whether such places are safe for the performance of the Services. The Vendor also agrees to waive and release any claim or liability against DESC for personal injury or property damage sustained by it or its Associates, while performing under this Contract on premises, which are not owned by the DESC.

The indemnification obligation under this Article shall not be abridged by any limitation on the amount or type of damages, compensation, or benefits payable under Workers’ Compensation Acts or other employee benefit acts.

The Vendor agrees that this indemnity provision shall apply to all matters described herein (whether the matter is litigated or not) which occur or arise between the Vendor or its Associates and DESC, and agrees to hold DESC harmless.

N. Vendor Acknowledgement
Vendors must mention in all oral and written presentations, related to the contract, that they are DESC vendors. Vendors must also display DESC’s logo, WDASOM’s logo, and the Michigan Works! logo on all published documents, including brochures, letterhead stationery, and marketing materials including television ads, newspaper ads, and all signs on buildings and vehicles as a means of establishing brand recognition and community awareness of this department and its many services, where appropriate. DESC’s logo, WDASOM’s logo, and the Michigan Works! logo in all visual materials must be equal in size to the vendor’s logo and must be accompanied somewhere in the document by the statement, in at least 10-pitch type, that: “Funding provided by the State of Michigan and the Detroit Employment Solutions Corporation.” Prospective vendors must stipulate that they will conform to this requirement in their proposals.
O. **Vendor Confidentiality Statement**

The vendor agrees to keep the information related to all contracts and employees in strict confidence. Other than the reports submitted to DESC, the vendor agrees not to publish, reproduce or otherwise divulge such information in whole or in part, in any manner or form or authorize or permit others to do so, taking such reasonable measures as necessary to restrict access to the information while in the vendor’s possession, to these employees of the vendor’s staff who must have the information on a “need-to-know” basis. The vendor agrees to immediately notify, in writing, DESC’s authorized representative in the event the vendor determines or has reason to suspect a breach of this requirement.

VII. **DEFINITIONS**

**Adult Basic Education (ABE):** Also referred to as ABS (Adult Basic Skills) Refers to pre-college, non-credit instruction in reading, writing, mathematics, and English language skills, to help adult learner obtain a General Educational Development (GED) credential or enroll in postsecondary education.

**Apprentice Certificate:** An award certifying the completion of an apprenticeship program. Apprenticeship certificates are issued by the U.S. Department of Labor or a state apprenticeship agency. The apprenticeship system offers two type of credentials: (1) certificate of completion of an apprenticeship program, and (2) interim credentials.

**Apprenticeship Programs:** Programs that offer on-the-job training and mentoring that are linked to training and job proficiency. Apprenticeships should provide organized instruction designed to provide knowledge on technical subjects related to their trade.

**Assisted Services:** Services provided at the Workforce System or One Stop Centers that requires assistance by the Workforce System or One Stop Center’s staff including evaluation and assessment of occupational or academic skills, referrals to training, supportive services and other services provided by the workforce system or career service staff to participants.

**Average Earnings:** Total post-program earnings (in quarter two and quarter three after exit) of participants employed in the first, second, and third quarters after the exit quarter divided by the number of customers who exit during the quarter.

**Basic Skills Deficient:** The individual has English reading or computing skills at or below the 8th grade level on a generally accepted standardized test or a comparable score on a criterion-referred test. Note: Individuals with grade levels between 8.1 and 8.9 fall with the meaning of Basic Skills Deficient.

**Bonding:** A form of business insurance that is usually purchased to protect employers from any loss of money or property incurred as a result of employee misconduct. It protects an employer against employee theft, larceny, or embezzlement committed by a covered employee.

**Bridge Program:** Programs designed for individuals whose skills do not meet minimum
requirements for certain degree or certificate programs. Bridge programs allow learners to start from their current skill level and develop the basic skills they need to begin the training that is their ultimate goal.

Career and Technical Education (CTE): Also known as Professional Technical Education (PTE) or Vocation Education (Voc Ed). Organized educational activities that offer a sequence of course that provide individuals with technical skill proficiency, an industry-recognized credential, a certificate, or an associate degree.

Career Clusters: A group of occupations and broad industries based on common knowledge and skills.

