



Southeast Michigan Community Alliance (SEMCA)

REQUEST FOR PROPOSAL (RFP)

One Call Services Requirements and Instructions

A 501 (c)(3) Michigan Non-profit Corporation. • Supported by the State of Michigan, The Talent Investment Agency, and other federal, state and county funding. A proud partner of the American Job Center network. SEMCA Michigan Works! is a Federal Contractor, Equal Opportunity Employer & Programs that include Minorities/Women/Disabled/Veterans.
State wide access 1-800-285-9675 - Michigan Relay Center Callers dial 711
Reasonable accommodations will be made upon request.

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Section I – General Information

1. Introduction

SEMCA is a public non-profit corporation whose service area encompasses all of Monroe County and Out-Wayne County, excluding the City of Detroit. SEMCA is a designated Michigan Works! Agency that delivers employment, education, and training services from public and private organizations throughout the region through designated American Job Centers (AJCs).

Contractors provide services for employers and job seekers residing in our designated service area including economically disadvantaged, unemployed and underemployed persons, welfare recipients and youth. Most of SEMCA Michigan Works! programs are funded by the State of Michigan Department of Labor and Economic Opportunity (LEO).

This RFP is based on current law, LEO Policy and any subsequent changes that may apply. Additional information on LEO can be found online at www.michigan.gov/leo.

If any additional information is received by SEMCA that fundamentally alters the description provided in this RFP, SEMCA will provide written notification to each agency that has expressed interest in receiving updates regarding this RFP.

2. Solicitation

SEMCA is seeking a contractor(s) to operate a toll-free intake, assessment and referral service that will serve the entire SEMCA region. A bidder will be selected to operate the One Call for the entire SEMCA region. Only bidders able to operate this service for all of Wayne and Monroe Counties, exclusive of the City of Detroit, should apply.

SEMCA is seeking a contractor(s) that provides the most convenient, efficient, productive, uniform and cost effective services for its customers. SEMCA reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with all qualified sources and/or to cancel in part or in its entirety this RFP, if it is in the best interest of SEMCA to do so. SEMCA reserves the right to make necessary changes or adjustments on any statements made in this RFP upon receiving guidance from the USDOL or LEO. SEMCA reserves the right to release another RFP soliciting proposals to meet the requirements of the specific funds available and not covered under this RFP format. SEMCA will not pay any cost incurred in the preparation of the bidder's proposal.

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

A contract will be awarded for an initial period of 12/1/19 through 6/30/20 with the option to extend the contract on 7/1/20 annually for a period of up to three (3) years total.

Section II – Submission Information

3. Deadline

- The deadline for submission is **3 pm on Tuesday, November 12, 2019**. Late proposals will not be considered and no exceptions will be made.
- All bid proposals must be received in a sealed envelope or sealed box.
- Receipt of submission upon delivery will be time stamped at the SEMCA Administrative office: 25363 Eureka Road, Taylor, Michigan 48180.

4. Submitting a Proposal

Bidders must provide both printed proposal copies and an electronic version on a portable USB drive as described below. All proposals must be assembled in the order outlined in the individual section of each request to which a bidder is responding. Failure to submit all required documents and forms will cause a proposal to be considered incomplete and non-responsive. Responses will not be accepted via e-mail.

For printed proposals: (1) Format using a 12-point Calibri font, 1.0 line spacing and 1" margins, (2) One complete hard copy of proposal, and (3) three complete copies of your proposal.

For proposals on computer storage media: (1) Use one standard portable USB drive, and (2) Provide your proposal in Microsoft Word or Adobe pdf format (do not password protect files). SEMCA is not responsible for unreadable computer media.

Deliver proposal(s) by hand to SEMCA Administrative office between 8:30 am and 5 pm Monday through Friday. **Submissions must be delivered to the SEMCA Administrative office by the deadline.** Address your submission to Rana Al-Igoe, One Stop RFP Proposal 2019.

Proposals must be submitted in the legal name of the organization. SEMCA will only contract with the legal entity named in the proposal. Bidders submitting a response to this RFP must be willing and legally able to sign a contract that will provide a full indemnification and hold harmless to any liability of SEMCA or its governing bodies for any activities conducted by the contractor agency.

5. Questions

- Questions must be submitted in writing by e-mail to wrd@semca.org with the subject line **Questions – One Stop RFP**.
- The deadline for all questions is Tuesday, October 22, 2019 at 9 am. All questions must be submitted prior to this date for consideration.
- Questions and Answers will be posted on the SEMCA website by Friday, October 25, 2019 at 5 pm.
- SEMCA will not hold a bidder's conference for this RFP.

Section III – One Call Services

6. Statement of Work

This section sets forth SEMCA's expectations for One Call Services throughout the SEMCA area. The purpose of the One Call program is to provide a toll free telephone triage, to be utilized as a toll free intake, assessment and referral service. Entities proposing to operate the "One Call" portion of the SEMCA "One-Call, One-Stop" system will serve all customers in the SEMCA area.

