



REQUEST FOR PROPOSAL (RFP)

TECHNICAL TRAINER

DATES TO REMEMBER
Michigan Works! Northeast Consortium
Technical Trainer Request for Proposal

DATE	SCHEDULED ACTIVITY
May 6, 2021	RFP Release (on website, partners, newspapers)
May 11, 2021	RFP Questions Due to Michigan Works! Northeast Consortium Must be submitted by 5:00 p.m.
May 13, 2021	Responses to RFP Questions Posted on Website
May 21, 2021	Proposals Due and Must Be Submitted Electronically to General@nemcworks.org by 5 p.m.
June 1, 2021	Contract Begin Date (may start sooner)

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PART I: GENERAL INFORMATION

Background

Michigan Works! Northeast Consortium (MW!NC) is a network of resources, providing free services to improve the region's workforce. Our seven offices serve Alpena, Alcona, Cheboygan, Crawford, Montmorency, Oscoda, Otsego and Presque Isle counties.

We partner with job seekers to enhance their education, help find employment, and expand career opportunities. We offer services such as: resume assistance, interview coaching, job search guidance, career counseling, career fairs and events, financial aid options for in-demand jobs, networking opportunities, access to the Pure Michigan Talent Connect Job Bank, potential classroom or on-the-job training programs, information on child care, homeless services and more.

We partner with businesses to develop recruiting and retention strategies. We offer services such as: qualified applicant referrals, employee recruitment, career fair hosting, interview space by appointment, on-the-job training providing valuable wage reimbursement, assistance with job postings, current labor market info, up-to-date info on state and federal employment programs, government contracting assistance, and one single point of contact for all business services.

Purpose

In providing this multitude of workforce development services, agency staff utilize technology in various ways. Since the beginning of the COVID pandemic, their use of technology has drastically increased. Delivery of services virtually requires a higher level of technical literacy and stronger comfort level with both hardware and software. However, the skill levels among staff vary widely. Therefore, MW!NC is seeking a qualified individual or firm to provide training that will improve the staff's ability to use and leverage technology in the delivery of high quality services.

PART II: RFP PARAMETERS

Proposal Stipulations and Submission

The RFP will be made available in alternative format (audio tape or large print) upon request. Requests for alternative formats shall be made in writing and shall be emailed to the attention of Kim Schultz at SchultzK@nemcworks.org or to general@nemcworks.org by May 11, 2021

In order to be considered for funding, proposals must be submitted electronically to General@nemcworks.org no later than **5:00 p.m. on Friday, May 21, 2021.**

Proposals must be submitted in the format of this package and all parts as applicable. Failure to complete all required sections will disqualify the proposal. Failure to adhere to all technical requirements will result in a reduction of points and may disqualify the proposal. Proposals received after the date and time specified will not be considered for funding. **Faxed proposals will not be accepted.**

The bidder may be contacted by MW!NC to request clarification of information included in the proposal. The bidder will be expected to have at least one responsible staff person available to respond to questions. The evaluation process may include a presentation by the bidder to a review committee.

Proposals must be:

- Complete, computer-generated, and technically accurate.
- Limited to no more than 8 pages for proposal narrative, with a font size of 12. Page 1 of 8 is the cover page.
- Signed by an official authorized to bind the agency. The proposal will be considered a firm offer for a 90-day period from the submittal date.

Bidders must submit one (1) electronic version of the completed proposal and attachments. All proposals will be considered firm bids. No changes will be made after submission.

Small, Minority, and Women Owned Businesses

Female-owned, minority-owned, and small businesses are encouraged to apply. MW!NC will make an effort to utilize small, minority and/or women owned businesses

An Offeror qualifies as a small business firm if it meets the definition of “small business” as established by the Small Business Administration (13 CFR 121.201), by having average annual receipts for the last three fiscal years of less than six million dollars.

Disclaimer

This request for proposals does not commit MW!NC or its boards to award a contract, to pay any costs incurred in the preparation of an application to this request, or to procure or contract for services or supplies. MW!NC and the boards reserve the right to accept or reject any or all applications received as a result of this request, or negotiate with all qualified sources to waive any informalities or minor irregularities in applications/proposals, or to cancel in part or in its entirety the RFP if it is in the best interest of MW!NC or the boards to do so. MW!NC is not required to award bids to the lowest bidder or to the best score, but must make award decisions based on the best overall proposals considering all relevant factors, including price, technical qualifications, demonstrated experience, etc. The boards may require the selected bidder(s) to participate in negotiations and to submit price, technical, or other revisions of their proposals that may result from negotiations. MW!NC and the boards reserve the right to negotiate a renewal of contract award for up to three additional years, or to negate the renewal and re-release all or selected RFPs due to funding reductions, reallocations.

Funding Source

Bidders must be aware that funding will be dependent upon the continuing availability of funds, contractor performance, and determinations of needs, services, activities, and delivery methods.

RFP Appeal Process

A bidder wishing to appeal the final funding decisions of the Workforce Development Board and/or the Administrative Board must adhere to the following procedure:

A bidder can request a copy of the proposal rankings. The rankings will be mailed to the bidder if requested in writing within five (5) working days after funding decisions are reached.

A bidder may appeal action taken on the proposal by requesting a review. The appeal for the review shall state the basis of the appeal founded on violation of the law and regulations and/or existing contracts. The basis shall be explicitly stated and make specific reference to appropriate sections of law, regulations and/or contracts.

