



REQUEST FOR QUOTE

SPECIALIZED SERVICES

2025-2026 PROGRAM YEAR

July 1, 2025 – June 30, 2026

GST MICHIGAN WORKS!

711 North Saginaw Street, Suite 300

Flint, Michigan 48503

Supported by the State of Michigan. GSTMW materials and programs paid for with State and Federal funds. Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities. 1-800-285-9675 TTY:711. A proud partner of the American Job Center Network.

Section 1: Background & Proposal Instructions

1.1 GST Michigan Works! (GSTMW)

GSTMW is a special unit of local government, which serves as the Michigan Works! Agency for Genesee, Huron, Lapeer, Sanilac, Shiawassee, and Tuscola counties. GSTMW is exempt from federal income tax under Section 501(c)(3) of the Internal Revenue Code. The agency employs approximately 60 people. It is governed by a 21-member volunteer board and a 12-member Governing Board. Administrative offices are located in Flint and Marlette and all records are located at 3270 Wilson Street, Marlette, MI 48453.

GSTMW is a federal and state grant-funded organization. Its major purpose is to strengthen the regional economy. It assists employers in finding and retaining qualified employees and assuring the labor force meets the needs of employers. The purpose of our service centers is to provide labor exchange and workforce development services for employers and job seekers.

Additional information about GSTMW is available on the [GSTMW website](#), including the strategic plan, vision, mission statements, and customer service standards.

1.2 American Job Center Locations

The Michigan Works! Service Centers are the physical locations where system partners are co-located for easy access by employers and job seekers. The services for this RFQ will originate from these locations. All service center locations for GSTMW provide WIOA services.

In Huron, Lapeer, Sanilac, and Tuscola Counties, services are provided by GSTMW staff. In Genesee and Shiawassee Counties, services are provided by RFQ bidders who respond and are contracted to provide services for the 2025-2026 program year and potential contract renewals. Space and equipment may be provided by GSTMW. In addition, other RFQ services such as special services or staffing services may be provided at any GSTMW location. Listed below are the GSTMW service centers for the six-county area:

<p>Genesee County – Flint 711 N. Saginaw Street Flint, MI 48503 810-233-5974</p> <p>Genesee County – Fenton 4045 Owen Road Fenton, MI 48430 810-215-1246</p>	<p>Sanilac County 575 W. Sanilac Road, Box 147 Sandusky, MI 48471 810-648-5800</p>
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Huron County 614 N. Port Crescent Street Bad Axe, MI 48413 989-269-2311	Shiawassee County 1975 W. M-21, 2 nd Floor. Owosso, MI 48867 989-729-9599
Lapeer County 550 Lake Drive Lapeer, MI 48446 810-664-1680	Tuscola County 1184 Cleaver Road Caro, MI 48723 989-673-8103

1.3 Program Overview

Workforce Innovation and Opportunity Act (WIOA)

WIOA is a federally funded program through the U.S. Department of Labor (USDOL) and administered by the State of Michigan (SOM). WIOA is a primary source of federal funds for workforce development activities throughout the nation. Funds are awarded to the Chief Elected Officials (CEOs) of a Local Workforce Development Area (LWDA) to serve two primary customers—job seekers and businesses through a one-stop system branded as the American Job Center (AJC). WIOA strengthens the workforce system through innovation and alignment of services to promote individual and economic growth and meet the business and industry needs in the area. One of its main purposes is to assist individuals with barriers to employment by increasing their access to employment, education, training, and support so they can succeed in the labor market.