One Call bidders must have the demonstrated capacity to provide phone information, assessment and referral services to a large volume of customers. Such capacity shall include working with electronic data systems and electronic resource directories. Specific workforce development experience is not essential but an adequate presence and history in the SEMCA area is considered a plus, along with extensive relationships with other human service agencies in the region. On average, contractor(s) can expect a volume of approximately 7,000 incoming calls per year.

The basic premise behind the SEMCA workforce development system is that customers should be able to access the Michigan Works! 1-800 number for the SEMCA area for all major workforce development related services. The One Call contractor will make appropriate referrals to providers of services for both essential SEMCA and non-SEMCA service needs. Both the job seeker and the employer must be able to access the range of services necessary to meet their respective employment needs. The One Call contractor will work closely with the SEMCA Michigan Works! American Job Centers (AJCs) to closely coordinate system-wide initiatives and information sharing that will result in a model system of employment and training service provision.

Customers that are not job ready and/or do not have a specific employment or training goal or are not in a targeted population for dedicated services would be referred by the One Call contractor to the most convenient SEMCA AJC. SEMCA's One Call contractor will be primarily responsible for:

- Capturing customer information in an electronic tracking system that allows for separate reporting statistics for SEMCA related calls,
- Conducting an initial assessment of employment and training needs and, by means of a resource directory, providing pertinent information to the caller,
- Referring caller directly to the appropriate service provider and/or the SEMCA Michigan Works! Service Center,
- Case noting the interaction on the One Stop Management Information System (OSMIS) for all customers identified as being registered on that system,
- Following-up with all customers within thirty (30) days of initial contact with the One Call, to determine if the referral was utilized and/or if additional services are needed,
- Collecting data on barriers to employment exhibited by job seekers, and for purposes of making relevant referrals for services and
- Participating in all worker orientations.

The basic services for which referrals will be made to the AJC for job seekers include, but are not limited to the following:

- Job search resources and information
- Labor market information
- Local resource directory information for both potential training and supportive services
- Occupational/skills training information
- General financial aid information
- Self-assessment instruments for occupational interests and skills
- Michigan Occupational Interest Survey (O*NET)
- Job search resources
- Resume writer software, with suitable printing compatibility
- Job order listings through employment services, including accommodations for the disabled,
- Employment services registration
- Information about workplace accommodations for persons with disabilities and other available services for this specialized population.

In addition to the services described in this RFP, the One Call contractor will provide health navigator presentations during the open enrollment period at all of the SEMCA AJCs. Additionally, SEMCA expects the following minimum performance measure outcomes:

Performance Measure	Minimum Outcome
Expected Average Speed of Answer (Answer in < 15 seconds)	99%
Expected Minimum Grade of Service	95%

7. Linkage with Business Services

An employer’s need for job skill enhancement and worker retention need to be part of the overall SEMCA delivery system. Accordingly, the One Call operator will provide, at a minimum, referrals for the following services to assist employers in meeting their needs:

- Connecting employers to the Business Service Representatives and
- Providing employers with any additional information and referrals to the Business Service Representatives consistent with the skill requirements of their operation
- Apprising employers of other support mechanisms that could assist their business(es).

8. Rapid Response Worker Orientations

Rapid Response is a strategy designed to respond to major layoffs and plant closings by quickly coordinating services and providing immediate aid to affected companies and their workers. Rapid Response teams will work with companies to customize public and private efforts to minimize the disruptions of a major layoff on companies, affected workers and the community. Rapid Response is carried out by the states and local workforce development agencies.

One of the benefits of Rapid Response is a session or sessions called worker orientations. These special meetings introduce the One Stop system to those being laid off. The purpose of these meetings is to provide information to the workers so they can quickly attach to reemployment and training services.

The One Call provider will attend the worker orientation meetings with other SEMCA contractors. They will reinforce the use of the One Stop system and offer other Information and referral services that can assist a laid off worker during this transitional time.

9. Toll Free Telephone Service Provision

The design of the SEMCA “One-Call, One-Stop” system anticipates that most of the essential services listed above will be accomplished via telephone through the use of a toll-free number to SEMCA’s One Call contractor(s). However, it is expected that in-person requests will be provided based on customer preference.

Telephone service minimum hours of operation shall be Monday through Friday, from 8:00 am – 5:00 pm, excluding approved holidays. Additional hours may be provided depending upon the operation of the One Call provider. An answering machine will record incoming calls after hours, weekends or holidays. The telephone messages will be retrieved and answered during the next working day. Calls received during contracted working hours must be answered during the first three telephone rings.