Career Development Plan: An individualized list of goals, objectives, and action steps for each participant that includes options and strategies that will result in the enhancement of job seeker workplace readiness skills and the attainment of employment.

Career Ladder: A set of occupations that are linked together by common or complementary skills. These linkages provide workers with advancement opportunities and employers a pipeline of trainable employees.

Career Pathways: The term “career pathway” means a combination of rigorous and high-quality education, training, and other services that—(A) aligns with the skill needs of industries in the economy of the State or regional economy involved;(B) prepares an individual to be successful in any of a full range of secondary or postsecondary education options, including apprenticeships registered under the Act of August 16, 1937 (commonly known as the “National Apprenticeship Act”; 50 Stat. 664, chapter 663; 29 U.S.C. 50 et seq.) (referred to individually in this Act as an “apprenticeship”, except in section 171); (C) includes counseling to support an individual in achieving the individual’s education and career goals; (D) includes, as appropriate, education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster; (E) organizes education, training, and other services to meet the particular needs of an individual in a manner that accelerates the educational and career advancement of the individual to the extent practicable; (F) enables an individual to attain a secondary school diploma or its recognized equivalent, and at least 1 recognized postsecondary credential; and (G) helps an individual enter or advance within a specific occupation or occupational cluster.

Carl D. Perkins Career and Technical Education Act of 2006: Federal legislation approved in 2006 with the purpose to more fully develop the academic, career, and technical skills of secondary and postsecondary education students who elect to enroll in career and technical education programs. Perkins funds provide limited resources for the development, improvement, and operation of Career and Technical Education (CTE) programs.

Certificate: A formal award certifying the satisfactory completion of a postsecondary education program.

Certification/Personnel Certification: A certificate indicates that the individuals has acquired the necessary knowledge, skills, and sometimes personal attributes (based on a formal study) to perform
a specific occupation or skill. Personnel Certificates are granted by non-governmental agencies (usually association and companies) and are intended to set professional standard for qualifications.

“Chunked” Curriculum: Also referred to as Modularized Curriculum. Curriculum that is divided into more manageable “chunks” or modules with the purpose of improving degree completion rates among non-traditional learners. Generally, each chunk leads to employment and connects to the next chunk, eventually leading to completion of an industry-recognized professional-technical degree. Chunking is one element in a comprehensive career pathway system.

Classroom Training: Academic and/or occupational training conducted in an institutional setting or through distance learning using technology.

Community organization: A private nonprofit organization that is representative of a community or a significant segment of a community and that has demonstrated expertise and effectiveness in the field of human services or workforce investment.

Competency-based Curriculum: a program of study based on the mastery of specific information and skills usually tied to application in the workforce.

Continuous Quality Improvement: A documented operational plan that seeks to implement a quality organization through improved management, employee performance and customer satisfaction.

Credential: A nationally recognized degree or certificate or state/locally recognized credential. Credentials include, but are not limited to, a high school diploma, General Equivalency Diploma (GED), or other recognized equivalents, post-secondary degrees/certificate, recognized skills standards, and licensure or industry/recognized credential.

Customized Training: Customized training is designed to meet the special requirements of an employer (including a group of employers); conducted with a commitment by the employer to employ an individual upon successful completion of the training; and for the employer that pays for not less than 50 percent of the cost of the training.

Degree: An award conferred by a college, university, or other postsecondary education institution as official recognition of the successful completion of a program of study.

Employability Skills Development: An organized effort to provide participants with transferable core skills groups that represent essential functional and enabling knowledge, skills, and attitudes required by the workplace. These skills are necessary for career success at all levels of employment and for all levels of education.

Employment Services: Preparation for and success in employment services including, but are not limited to, paid and unpaid work experiences, including internships, and job shadowing, on-the-job training, and occupational skills training.

Faith-based Organization: Since there is no federal definition of faith-based organization, if an organization defines itself as a faith-based organization, then they are treated as such.
**Fast-Track Programs:** Also referred to as Accelerated Programs. The time commitment of traditional course can pose a barrier for working non-traditional learners. Fast-track programs are designed to take less time than traditional courses, thereby addressing the barrier. Courses can be presented in less time than conventional courses or can be an intensive, presented over a condensed period of time.