Additional Programs

Most programs operated by GSTMW are under the guidance of the SOM Department of Labor and Economic Opportunity (LEO). All contractors must operate programs meeting LEO requirements. See this searchable list of state PIs and manuals for all programs (BRN, ES, FAE&T, MiTC, WIOA, PATH, TAA): <https://app.leo.state.mi.us/ppg/>

1.4 Project Timeline

RFQ posted on GST Michigan Works website	Wednesday, February 5, 2025
Written questions due to mlorahhammond@gstmiworks.org	Monday, February 10, 2025
Answers to written questions posted on the GSTMW website	Friday, February 14, 2025
All proposals are due to the GSTMW Flint office via USPS, UPS, Fed Ex, or personal delivery (receipt required) by 4:00 PM. GST Michigan Works! 711 N. Saginaw Street, Suite 300	Wednesday, February 19, 2025

Flint, Michigan 48503	
LEO & WDB Meeting – Board Action	Friday, March 14, 2025
Notifications to bidders	Friday, April 4, 2025
Negotiations and contract preparation	April 1-30, 2025
Contract year begins	Tuesday, July 1, 2025

1.5 Proposal Submission

The services will be procured on an open, competitive basis. GSTMW administration will select the bidder whose proposal is responsive to the RFQ and is most advantageous to GSTMW in price, quality, and other factors specified in the RFQ. Any proposal may be rejected in whole or in part.

Inquiries about this RFQ should be sent to mlorahhammond@gstmiworks.org. The question-and-answer period allows proposers to ask technical questions. Information about the solicitation will be posted on GSTMW's website. GSTMW reserves the right to reject any and/or all requests for clarification. GSTMW reserves the right to rescind this RFQ, modify, or add to this Request For Quote.

All proposals shall include one (1) original and five (5) copies of the responder's proposal. This must include the signed cover page, narrative response, and budget pages with budget narrative. A proposal must set forth all responses in the format required by the RFQ to be considered. Proposals that are late, not complete, or are sent to the wrong address will not be considered.

Proposals must be complete, computer-generated, and technically accurate. The proposals should be a minimum of 12 font size. A footnote at the bottom of each page should include the bidder's name. Each page must be numbered. The narrative proposal should not exceed 20 pages excluding the budget and budget narrative.

This RFQ does not commit GSTMW to award a contract or to pay any costs incurred in the preparation of responses. GSTMW reserves the right to accept or reject any and/or all bids received as a result of this request.

Any bidder that attempts to exchange information with any other potential bidder to gain a competitive advantage will be subject to disqualification and possible criminal prosecution. Any bidder who attempts to discuss its proposal with or offer anything of value to any GSTMW officer, director, staff person, agent, or representative during this procurement process, will be subject to disqualification and possible criminal prosecution. These provisions do not prohibit potential bidders from seeking and joining subcontractors or partners in responding. All partners and subcontractors must be identified in the proposal.

Efforts will be made by GSTMW to utilize small businesses, women's business enterprises, and minority-owned businesses. A bidder qualifies as a small business firm if it meets the definition

of “small business” as established by the Small Business Administration (13 CFR 121.103 through 121.108). Upon request, GSTMW will make this RFQ available in large print or alternative format to individuals with disabilities. TTY:711.

1.6 Proposal Evaluation

A Review Committee will rate all proposals. GSTMW may request more data, discussion, or presentations. GSTMW may also ask for price, technical, or other revisions of proposals. Recommendations from this Committee will be forwarded to the Workforce Development Board (WDB). Factors considered by the Committee may include:

- Analysis of the written application using the ratings listed on the application;
- Cost/price analysis of the budget/proposal;
- A site visit and pre-award survey conducted by GSTMW staff;
- Responses to requests for additional information (if made by GSTMW);
- Bidder presentations;
- Previous provider monitoring findings;
- Previous and or past performance (if applicable); and
- Comparison with other proposals.

GSTMW reserves the right to consider factors outside of the RFQ that it deems relevant in making its final selection of contractors that will serve the best interest of GSTMW’s workforce programs, its customers, and the communities it serves.

Information provided by a proposer that is willingly, knowingly, and purposely false, inaccurate, and/or misleading will be grounds for not considering a proposal for funding, for not awarding a contract, or for canceling a contract if awarded.