SEMCA’s One Call operator will provide adequate staffing to ensure that all customers are able to successfully obtain the type and quality of information necessary for them to make informed judgments with respect to the training and employment needs. The successful bidder staff will receive incoming calls for the One-Stop system, and will be available for in-person sessions during regular business hours.

Once the initial customer information is captured, the phone interviewer will utilize an assessment instrument approved by SEMCA to index the caller’s job readiness or training readiness, whichever is applicable. Based upon this indexing, the phone counselor will make a referral utilizing a current, computerized resource database that allows for separate tracking and reporting of SEMCA callers. The referral will be to one of the SEMCA AJCs if the customer requires the services provided there to meet their training and/or employment needs.

If the phone customer belongs to a special population (disabled, aging workers, veteran, TANF cash recipient, etc.) the referral would be made directly to the appropriate agency to meet their particular needs. This type of direct referral will be conditioned upon the partnerships established within the MWSCs themselves and could result in a dual referral to a SEMCA provider and special population service provider.

Other phone customers may be determined training ready as a result of the phone indexing and, if they had no identifiable employment barriers, they would be referred to an appropriate training contractor or the system’s Employment Service component for direct placement services. The One Call operator will also make referrals to appropriate service agencies for

other non-workforce development services identified as necessary to achieve their employment goals as a result of the phone assessment.

During a period of not more than thirty (30) days, the One Call provider will verify that the customer followed through on the referral and successfully obtained access to the needed service(s). If unsuccessful, the customer would be assessed and provided with another referral. Referrals would be transmitted either electronically or by hard copy; whichever is appropriate for the receiving agency. Information obtained, including reasons for unsuccessful access to referred services, will be provided to SEMCA for system improvement and accountability.

10. Resources

The One Call contractor will develop, or continue its development and expansion of existing resources, and implement electronic databases that will contain the full spectrum of area resources to assist customers meet their needs. Information will include, but is not limited to, specifics in regard to the area's programs and locations, specialized human services programs, emergency services, child care sources (licensed day care providers), elder care, youth services, special needs funding and/or availability. The One Call operator must develop and maintain a specialized resource directory of employment and training vendors located in the SEMCA region. Such resource directory may be expanded to include other vendors in the southeast Michigan area. All information will be included for the benefit of those callers looking for employment related sources and information. The One Call program operator may be also charged with the development, maintenance and implementation of additional resources, as identified by SEMCA.

Section IV – Evaluation

11. Selection and Evaluation

SEMCA will review and evaluate proposals on the basis of:

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

SEMCA evaluation process includes: review, scoring and recommendations by a review panel comprised of SMECA Administrative staff with final approval by the SEMCA Workforce Development Board.

SEMCA will notify all bidders in writing of the results of the review process after the Workforce Development Board has made their decision. Bidders should receive notifications by November 21, 2019.

Section V – SEMCA System

6. SEMCA Background

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

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

7. Michigan Works! System

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

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

The system design should be based on the following principles:

- Adherence to a Workforce Development Board (WDB) developed strategic plan that encourages a common direction among diverse employment, education and training programs.
- Universality of access by employers and job seekers with multiple access points.
- Ease of customer access being based on population density and other factors that make locations convenient for customer use, with a minimum of one physical AJC that has programs co-located and offers all of the core services required.
- Service delivery that is driven by individual customer needs rather than program offerings
- Demand driven through private sector leadership which serves the workforce by responding to the marketplace.

- Integration of services across agencies and programs, replacing fragmentation and duplication with coordination and consolidation.
- Customer service focus of staff, facilities and services supported by customer satisfaction measures.
- Maximum leveraging of resources through co-location and shared operating costs; and
- Accountability focused on results and documented by performance measures.

8. Workforce Development Board Overview

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

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

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

9. Demand Driven Workforce Development System

The purpose of a demand-driven workforce development system is to contribute to the state's economic vitality through the provision of workforce training and services that meet the needs of targeted business sectors and employers. While the scope and type of services are limited by the funding that supports them, the overriding imperative remains to foster talent development and connections between employers and employees that meet demand. Bidders should be mindful of our emphasis on being a demand driven workforce system in their proposal development.

A demand driven workforce development system identifies the employer as the primary customer. It recognizes that ultimately the employer is the “end user” of the workforce development system, and that the extent to which we meet employers’ needs is the extent to which we provide the best help to job seekers. Job seeker services will be guided according to employer demand and feedback and resources will be allocated accordingly. Through this and the contracts that are executed from this process, SEMCA is implementing a unified approach and philosophy for better assisting job seekers in obtaining employment. This is consistent with the expectations of the State of Michigan’s Labor and Economic Opportunity (LEO) and USDOL’s Employment and Training Administration (ETA).