**Foster Child:** A child on behalf of whom state or local government payments are made.

**Freedom of Information Act:** The Freedom of Information Act (FOIA) is found in Title 5 of the United States Code, Section 552. It was enacted in 1966 and provides that any person has the right to request access to federal agency records.

**High Growth/High Demand Industries:** Industries that meet one or more of the following criteria: (1) projected to add substantial numbers of new jobs to the economy; (2) have a significant impact on the economy overall; (3) impact the growth of other industries; (4) industries that are being transformed by technology and innovation requiring new skill sets for workers, or (5) a new and emerging business that is projected to grow.

**Incumbent Worker:** An individual who is employed, including a new hire.

**Individual Training Accounts (ITAs):** Used to purchase individual service for adult or dislocated workers and funded by WIA Title I.

**Individual with a Disability:** A physical or mental impairment which substantially limits one or more of the major life activities of such individual; a record of such an impairment, or being regarded as having such an impairment.

**In-Kind Contribution:** The value of non-cash contributions provided for the project or program that is not derived from the project or program’s allocated funds. In-kind contributions may be in the form of real property, equipment, supplies, and other expendable property, and the value of goods and services directly benefitting and specifically identifiable to the project or program.

**In-School Youth (ISY):** the term “in school youth” means an individual who is—(a) attending school (as defined by State law), including secondary and postsecondary school; (b) not younger than age 14 or (unless an individual with a disability who is attending school under State law) older than age 21 at the time of enrollment; (c) a low-income individual; and (d) one or more of the following:

- Basic skills deficient;
- An English language learner;
- An offender.
- A homeless individual (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e–2(6))), a homeless child or youth (as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2))), or a runaway;
- An individual in foster care or who has aged out of the foster care system or who has attained 6 years of age and left foster care for kinship guardianship or adoption, a child
eligible for assistance under section 477 of the Social Security Act (42 U.S.C. 677), or in an out-of-home placement;
• An individual who is pregnant or parenting;
• A youth who is an individual with a disability; or
• An individual who requires additional assistance to complete an educational program or to secure or hold employment.

**Job Matching:** The systematic linking of individuals with careers and job classifications based on personality, aptitude, education, and other characteristics.

**Job Readiness Training:** Job readiness training provides, through classroom lectures and role-play, the development of the same set of skills, and understanding to be acquired through work experience. It is generally offered as pre-vocational world-of-work skills that may include showing up on time, workplace attitudes and behaviors. Job readiness training usually does not include an associated work component, but it may.

**Memorandum of Agreement/Understanding:** An agreement between two or more entities concerning their respective roles and responsibilities in the implementation of a contract or shared task.

**Non-Profit Organization:** Any corporation, trust, association, cooperative, or other organization which is operated primarily for scientific, educational, service, charitable, or similar purposes in the public interest; is not organized for profit; and uses its net proceeds to maintain, improve, and/or expand its operations. For this purpose, the term “non-profit organization” excludes colleges and universities; hospitals; state, local, and federally recognized Indian tribal governments; and those non-profit organizations which are excluded because of their size and nature of operations, can considered to be similar to commercial concerns.

**Occupational Skills Training:** Consist of training and education for job skills required by an employer to provide individuals with the abilities to obtain or advance in employment or adapt to changing workplace demands. Job skills training focuses on educational or technical training designed specifically to help individuals move into employment. Placement into this activity constitutes the appropriate comprehensive basic skills education required for individuals assess at math and/or reading levels below ninth grade.

**Offender:** An adult or juvenile who: (1) is or has been subject to any stage or the criminal justice process; or who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest of conviction.

**On-the-Job Training:** Training by an employer that is provided to a paid participant while engaged in productive work in a job that: provides knowledge or skills essential to the full and adequate performance of the job; provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, for the extraordinary costs of providing the training and additional supervision related to the training; and that is limited to the period of time required for a participant to become proficient in the occupation for which the training is being provided. In determining the appropriate length of the contract, consideration should be given to the skills requirements of the occupation, the academic and occupational skills level of the participant, prior work experience, and the
participant’s individual employment plan. (WIA sections 101(31), 20 CFR 663.700(a) and (c), 65 FR49409).