1.7 Proposal Cover Page

GST MICHIGAN WORKS! FUNDING APPLICATION

PLACE THIS FORM ON YOUR LETTERHEAD AND HAVE SIGNED BY AN AUTHORIZED PERSON

Responder Organization Name	Program – RFQ	County or Counties
	Specialized Services	

Organization Legal Name:

Address:

Federal Tax/Employer ID Number:

Name, email, and phone number of the person(s) to be contacted about this application:

Name, email, and phone number of the person (s) authorized to sign applications, documents, and contracts:

Type of business:

Please list one (school district; a private non-profit; private for-profit; a minority-owned business; female-owned business; a person with disability-owned business; college; other)

By signature below, we certify and accept:

- This organization hereby accepts all terms, certifications, and conditions outlined in the RFQ;
- The information in this application is correct to the best of my knowledge and belief and is responsive to the proposed specification;
- The completion of this application has been fully authorized and signed by the subcontractor's authorized representative and that the named individual is authorized to negotiate and contractually bind the responder, and that he/she will be available for questioning during the period of proposal evaluation;
- The bidding organization understands that this proposal is an application for funding and does not ensure subsequent funding; and
- 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 and WIOA regulations.

Name: _____ Title: _____

Signature: _____ Date: _____

Section 2: Specialized Services

Many of the programs operated by GST Michigan Works! can include a variety of program elements. Sometimes outside vendors provide those services. Some services may be ongoing and others may be provided "on call". Examples include but are not limited to financial literacy, literacy, computer classes, specialized workshops and non-credential training such as OSHA 40, first aid/CPR or ServeSafe.

After RFQ responses are evaluated, the review committee will recommend to the board approved vendors for the program year. Approval as a vendor does not guarantee being contracted to provide services.

Due to the nature of specialized services, much of the material found this RFQ serves only as background to explain how our programs and contracting works.

Section 3: Specialized Services - Narrative Questions for Proposal

The narrative for Special Services proposals should follow the format below:

1. Summary of agency/provider experience and qualifications to provide this service.
2. Staff Qualifications.
3. Special Service(s) Title.
4. Special Service(s) Description.
5. Special Service(s) Geographic Coverage.
6. Special Service(s) Cost Factors: (i.e., cost per hour/workshop/person served/placement/other); Budget or workshop costs as applicable.
7. Other Special Service(s) Information Points.

For information Only

Category	# points possible
Organizational Experience & Capacity	20
Special Service Description	30
Evaluation/Results	10
Meets Strategic Plan & Customer Service Guidelines	10
Remote Availability - Technology	10
Geographic Coverage	5
Cost	15
Total	100

STRATEGIC PLAN



VISION | Employers and job seekers are empowered and equipped to connect, advance, and thrive.

GST Michigan Works! Connects and provides employers and job seekers with the assets they need to work together in building a prosperous region.

MISSION |

Internal Communication and Coordination

- Improve communications and coordination across departments and throughout all levels of the organization.
- Strengthen professional development systems.

Access to Services

- Customize the use of technology to improve access to services.
- Increase outreach to diverse communities in order to reach customers where they are.

Public Recognition

- Increase internal awareness and participation in marketing efforts.
- Target marketing and promotional activities to program-specific populations.

Purposeful Partnerships

- Improve quality of relationships with partner service agencies in order to increase resources for customers.
- Increase awareness of and exposure to partner service agencies among staff and customers.

Proactive Services

- Increase knowledge of employer and job seeker needs both locally and regionally.
- Standardize customer service across the entire region.

CUSTOMER SERVICE STANDARDS

ATTITUDE:

We provide services in a genuinely helpful and courteous manner.

LISTENING:

We care enough to listen intently to our customers.

EMPATHY:

We understand our customer's perspective and strive to meet their unique needs.

HONESTY:

We communicate with transparency and integrity.

FOLLOW-THROUGH:

We provide complete services, going above and beyond to exceed the customer's expectations.