Section VI – Minimum Requirements

10. Eligible Bidders

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

Contractors must:

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

11. Organizational Capabilities

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

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

- The organization will respond to communications and requests in timeframes given and coordinate appropriately with SEMCA staff and other organizations and partners to support direction from SEMCA.
- Questions, issues, or concerns relating to program design, program implementation, policies or procedures will be reported to SEMCA Administrative office as soon as they are known.
- Questions or concerns about financial administration and accounting procedures related to funding stream allocations will be directed to SEMCA Administrative financial office as soon as they are known.
- All data regarding the organization's operations in fulfilling the contract(s) are to be provided on request to SEMCA for the purpose of understanding organization's operations and working toward seamless delivery of exceptional service. With the exclusion of certain confidential information sources (e.g., individual employee personnel records), all operational data will be promptly provided to SEMCA Administrative office upon request.

12. Innovative Program Design Elements

A successful program will include the following program design elements:

- Develop innovative and creative outreach strategies including program design maintaining an online presence.
- Collaborate with SEMCA initiatives and partners. SEMCA is seeking innovative ideas for connecting program participants to meaningful employment, based in partnership with local and statewide economic development agencies, educational institutions, and others.
- Measurement of success should come from an accurate and transparent data base that is maintained by potential contractors. To ensure success, a quality assurance and improvement process should be maintained and enforced by the successful bidder.

13. Doing Business with SEMCA

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

The Michigan Works! brand, AJCs must use either the "American Job Center" common identifier, or use the tagline phrase "a proud partner of the American Job Center network." Either plain text or a logo may be used. If a logo is used, it must be used in accordance with the guidelines available at [American Job Center - Graphics Style Guide for Partners](#).

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

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

In addition,

- SEMCA currently conducts regular best practices meetings. At these meetings information regarding new policies is disseminated, project committees are formed, management information/data collection and data entry issues are discussed, best practices are shared, and ideas are generated to benefit the system. Mandatory attendance to these meetings is required of all appropriate staff.
- As new programs arise, program issues or specialized knowledge is required for the system, SEMCA will offer (at no cost to the selected contractor) training in these areas.
- Selected contractor(s) are invited to join the Michigan Works! Association and are expected to participate in appropriate trainings offered by the Association.
- Selected contractor(s) must participate in - and provide staff for - any activities that SEMCA is involved with that will attract job seekers and business owners and/or enhance the image of our workforce service system.
- Selected contractor(s) performance, for all programs, will be reviewed on a scheduled basis, in accordance with SEMCA policy. Funding adjustments may be made as a result of the performance review.

14. Service Delivery Site(s)

The service area for SEMCA includes all of Monroe and Wayne County (excluding the City of Detroit). SEMCA has established AJCs in locations based upon geographic, demographic and other relevant criteria.

SEMCA currently has Michigan Works! AJCs at the following seven (7) locations:

- Dearborn, 6451 Schaefer Road, Dearborn, MI 48126
- Grosse Pointe, 17888 Mack Avenue, Grosse Pointe, MI 48230
- Highland Park, 144 E. Manchester Street, Highland Park, MI 48203
- Livonia, 30246 Plymouth Road, Livonia, MI 48150
- Monroe, 1531 North Telegraph Road, Monroe, MI 48162
- Southgate, 15100 Northline Road, Southgate, MI 48195
- Wayne, 35731 West Michigan Avenue, Wayne, MI 48184

15. Service Delivery Hours/Closings

One Call services must be available at all times the State of Michigan is open for business, unless sites are closed by SEMCA for public safety (e.g. inclement weather). Minimum hours of operation are 8:00 am to 5:00 pm, Monday through Friday, though some extended hours are encouraged. An annual calendar must be provided to SEMCA by the selected contractor upon contract execution.

16. Workforce Development Professional Staff Qualifications

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

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

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

17. Code of Ethics and Professional Practices

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

- Exhibit and uphold the highest standards of professional and ethical conduct in order to ensure the integrity and advancement of the workforce development profession.
- Advance programs and services that are consistent with the public trust and responsive to the public interest.
- Demonstrate commitment to maintaining professional competencies through ongoing professional development.
- Exercise maximum effort in the workplace to ensure optimal benefit to my customers and to my organization and community.
- Promote cooperation and collaboration with partner organizations in order to maximize our customers' opportunities for success.
- Respect the integrity, promote the welfare and maximize the freedom of choice and informed consent of my customers.
- Respect and protect the privacy of my customers when gathering, recording, storing and sharing confidential information.
- Recognize and respect the unique challenges faced by culturally or ethnically diverse and individuals with disabilities.
- Abstain from using my official position to secure personal or political privilege, advantage, gain, or benefit.
- Adopt innovative practices when appropriate and adapt to changes in the industry to create new opportunities.
- Offer the most effective services available in their community.

Section VII – Financial Management

18. Financial Information

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

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

- Contractors are required to establish internal program management procedures to assure compliance with contract requirements, delivery of high quality services to eligible individuals and achievement of planned outcomes.
- It is the objective of SEMCA Michigan Works! to place the maximum amount of resources at points in the system where customers are directly served. All funds we contract for administrative and management activities of service providers will be spent in support of direct service delivery.