**Out-of-School Youth:** the term “out-of-school youth” means an individual who is (a) not attending any school (as defined under State law); (b) not younger than age 16 or older than age 24 at the time of enrollment; and (c) 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 individual aged 16 to 24 who meets the criteria defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e–2(6)), a homeless child or youth age 16 to 24 who meets the criteria defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)), a runaway;
- An individual in foster care or who has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption, a child eligible for assistance under section 477 of the Social Security Act (42 U.S.C. 677), or in an out-of-home placement;
- An individual who is pregnant or parenting;
- A youth who is an individual with a disability; or
- Low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.

**Participant:** An individual determined eligible to participate in the program and that receives a service funded by a program in a Michigan Works! One Stop Center or Satellite office.

**Pregnant of Parenting Youth:** An individual who is between the ages of 14 and 21 years of age and pregnant, or a male of female youth who is providing custodial care for one or more dependent children under the age of 18.

**Public Organization:** An entity that possesses taxing authority or one whose chief administrative officer or board, etc., is elected by the voters-at-large or their appointment is subject to approval by elected official.

**Remedial Training:** Training that is necessary to raise a participant’s job skills level so the participant can qualify for certain vocational skills training or help them achieve employment. There are various types of remedial training which may be required or taken in conjunction with some type of occupational training. Type of remedial may include: GED, Developmental Math, Reading and English, and English as a Second Language (ESL).

**Soft Skills:** Refer to the cluster of personality traits, social graces, facility with language, personal habits, friendliness, and optimism that mark people to varying degrees. Soft skills complement hard skills, which are the technical requirements of long-term employment.
**Vocational Training:** Prepares learners for careers that are traditionally non-academic and directly related to a specific trade, **occupation**, or **vocation**, hence the term, in which the learner participates. It is sometimes referred to as technical education, as the learner directly develops expertise in a particular techniques or **technology**.

**Workforce Service System:** A system under which entities responsible for administering separate workforce investment, educational, and other human services programs and funding streams collaborate to create a seamless system of service delivery that will enhance access to program services and improve long-term employment outcomes for individuals receiving assistance.
**APPLICANT INFORMATION:**

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**PROJECT START/ENDING DATE:**

- **Project Start Date:**
- **Project Ending Date:**
  - □ Yes
  - □ No
  - □ Not Applicable

**TARGET POPULATION:**

- □ Yes
- □ No

**ESTIMATED PROJECT FUNDING**

- Detroit Employment Solutions Corporation: $
- Applicant: $
- Other: $
- TOTAL: $


**AUTHORIZED REPRESENTATIVE (Signature in BLUE Ink Only):**

- Prefix: First Name: Middle Name: Suffix:
- Last Name: Telephone No. (with area code):
- Title: Date Signed:
| Name of Customer: |  |
| Contact Person: |  |
| Address: |  |
| Telephone Number: |  |
| Fax Number: |  |
| Email Address: |  |
| Website (if applicable): |  |
| Service Dates: | Started: ___________ Ended: ___________ |
| Description of Services Rendered: |  |

DESC Reference Form – August 2012
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## BUDGET

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**TOTAL SALARIES**
BUDGET

FRINGE BENEFITS

FICA 7.65%

UNEMPLOYMENT INSURANCE

HEALTH INSURANCE

WORKER’S COMPENSATION:

OTHER (Specify)

TOTAL FRINGE BENEFITS

FACILITY COST:

Rent
$per Sq Ft  X Sq Ft X # of Months X % Allocation

Rent Sub-Total

Utilities
(Gas, water and electricity)

Utilities Sub-Total

TOTAL FACILITY COST
BUDGET

Communications:
Telephone: ($/Month X # of Months X % Allocation)

Postage

TOTAL COMMUNICATIONS

TRAVEL EXPENSES:
Local Travel: ($/Per Mile X # of Staff X % Allocation)
Out of town travel - Cost associated with seminars, workshops, and meetings.

SUPPLIES & MATERIALS
Consumable Supplies

EQUIPMENT LEASES AND SOFTWARE
Copiers Lease and maintenance:
TOTAL EQUIPMENT
BUDGET

OTHER SERVICES EXPENSES

Liability Insurance
Promotion and Outreach
Vocational Educational Training Tuition
Staff Development
Business Expense/Memberships/ and misc. expenses
Administration Cost  % (Attach Indirect Cost Plan)

TOTAL OTHER EXPENSES

TOTAL COST