Proposed Scope of Work

Training services to be provided include any combination of the following listed topics. The list below provides some elements that should be included in the training, but bidders should describe the full scope of the training to be offered. Bidders may bid on all services or a combination of the training services.

- *Videoconferencing platforms, such as Zoom, Microsoft Teams, and Cisco Webex.* This training should include general tips and tricks for videoconferencing, in addition to technical specifics of using the platforms.

- *Google Drive, including Docs, Sheets, and Jamboard.* This training should include strategies for organizing files within the Google Drive filing structure, as well as how to determine which system is best utilized for what purpose.
- *Microsoft products, including but not limited to OneDrive, Word, Excel, and PowerPoint.*
- *GroupWise.* This training should include strategies for organizing emails and managing a high-volume Inbox, as well as use of the Calendar feature for time management and the messaging feature for streamlined communication.
- *General troubleshooting.* This training should cover potential scenarios that may occur when staff are working from home and don't have ready access to the agency's technical support staff.

Additional technical training topics may also be proposed.

Trainings must be offered virtually, with the potential for in-person delivery at some point during the contract period.

Training sessions must be provided during the year beginning with the start of the contract and ending June 30, 2022.

MW!NC currently has 35 to 40 employees. Due to the need for staff to cover service delivery, trainings should be offered in multiple sessions. Bidders should indicate the approximate number of attendees for each session.

MW!NC uses Windows-based software with Microsoft Office 365 for office productivity programs, GroupWise for email and calendar, and Webex for videoconferencing. Trainings on these products should be framed as the staff member being the primary user. Trainings on other products are for staff use when working with outside entities to collaborate.

Eligible Bidders

The following entities may bid on this Request for Proposal:

- Individuals with the qualifications and experience necessary to deliver the trainings outlined in this RFP;
- Community-based organizations or non-profit entities;
- Government agencies or units;
- Tribal organizations;
- Educational institutions;
- Private for-profit organizations.

PART III: INSTRUCTIONS TO BIDDERS

1. Proposals in response to the RFP must be received by 5 pm on May 21, 2021.
2. Bidders must submit one (1) electronic version of the completed proposal and attachments. Electronic version must be sent to the following email address: general@nemcworks.org
3. Electronic notification of receipt to the bidder will be provided to the bidder upon receipt.
4. Proposal narrative must be limited to no more than 8 pages, 12 point font.
5. The Proposal Cover Sheet must be included as Page 1.
6. Proposals must follow the prescribed Proposal Format shown below.
7. Late proposals and/or proposals that do not meet submission requirements will not be considered or scored.
8. Bidders will be notified of the outcome of this process by May 31, 2021.

MW!NC reserves the right to negotiate training activities and cost based on proposals received.

Proposal Content

A. Description of Services

- Indicate the training topics you propose to deliver.
- Describe how you propose to deliver training sessions as outlined in the Proposed Scope of Work section.

B. Knowledge and Experience

- Describe your knowledge and experience delivering the types of trainings you are proposing.

C. References

- Provide at least two references who can attest to the quality of your training skills.

D. Cost Estimate

- Provide the cost for your services.

E. Disclosures and Assurances

- Disclose any potential conflicts of interest arising from the relationship of the bidding organization with MW!NC and/or with the Workforce Development Board. Use the form provided.

RFP Evaluation Criteria

Evaluation Criteria	Number of Points
Description of Services	20
Knowledge and Experience	10
References	10
Cost	10
Total	50

Proposals will be recommended for funding based upon the following evaluation criteria:

Description of Services will be evaluated based upon completeness and the ability to provide relevant information pursuant to the Scope of Work.

Knowledge and Experience will be evaluated upon completeness and the ability to provide required information.

References may be contacted to determine evaluation points.

Cost will be evaluated in relation to the services proposed and compared to the independent cost analysis conducted prior to this RFP's release.

*Note, MW!NC reserves the right to request that bidders take part in proposal presentations should this be deemed necessary due to the responses received.

REQUIRED FORMS FOR ALL PROPOSERS

The documents below are part of the complete proposal document and should be submitted in the order specified below.

Required Forms:

1. Signed Cover Sheet
2. Proposal
3. Conflict of Interest Disclosure

CONFLICT OF INTEREST DISCLOSURE

List the name(s) and title(s) of all the owners, members of the board of directors, and other officers of the agency, corporation or business. Indicate owners, or members, or officers who are present members of the Workforce Development Board (WDB) or Administrative Board. Individuals who are known to be directly related to members of the WDB or the Administrative Board should also be noted.

PROPOSAL COVER SHEET

PROPOSING BIDDER: _____

ADDRESS: _____

PROPOSAL CONTACT PERSON: _____

PHONE: _____ EMAIL: _____

NAME OF CHIEF EXECUTIVE OFFICER: _____

TYPE OF ORGANIZATION: _____

ACCEPTANCE OF THE CONDITIONS OF THE REQUEST FOR PROPOSAL

By signing this request for proposal application, I acknowledge that all the terms and conditions set forth in this entire document are hereby accepted. I also certify that the information in this application is correct to the best of my knowledge and belief and that the completion of this application has been fully authorized.

SIGNATURE OF AUTHORIZED OFFICIAL: _____

TYPED NAME AND TITLE: _____