- The service provider’s maximum administrative cost, either direct cost or as part of a cost allocation plan, may not exceed 15% without prior approval by SEMCA’s CFO.
- All service providers must demonstrate familiarity with and the ability to abide by the terms of SEMCA Michigan Works! contracts, including the requirements for financial management.
- As a recipient of WIOA funds, service providers must have an annual financial and compliance audit performed. The audits must be conducted in accordance with auditing standards set forth under the OMB Uniform Guidance (2 CFR Part 200). This requirement will be met by providing SEMCA Michigan Works! a copy of the annual audit according to OMB Uniform Guidance. For-profit WIOA contractors must have an annual financial and compliance audit performed under Generally Accepted Accounting Standards by an independent auditor. A copy of the audit will be forwarded to SEMCA Michigan Works! The audit should be submitted within 30 days after the completion of the audit, but not later than six months after the end of the audit period.
- In Accordance with WIOA and the WIOA regulations, WIOA contracted Service Providers must cooperate with any monitoring, inspection, audit, or investigation of activities related to WIOA contracts. These activities may be conducted by the Michigan Talent Investment Agency, the U.S. Department of Labor, and SEMCA Michigan Works! or their designated representatives. This cooperation includes access to, examination of, and/or photocopying of books, records, files, documents, property or equipment related to all aspects of WIOA-funded activities under this contractual agreement.
- The following financial records and documents, not limited to, must be maintained for WIOA-funded participants and employees. They must be available for monitoring and review by SEMCA Michigan Works! and must be retained, subject to audit, for three years following the final audit of the contract. If any aspect of the program is under investigation or in the process of audit resolution and/or debt collection, the WIOA Service Provider is required to retain records after the three year period and until the final audit resolution of all disallowed and/or questioned costs are paid or accepted as allowable. Please see below:
 - General ledger or equivalent;
 - Cash receipts and cash disbursements journals/reports or equivalent;
 - Bank statement, reconciliation, deposit slips and canceled checks for each bank account through which WIOA funds were received or disbursed;
 - All contracts with SEMCA Michigan Works! including all amendments;
 - All financial reports and documentation supporting requests for reimbursement;
 - Payroll records including Individual Earnings Record, Employee Withholding Authorization (W-4), FICA reporting forms, Federal and State withholding, Unemployment taxes, Employee Personnel Files, Time Records and Employee Time/Salary Allocation plans;
 - Invoices and/or supporting data for non-payroll disbursements; and

- Proof of insurance is not a requirement for the submission of a proposal; however, successful respondents will be required to obtain all insurances specified/required by SEMCA Michigan Works! and provide same with proper Certificates of Insurance prior to commencing work under a contract resulting from this RFP.
- The U.S. Department of Labor requires that all income generated under any WIOA contract shall be reported and used to further program objectives.
- All non-expendable property/equipment with a life expectancy of one year or more or a unit cost of \$1,000.00 or more, which is purchased or leased with WIOA funds must be approved in writing by SEMCA Michigan Works! prior to purchase or lease. The Service Provider agrees to comply with the Uniform Guidance (2 CFR Part 200), and all applicable SEMCA Michigan Works! property policies.
- The Service Provider(s) agrees not to dispose of or transfer property/equipment purchased with WIOA funds until written authorization is received from SEMCA Michigan Works! The Service Provider(s) will be responsible for maintaining an accurate inventory of all WIOA property/equipment in their possession.
- The respondent assures, with respect to operation of the WIOA-funded services or activities and all agreements or arrangements to carry out the WIOA-funded project or activity, that it will comply fully with the nondiscrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act, the Nontraditional Employment for Women Act of 1991; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; Title IX of the Education Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Part 34. The United States has the right to seek judicial enforcement of this assurance.
- To ensure compliance with the E-Verify requirements of the General Statutes of Michigan, all contractors, including any subcontractors employed by the contract(s), by submitting a bid, proposal or any other response, or by providing any material, equipment, supplies, services, etc., attest and affirm that they are aware and in full compliance with Article 2 of Chapter 64, (NCGS 64-26(a)) relating to the E-Verify requirements.
- Individuals employed in work-related activities under WIOA must be compensated in accordance with applicable law, but not less than the higher of the rate specified in the Fair Labor Standards Act of 1938 or the applicable state minimum wage law.
- Health and safety standards under federal and state law otherwise applicable to working conditions of employees are equally applicable to working conditions of WIOA participants engaged in work experience activities under WIOA. Workers' compensation insurance coverage must be secured for WIOA participants in work experience jobs.

- We encourage service providers to consider implementing salary incentive programs for their staff, linked to the SEMCA Michigan Works! performance requirements. SEMCA Michigan Works! CFO staff must review and approve any service provider incentive program before it is implemented.
- Contractors are not required to adhere to one set of travel policies – each may use its own internal policy, as long as, the SEMCA Michigan Works! CFO has reviewed and approved the policy before implementation.
- Contractors must develop cost allocation plans that properly allocate costs between management/administrative functions and operations, as well as among the various federal revenue sources that fund SEMCA Michigan Works! contracts.

Section VIII – Additional Requirements

19. Notice to Prospective Vendors/Subcontractors/Subrecipients

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

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

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

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

Questions regarding this section should be referred to Kate Brady-Medley, EEO Officer at kate.bradymedley@semca.org.

Section IX – Required Forms

20. Complete the following additional forms and submit with RFP packet:

- Assurance and Proposal Certification
- Signature Page **This will be completed for each individual RFP that Bidder submits proposal*
- “Certification Regarding Lobbying” certification
- “Certification Regarding Debarment and Suspension” certification
- EEO Is The Law

21. Assurances and Proposal Certification

The bidder assures that, if awarded workforce development funding based on this proposal, all programs and activities will comply with:

- a. The Workforce Innovation and Opportunity Act, all applicable State and Federal rules and regulations governing programs under the Act
- b. The Age Discrimination Act of 1975, as amended
- c. Section 504 of the Rehabilitation Act of 1978, as amended
- d. Title IX of the Education Amendments of 1972, as amended
- e. Title VI of the Civil Rights Act of 1964, as amended
- f. Section 3 of the Military Selective Service Act
- g. The Michigan Occupational Safety and Health Act (MIOSHA) #154, of 1974 as amended
- h. Public Act 278 of 1980, as amended
- i. The Michigan Civil Rights Act, P.A. 453 of 1976, as amended
- j. Grove City Civil Rights Bill, S557-PL-100-259, as amended
- k. The Michigan Handicappers Civil Rights Act, P.A. 220 of 1976 as amended.
- l. Equal Employment Opportunity requirements expressed in
 - i. Executive Directive 1975-3 (signed 6/20/75)
 - ii. Executive Directive 1975-6 (signed 12/2/75)
 - iii. Executive Directive 1979-4 (signed 9/7/79)
- m. The Michigan Youth Employment Standards Act, PA 90, as amended, or the federal Child Labor Regulations, Part 570, as amended, whichever is more stringent
- n. Executive Order 1259, Debarment and Suspension, 29 CFR Part 98, Section 98.510
- o. Michigan Minimum Wage Law of 1964, Act 154, as amended.
- p. Michigan Department of Labor, Employment Standards, Overtime Compensation Rules R 408.721-408.735.
- q. Michigan Payment of Wages and Fringe Benefits Act 390 of 1978, as amended
- r. Michigan Workers Disability Compensation Act of 1968, and Administrative Rules, as amended
- s. Michigan Open Meetings Act 15.261 et. seq., as amended
- t. Michigan Contracts with Employers Engaging in Unfair Practices Public Act 1989 No. 278, as amended

- u. The Americans with Disabilities Act.
- v. 2 CFR 200 and other applicable OMB circulars

All other applicable Federal and State legislation

- w. Any other laws, regulations and stipulations listed in the Michigan Works! System Plan and in effect between the Workforce Development Agency, State of Michigan and Counties (System Plan available upon request) of the Consortium.

Further, the bidder, if awarded the contract, assures that:

- y. With respect to terms and conditions affecting, or rights provided to, individuals who are participants in activities supported by funds provided under this Act, such individuals shall not be discriminated against solely because of their status as participants.
- z. Participation in programs and activities financially assisted in whole or in part under this Act shall be open to citizens and nationals of the United States, lawfully admitted permanent resident aliens, lawfully admitted refugees and parolees, and other individuals authorized by the Attorney General to work in the United States.
 - aa. Programs funded under the Act will be administered in full compliance with safeguards against fraud and abuse as set forth in WIOA and WIOA Regulations.
 - ab. Full compliance with the SEMCA Michigan Works! Equal Employment Opportunity (EEO) and Affirmative Action (AA) policy as stated below is assured if funding is awarded based upon this proposal

22. Prevention of Fraud and Program Abuse

To ensure the integrity of the Workforce Development Agency programs, special efforts are necessary to prevent fraud and other program abuses. Fraud includes deceitful practices and intentional misconduct, such as willful misrepresentation in accounting for the use of program funds. "Abuse" is a general term which encompasses improper conduct which may or may not be fraudulent in nature. While the Workforce Development Agency law and regulations are specific, possible problem areas could include the following: conflict of interest, kickbacks, commingling of funds, charging fees to participants and employers, nepotism and child labor, political patronage, political activities, sectarian activities, unionization and anti-unionization activities/work stoppages and maintenance of effort. Proposals which are found to violate the abuse standards will not be funded. Bidders who receive contracts will be required to report immediately any violations in these areas or in problem areas which may later be defined.

23. Monitoring

SEMCA Michigan Works! and its funding organizations will be monitoring, auditing, and evaluating services provided under this Request for Proposals throughout the contract period. Selected contractors must allow agency staff or its agent full access to all files and records relating directly to agency funds, participant case files, accounting files and records, and to any related files and records associated with proper accounting of such funds and participants.

24. Audit Provisions

Selected contractors receiving federal/state funds must, under certain circumstances, arrange to pay for audits of their organizations and programs. Therefore, it is important that each contractor (1) determine it must audit its organizations and programs, and (2) provide sufficient funds in its budget if it must conduct audits. The guidelines described below should enable each contractor to determine its audit responsibilities and provide for audit costs in its budget if necessary. Contractors who are non-profit corporations are required to have an audit completed in accordance with 2 CFR 200. Single audits will be required for review by SEMCA Michigan Works! staff. LEO interprets this new section of the regulations to require that such organizations have an annual financial and compliance audit with an internal control review either: (1) performed on a program-specific basis in accordance with generally accepted government auditing standards, or (2) which includes federal funds within the scope of their organization-wide audit. Private-for-profit commercial organizations shall review federal 2 CFR 200 for guidance on how the audit may be structured.

25. Administrative Entity/SEGA Held Harmless

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

The bidder, if awarded a contract, shall maintain at its expense during the term of the contract the following insurance:

- Workers' Compensation Insurance with the Michigan statutory limits and employer's liability insurance with a minimum limit of \$500,000 each accident.
- Comprehensive General Liability Insurance with a combined single limit of \$1,000,000 each occurrence for bodily injury and property damage. Policy shall include contractual liability coverage, and personal injury coverage

26. Certification Regarding Debarment and Suspension

A prospective recipient of federal assistance funds, in accordance with Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, and Executive Order 12689, 2 CFR 215 Appendix A8, page 26297 is required to certify with an official signature on the Debarment and Suspension form that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in a transaction with any federal department or agency.

27. Certification Regarding Lobbying

Prospective recipients of federal assistance funds must certify with an official signature on the Certification Regarding Lobbying form that no federally appropriated funds have been used or will be used by the prospective recipient for the purpose of lobbying.

28. Records, Reporting, and Review

Contract(s) awarded as a result of this RFP will be required to comply with records and reporting systems established by SEMCA Michigan Works! for the purpose of documenting and evaluating program operations. In addition, program records and operations are subject to on-site review and/or transcription, in whole or in part, by representatives of SEMCA Michigan Works! the WDB, LEO, and USDOL.

29. Supplemental Nepotism Clause

The bidder must assure that during the time period of the proposed program, no individuals who are members of the immediate family of the bidder's staff or governing board will be enrolled as program participants in the offered program. Immediate family member is defined as: father, mother, sister, brother, child, aunt, uncle, nephew, niece, grandmother or grandfather.

30. Independent Broker of Training Services

The successful bidder must act as an "independent broker" of training programs and services. That is, case managers should have no vested interests in promoting or advocating enrollment or participation in any particular training program or service. While agencies delivering other training programs and services are not precluded from bidding for delivery of case management services, they must be able to demonstrate conclusively that they can act as an independent brokers within the Michigan Works! "One Stop" system.

1. Identify all workforce training, assessment, and support services, which your agency currently provides.
2. If you currently deliver other workforce training, assessment, other participant support services, or other business services, describe the how you will structure your proposed services to act as an independent broker and avoid the appearance of conflict of interest.

31. Proposal Certifications

These certifications must be signed by a representative of the applicant organization who is authorized to do so. Persons in an administrative, monitoring or oversight policy-making capacity with workforce programs should not appear as signatory to this RFP.

I hereby certify:

- a. that the applicant organization understands and assures compliance with specific assurances and certifications contained in this RFP if awarded funding on the basis of this proposal;

- b. that all information contained in this proposal in response to questions concerning the applicant organization, its operation, and its proposed program, is true and accurate;
- c. that completion of this proposal is an application for funding and does not ensure that the proposed program will be funded;
- d. that if selected for funding, the applicant organization will be bound by the information contained herein as well as by the terms and conditions of the resultant contract or agreement;
- e. that to the best of its knowledge and belief, the cost data are accurate, complete, and current at the time of agreement on price. This price shall be valid for a minimum of six months after submission.

Signature:	Date:
Name:	Title:
Organization:	

Signature Page

General Template (specific signature page for each service in program RFP's)

Legal Name of Bidding Organization:			Date Organization was Established:		
Address:					
City:		State:		Zip Code:	
Phone:			DUNS or EIN:		
List Bidder d/b/a/ Name(s)					
Contact Person:				Phone:	
Website Address:					
Type of Organization: (Check all that apply)					
<input type="checkbox"/>	Government	<input type="checkbox"/>	Sole Proprietorship	<input type="checkbox"/>	Corporation
<input type="checkbox"/>	Private Non-Profit	<input type="checkbox"/>	Partnership	<input type="checkbox"/>	Other (Specify)
<input type="checkbox"/>	School District	<input type="checkbox"/>	Private for Profit		

Bidders should specify the particular geographic area within the SEMCA Michigan Works! service area that they are proposing to serve and/or state that they are willing to be placed at any location based upon the discretion of SEMCA Michigan Works! (Check all that apply)					
<input type="checkbox"/>	Dearborn, 6451 Schaefer Road, Dearborn, MI 48126		<input type="checkbox"/>	Southgate, 15100 Northline Road, Southgate, MI 48195	
<input type="checkbox"/>	Livonia, 30246 Plymouth Road, Livonia, MI 48150		<input type="checkbox"/>	Wayne, 35731 West Michigan Avenue, Wayne, MI 48184	
<input type="checkbox"/>	Monroe, 1531 North Telegraph Road, Monroe, MI 48162		<input type="checkbox"/>	Grosse Pointe, 17888 Mack Avenue, Grosse Pointe, MI 48230	
<input type="checkbox"/>	Highland Park, 144 E. Manchester Street, Highland Park, MI 48203				
<input type="checkbox"/>	***Are willing to be placed at any location based upon the discretion of SEMCA Michigan Works!				

Proposed Budget	
Proposed Budget	\$
Proposed Budget	\$
Proposed Budget Total	\$

<u>Certification:</u>	
<p>That the bidding organization understands and will comply with the specific assurances and certifications contained in this proposal. The information contained in this proposal represents the organization and its proposed operating plans and budget necessary to conduct the proposed WIOA Title I Adult/DW Activities described herein. I acknowledge that I have read and understand the requirements of the Request for Proposal (RFP) and that the organization is prepared to implement the proposed activities as described. The bidding organization understands that this proposal is an application for funding and does not ensure subsequent funding. That if selected for funding, the bidding organization will be bound by the information contained herein as well as by the terms and conditions of the resultant contract. I certify that I am authorized to sign this proposal on behalf of the organization submitting the proposal, and further certify that the responding entity named above waives any right to claims against SEMCA Michigan Works! and the SEMCA Workforce Development Board members in their individual capacities.</p>	
Name of Signatory Official (printed):	Title:
Signature of Signatory Official:	Date:

**Certification Regarding Lobbying for Contracts, Grants, Loans
and Cooperative Agreements**

Email:	Fax:
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The undersigned certifies to the best of his or her knowledge and belief that:

- (1) No federal appropriated funds have been paid or will be paid by, or on behalf of the undersigned, to any person for influencing, or attempting to influence, an officer or employee of an agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with this federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants and contracts under grants, loans, and cooperative agreements), and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, and U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000, and not more than \$100,000, for each such failure.

Applicant Organization:	
Typed Name of Authorized Representative/Certifying Official:	Title:
Signature of Authorized Representative/Certifying Official:	Date:

**Certification Regarding Debarment, Suspension, Ineligibility,
Voluntary Exclusion Lower Tier Covered Transactions**

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 Code of Federal Regulation (CFR) Part 98.510, Participants' Responsibilities. The regulations were published as Part VII of the May 26, 1988, Federal Register (pages 19160-19211). 2 CFR 180 is also applicable.

This certification is also required by the regulations implementing Executive Order 12689, Debarment and Suspension, 3 CFR 1989 Compiled, p. 235.

- (1) The prospective recipient of federal assistance funds certifies, by submission of this proposal, that neither it, nor its principals, are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.

- (2) Where the prospective recipient of federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Applicant Organization:	
Typed Name of Authorized Representative/Certifying Official:	Title:
Signature of Authorized Representative/Certifying Official:	Date:

EQUAL OPPORTUNITY IS THE LAW

It is against the law for this recipient of Federal financial assistance to discriminate on the following bases: against any individual in the United States, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or, against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA Title I–financially assisted program or activity.

The recipient must not discriminate in any of the following areas: deciding who will be admitted, or have access, to any WIOA Title I–financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity.

Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION

If you think that you have been subjected to discrimination under a WIOA Title I–financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

Ms. Kate Brady-Medley, Equal Opportunity Officer
Southeast Michigan Community Alliance Michigan Works! (SEMCA)
25363 Eureka Rd.
Taylor, MI 48180
Phone: (734) 229-3506, TTY 711

-----or-----

Ms. Naomi M. Barry Pèrez, Director
Civil Rights Center (CRC)
U.S. Department of Labor
200 Constitution Avenue NW, Room N-4123
Washington, DC 20210

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above). If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you may file a complaint with CRC before receiving that Notice. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient). If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

Federal Contractor:
Signature of Authorized Representative/Certifying Official: