

# **REQUEST FOR PROPOSALS (RFP)**

**for**

## **Survey Design and Analysis Services 2023**



**ISSUE DATE: September 18, 2023**

**RESPONSES DUE: October 16, 2023**

**AWARD NOTIFICATION: November 10, 2023**

**City of Detroit**

*Michael E. Duggan, Mayor*

*Terri Weems, Group Executive-Jobs, Economy & Detroit at Work*

**Mayor's Workforce Development Board**

*David E. Meador, Co-Chairperson*

*Dr. Darienne Hudson-Driver, Co-Chairperson*

**Detroit Employment Solutions Corporation**

*Alice Thompson, Chairperson*

*Dana Williams, President*



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## Survey Design and Analysis Services 2023 (SDAS 2023) RFP

<b>BIDDING INFORMATION</b>	
<b>Issue Date:</b>	<b>September 18, 2023</b>
<b>Questions Deadline:</b>	<p><b>September 29, 2023 at 5:00PM (EST)</b></p> <p>All questions should be received in writing via email to <a href="mailto:procurement@detempsol.org">procurement@detempsol.org</a>.</p> <p>To be properly received, <u>Email Subject line must include:</u>  <b>Questions for <u>SDAS 2023 RFP</u></b></p> <p>DESC will provide a response to all companies/individuals that requested an RFP via email upon completion of responses.</p>
<b>Response to Questions:</b>	<p><b>October 1, 2023 at 5:00PM (EST)</b></p> <p>Responses to questions will be available at this link:  <a href="https://www.descmiworks.com/opportunities/rfps-and-rfqs/">https://www.descmiworks.com/opportunities/rfps-and-rfqs/</a></p>
<b>Proposal Due Date:</b>	<p><b>October 16, 2023 at 5:00PM (EST)</b></p> <p>Responses must be <u>received</u> electronically by email to: <a href="mailto:procurement@detempsol.org">procurement@detempsol.org</a>.</p> <ul style="list-style-type: none"> <li>Files submitted via email must not exceed 25 MB.</li> <li>Do not include embedded links to external information in proposal submissions. Links provided in response to this RFP will not be evaluated.</li> <li>To be properly received, <u>Email Subject line must include:</u>  <b>Response to <u>SDAS 2023 RFP</u></b></li> <li>Proposal email submissions that include DESC staff will not be accepted.</li> <li>Confirmations of proposals received will be provided within <u>48 business hours</u> of receipt.</li> </ul> <p><b>Please note:</b> <i>Allow ample time for submitting your proposal. DESC strongly encourages submitting at least one business day prior to due date above. DESC will not extend the submission deadline due to technical issues or outages.</i></p> <p><b>DESC WILL NOT ACCEPT PAPER/HARD-COPY OR LATE PROPOSALS.</b></p>
<b>Award Notice:</b>	The award notification is planned to be provided by <b>November 10, 2023</b>
<b>Contract Start Date:</b>	The contract period is scheduled to begin <b>as early as December 1, 2023.</b>



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### I. INTRODUCTION

The Mayor's Workforce Development Board (MWDB) is directly responsible and accountable to the State of Michigan, Labor and Economic Development, Workforce Development (LEO/WD) for the planning and oversight of talent development programs in the City of Detroit. Designated by the MWDB, Detroit Employment Solutions Corporation (DESC) serves as the fiscal and administrative entity that provides workforce services to job seekers and employers. DESC's primary funding streams include Workforce Innovation and Opportunity Act (WIOA), Temporary Assistance to Needy Families (TANF) that funds Michigan's PATH (Partnership. Accountability. Training. Hope.) employment program, Food Assistance Employment and Training (FAE&T), Wagner-Peyser Employment Services (ES), and other public and private funding.

DESC oversees nine (9) Detroit Michigan Works! One-Stop Service Centers and contracts with qualified entities to provide workforce development services to job seekers and employers. Locally, the Michigan Works! One-Stop Service Centers are branded as Detroit at Work Career Centers. DESC is also a proud member of the American Job Center network.

On June 29, 2021, Detroit City Council approved the City's high-level plan for ARPA funds. In keeping with federal requirements, potential subrecipients of ARPA funds procured by DESC will be subject to an assessment to determine the capability to manage federal funds. The assessment will include, at minimum, a review of financial statements, policies, and procedure manual.

**DESC is seeking proposals from qualified applicants to provide survey design and analysis services.**

DESC plans to award **one (1)** contract for requested services as detailed in this RFP.

### II. CONFIDENTIALITY

DESC will treat as confidential any non-public information that we receive from you in our discussions about the transaction contemplated by your RFP (other than information that we also receive from other, non-confidential sources, or that we independently develop ourselves).

### III. ORGANIZATION QUALIFICATIONS

Eligible applicants include U.S. based non-profit organizations, private for-profit companies, units of local government including community colleges and universities, and faith-based and community organizations.

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

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

Applicants must possess the following:



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- All required licenses, bonding, equipment, and identified core personnel necessary to perform the work as required in the RFP;
- Documentation of the business structure (e.g. corporation., LLC, sole proprietor, partnership, etc.) you have registered to conduct business; and
- Personnel policies and procedures demonstrating compliance with Equal Employment Opportunities requirements, Americans with Disability Act, and Drug Free Workplace and Byrd Anti-Lobbying Act.

Applicants must assure the ability to comply with all applicable laws and regulations, as well as the nondiscrimination and equal opportunity provisions of 29 C.F.R. § 38.25, if awarded a contract and remain in compliance for the duration of the award.

Applicants must be financially and operationally stable and must possess sufficient scale in terms of staff and other resources to support DESC throughout the term of a contract, if awarded as a result of this RFP.

- a) If a contract is awarded as a result of this RFP, Applicants must be able to comply with insurance requirements, as necessary based on the nature of the particular contract. Required coverage may include Commercial General Liability Policy (A \$3,000,000 per occurrence) with the following coverages:
  - Broad form property damage
  - Premises/Operations
  - Independent Contractors
  - (Blanket) Broad form Contractual
  - Personal Injury
- b) Workers' compensation insurance, as required by law,
- c) \$1,000,000 combined single limit automobile liability insurance, including hired and leased vehicles, owned and non-owned autos, and "no fault" coverage,
- d) Errors and omissions liability insurance with minimum limits of \$1,000,000 per occurrence and \$1,000,000 dollars aggregate,

**To be considered for an award of this service, the proposing organization or individual must meet the following qualification:**

Applicant must have at least **three (3) years** of experience providing services detailed in this request for proposal.

## IV. SCOPE OF WORK

On behalf of Detroit at Work, DESC is seeking a qualified vendor to help improve Detroit at Work's understanding of the job seeker, employer, and funded partner use survey data to improve services. Detroit at Work aims to use this information to improve the quality of services and training as well as system processes and practices.



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The awarded applicant will provide survey design and development services to develop online surveys to collect data and provide feedback related to programs and services.

DESC will own rights to survey questions and data collected from surveys.

The awarded applicant will work with DESC to develop, design, administer, and analyze online survey instruments that will collect customer, employer, and funded partner feedback. The awarded applicant will provide access to (real-time dashboards) to survey responses and generate custom reports inclusive of analytics that will assist DESC in determining stakeholder satisfaction, trends, and best practices.

### **Application and Service Requirements**

Awarded Applicant must:

1. Provide a hosted, online application that leverages cloud-based survey technology, and allows survey distribution across multiple communication mediums, i.e. (mobile, SMS, email, online and ).
2. Ensure the safety and protection of our provider network and customer information by executing transactions with the highest quality of security and governance controls.
3. Offer features including:
  - a) Import / export capabilities of existing and new survey questions and data.
  - b) Built-in survey templates w/choices of question types
  - c) Question branching
  - d) Collection of at minimum 10,000 responses
  - e) Text Analysis
  - f) Dashboards (updated in real-time)
  - g) Reporting w/export capability
  - h) Statistical Analysis
  - i) Predictive Analysis
4. Design and Development of New Survey Instruments:
  - a) Development and iteration of surveys, including content, design, and delivery.
  - b) Create custom URLs for different service centers and track results by service centers with guidance from DESC.
5. Develop and provide Survey translations for English, Spanish and Arabic languages.
6. Administration of New and Existing Surveys:
  - a) Administer existing customer surveys by migration or replication.
  - b) Provide raw datasets upon request.



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### Analysis and Reporting

1. Provide survey responses through automated dashboard or other custom reports, which allow DESC to quickly analyze response information in real-time. Automated dashboards provide quick insights.
2. Create and refine customer reports for audiences including but may not be limited to 1) job seeker customers, 2) trainee/students, 3) employer customers, and 4) training providers.
3. Application must be able to provide reports based on specific groups and incorporate results of surveys.
4. Application must have functionality to break down results by data category/data field (for example: industry or occupation group of the training program).
5. The custom reports must be accessible in real-time throughout the duration of the project.
6. Awarded Applicant will modify and adjust reports to ensure they meet DESC needs.

### Additional Requirements

1. Awarded applicant is also expected to attend meetings as determined by DESC.
2. Follow project timelines developed and agreed to in partnership with DESC.

## V. COOPERATIVE APPLICATIONS

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

If one organization will be responsible for the overall work of the grant, with other organizations performing separate and distinct functions to serve or aid that principal effort, then such other organizations must be procured by the prospective applicant as a subgrantee or subcontractor.

**Subcontractors and subgrantees cannot be identified in a bid proposal response or bid proposal budget unless they were competitively procured for the intended purpose prior to the submission of the bid/proposal.** The prospective applicant must ensure that the identified parties were properly procured, or the proposal must be rejected.

All professional qualifications required of the primary provider must also be met by any subcontractors, and these qualifications must be described in the proposal.

### DEFINITIONS

**[Grantees]** Grantees are defined as “a recipient of funds under a grant or grant agreement. Synonymous with ‘Recipient’.





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**[Sub-grantees]** Sub-grantee is synonymous with sub-recipient which means a non-Federal entity that receives a subaward from a pass-through entity to carry out part of a Federal program.

**[Sub-contractors]** A sub-contractor is a vendor that provides goods or services to the contractor.

(Please note: DESC's procurement policy follows the guidelines set forth in the Workforce Development Agency, PI 19-30, Change 1. Please see [https://app.leg.state.mi.us/ppg/file-download.html?file\\_id=664](https://app.leg.state.mi.us/ppg/file-download.html?file_id=664) for more information.

### VI. AWARD, TERM AND RENEWAL INFORMATION

If a contract is awarded as a result of this RFP, it will be a one (1)-year **vendor** contract. **The period of performance will begin no later than November 30, 2024.**

Award amounts will be determined solely at DESC's discretion after review and evaluation of the proposals. If more than one contract is awarded pursuant to this RFP, the applicant acknowledges and understands that contract award amounts may differ between vendors and that the determination is made at DESC's sole discretion.

**Based on performance during the initial contract period and contingent upon availability of funds, contracts may be extended for two (2), one (1)-year renewal options.** Any renewal option exercised under this contract is effective only after approval by the DESC Board of Directors and/or the President, as required.

In the event that additional funds become available, DESC reserves the right to use such funds to select additional providers from proposal applications received in response to this RFP. If no funds or insufficient funds are appropriated to DESC, or if funding is otherwise unavailable during the period of payment due under the contract, then DESC, upon written notice to the vendor, shall have the right to amend or terminate the contract without any penalty or expense to DESC.

### VII. PROPOSAL REQUIREMENTS

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

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

**Ambiguous or inaccurate budget information is a basis for proposal disqualification.**

### VIII. RFP PROCESS AND PROCEDURES

#### A. Questions, Question Deadline and Responses to Questions

Should a vendor have any questions about this RFP or be in doubt as to the true meaning of any portion of this RFP or find any patent ambiguity, inconsistency, or omission herein, the





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prospective vendor must make a written request for an official interpretation or correction.

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

All questions regarding the RFP shall be received by email no later than **September 29, 2023, at 5:00PM (EST)** to [procurement@detempsol.org](mailto:procurement@detempsol.org).

To be properly received, Email Subject line must include **Questions for SDAS 2023 RFP**

Responses to questions will be available at this link by **October 1, 2023 at 5:00 PM (EST)**:  
<https://www.descmiworks.com/opportunities/rfps-and-rfqs/>

DESC does not guarantee a response to questions received after the question deadline. NO TELEPHONE CALLS WILL BE ACCEPTED.

**ALL INQUIRIES MUST BE VIA EMAIL** at [procurement@detempsol.org](mailto:procurement@detempsol.org).

### **B. Preparation of Proposals**

DESC reserves the right to reject proposals that do not meet these requirements and they may not be evaluated. Do not include embedded links to external information in proposal submissions. Links provided in response to this RFP will not be evaluated. Applicants must provide written notice in the proposal of intent to take exception to any requirements of the RFP. Such exceptions may reflect negatively on the evaluation of the proposal. Information detailed below must be provided for all entities identified as co-grantees in the proposal.

**1. Table of Contents** (listing all documents submitted for response to this RFP)

**2. Proposal Response**

**Items 2.a-2.e.** must be composed in a single document and entitled **SDAS 2023 RFP Response**. Acceptable document formats are MS Word or PDF.

**Page limits** for the RFP response:

- Single applicant proposals are limited to fifteen (15)-pages; double-spaced using a 12-point font unless stated otherwise in the preparation directions.
- Two (2) or more Co-applicants are limited to twenty (20)-pages; double-spaced using a 12-point font unless stated otherwise in the preparation directions.



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Page limits do not apply to financial documents, price proposal, subgrantee and/or subcontractor agreement documents or required attachments (resumes, organizational charts, etc.). Each page should be numbered in this format ‘n of N’.

**The Proposal response** should be composed in response to the following inquiries and requests:

a) **Summary**

**Provide** no more than a one (1)-page summary that outlines your entity’s years of experience and background/history providing services described in the RFP scope of work.

b) **Qualifications**

Applicant shall provide the following information that describes qualifications to successfully carry out activities described in the RFP. **This information must be provided for all entities identified as co-grantees in the proposal.**

1. **Describe** the number of years of experience you have providing scope of work services to public agencies, non-profit organizations, federal grant recipients.
2. **Provide** documentation of the business structure (e.g. corporation., LLC, sole proprietor, partnership, etc.) you have registered to conduct business. Include 501 (c) 3 papers (if applicable)

c) **Performance History**

The applicant shall provide the following information that demonstrates a proven track record:

- i. **Provide** two (2) to three (3) examples of completed projects providing services described in the scope of work, for organizations with similar size and needs as DESC. For each example, detail the organization, dates of service/contract, scope of services requested and applicant’s resulting accomplishments/outcomes.
- ii. **Provide** customer references for organizations listed above (c.i.); include names, mailing addresses, email addresses, and contact numbers.
- iii. **Describe** no more than two (2) situations where project deadlines could not be executed in accordance with the initial project plan and how you and your customers met these challenges.
- iv. **Contract Termination Information.** Indicate if Applicant's has had a contract terminated for any reason within the last five (5) years?
- v. **Claims or Lawsuits.** Indicate if any claims or lawsuits brought against the individual or organization proposing service within the last five (5) years.



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### d) **Application Solution and Service Delivery**

The applicant shall provide the following information that describes a customer-focused service delivery model.

#### Application and Communication

- i. Describe how your online application is hosted.
- ii. Describe how your online application leverages cloud-based survey technology. Provide screen shots as appropriate.
- iii. Describe communication methods your online solution uses to communicate with users such as mobile devices, SMS, email, etc.)
- iv. Detail how your application allows surveys to be distributed across communication methods described in response to the question above.
- v. Provide examples of survey templates that include choices of questions type.
- vi. Describe your ability to conduct question branching.
- vii. Describe your ability to create custom URLs for different service center locations or programs.
- viii. Describe language translations available specifically Spanish and Arabic.

#### Data Import / Export

- i. Describe your system's ability to import / export survey questions and data. Provide requirements and any constraints regarding import/export capabilities.
- ii. Describe your experience Administering existing data and surveys by migration or replication.
- iii. Describe your experience and ability to provide raw datasets upon request.
- iv. Can all data be exported from the system in comma-separated values (csv) or Excel?
- v. Do you support both updates and inserts through your standard import?
- vi. Describe typical challenges with data migration and your approaches for overcoming them.
- vii. Describe user and data storage limits – clearly state all data storage limits associated with the application.
- viii. Describe the maximum number of responses your system has obtained.
- ix. Describe your system's limitations related to the number of users and responses that can be recorded.
- x. Explain the system's ability to retain DESC data in a manner that is searchable and capable of compliance with records retention laws and industry standard best practices.



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### Security

- i. Provide a statement of your data protection practices and the responsibility to protect and prevent the use or sale of data to/or by external entities. provide your full data protection policy.
- ii. Describe if your system encrypts data at rest and in motion.
- iii. Describe safeguards, governance controls and protection protocol your system employs to protect user data.

### Reporting

- i. Does the reporting tool enable reports to be saved and published?
- ii. What formats can the reports be exported into?
- iii. Describe filters and search parameters reports can be run by.
- iv. Describe how your solution promotes analytics to measure customer satisfaction or progress in programs.
- v. Describe your ability to conduct text analysis.
- vi. Describe your system's ability to provide dashboards, updated in real-time.
- vii. Describe your application's ability to conduct statistical and predictive analysis.

### Support

- i. **Describe** your software licensing model.
- ii. **Confirm** that you will warrant that the system (software and all related interfaces) will operate as required, specified, and designed for a period of one (1) year after the system goes into production at the time of "Go Live." Confirm further that you will be responsible for fixing, without charge and as quickly as reasonably possible, all technical errors (including programming, configuration, hosting, etc.) identified during this warranty period.
- iii. **Confirm** that you will provide maintenance and support services for the application for length of the contract term. Services must include development and application of all necessary software upgrades such as patches or revisions to correct application problems. Regular application enhancements will be conducted, ideally based on user requests and according to a predefined schedule. Such upgrades and enhancements should be thoroughly tested before installation. Support services related to the use of the system, including "Help Desk" support for functional, technical, and other issues related to the ongoing operation of the system. Maintenance and support will include the hosting environment (physical server environment, server software, etc.).
- iv. Confirm that you will provide qualified personnel for system support and perform system maintenance within reasonable response times.



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### e) **Administrative Capacity**

Applicants shall provide the following information to determine the administrative capacity necessary to support DESC throughout the term of a contract, if awarded as a result of this RFP.

- i. Attach Organizational Chart detailing current key staff and reporting structure.
- ii. Attach Resumes of Key Staff and Designers on your team that may be assigned to complete assignments for DESC. Information must include, as applicable:
  - a. Name.
  - b. Title.
  - c. Place of legal employment.
  - d. Education and Training.
  - e. Software application skills and years of experience staff have with software.
  - f. Detail services the key staff may be expected to provide for this proposal.
- iii. Describe process and methods to track project hours.
- iv. Describe how the project(s) will be managed to ensure the timely delivery of services.

### f) **Price Proposal.**

Bidders are requested to make a firm cost proposal to DESC. Please submit the chart below that shows all proposed rents due during the entire initial term of the lease.

If a contract is entered into as a result of this RFP, DESC will not provide reimbursement for any activities outside of the agreed terms and conditions.

1. **Complete** and include with your proposal **Table 1: SDAS 2023 RFP Total Ownership Costs** included with this RFP.
2. **Provide a budget narrative** that encompasses all expected costs associated with the purchase and implementation of the application.

**BEST AND FINAL OFFER (BAFO):** A BAFO may be requested at the sole and exclusive discretion of the DESC. A BAFO or other alteration to original proposals submitted after the Proposal Due Date will not be accepted unless requested in writing by DESC.

### g) **Financial Fit and Capacity**

This section of the proposal response must be composed in a **separate document** and submitted as an attachment with RFP proposal response. **Include Financial Fit in the attachment's title.** Acceptable file formats are MS Word, MS Excel or PDF.



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**Financial Fit and Capacity response must be provided for all parties identified as co-grantees in the proposal.**

***Note:** any applicants and/or proposed co-grantees, subcontractors or other partners deemed by DESC or funder to be financially insolvent are subject to disqualification. A contract may not be awarded without a determination of Financial Fit and Capacity as it relates to this RFP.*

Applicants shall provide **one (1)** of the following options to determine financial fit and capacity necessary to support DESC throughout the term of a contract, if awarded as a result of this RFP.

Options	Statement	Years:		
<b>1</b>	Balance Sheet and Income Statement	2022	2021	2020
<b>2</b>	Tax Returns	2022	2021	2020
<b>3</b>	Audited financial statement *	2022	2021	2020

\*Required if the agency has more than \$750,000 or greater in federal funds.

**Note:** Provide a summary explanation if financial information cannot be provided from options stated above.

### 3. DESC Cover Sheet (Form A).

This document must be submitted as a separate attachment with RFP proposal response. Template is included as an attachment with this RFP. **This document must be signed and submitted as a separate attachment with RFP proposal response.** Form A must detail the full legal name and business address of the prospective subrecipient, including a street address if different from the mailing address, and must be signed and dated by the person or persons authorized to bind the prospective subrecipient. **A Separate cover sheet (Form A) is required for each co-grantee, detailed in the response.**

### 4. Representations and Certifications

This document must be submitted as a separate attachment with RFP proposal response. Template is included as an attachment with this RFP. Provide as applicable below.

If registered with [www.SAM.gov](http://www.SAM.gov), provide Representations and Certifications Report; otherwise, If not registered with SAM.gov, complete and provide DESC Representations and Certifications for RFP Offerors as provided in this RFP. **This information must be provided for all entities identified as co-grantees in the proposal.**

5. **Co-Grantee Agreements.** If two or more applicants are submitting a proposal as co-grantees, response must include Memorandum of Understanding (MOU) that clearly outlines the roles and responsibilities of each partner. MOU must state that all co-grantees are equally responsible for performance and financial obligations and signed by authorized Agents of each entity. Agreement must be included with Attachments as described below. Acceptable file formats are MS Word or PDF. Agreement response must be composed in a separate document and **include MOU Agreement in the title of the file.**



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### 6. Subgrantee and/or subcontractor agreements section (if applicable)

Subgrantee and/or subcontractors that will receive funds as a result of this competitive bid process must be procured. For each subgrantee or subcontractors identified in the RFP response, the following documentation must be provided:

- a) RFP/Q Solicitation detailing issue and response dates.
- b) Bid list or copy of the advertisement.
- c) Awarded Applicant(s) response.
- d) The summary document listing all respondents and scores/rankings.

Agreement response must be composed in a separate document and **include Subgrantee Agreement in the attachment's title**. Acceptable file formats are MS Word or PDF. **This information must be provided for all entities identified as co-grantees in the proposal.**

- 7. **Consolidated Affidavits (Exhibit E).** This document must be submitted as a separate attachment with RFP proposal response and **include Exhibit E in the attachment's title**. This information is required for all co-grantees, subgrantees and subcontractors expected to receive funding as a result of this RFP.
- 8. **Non-Collusion Affidavit with Conflict of Interest (Exhibit F).** This document must be submitted as a separate attachment with RFP proposal response and **include Exhibit F in the attachment's title**. This information is required for all co-grantees, subgrantees and subcontractors expected to receive funding as a result of this RFP.
- 9. **City of Detroit Accounts Receivable Clearance.** Applications must be submitted online: <https://detroitmi.gov/departments/office-chief-financial-officer/ocfo-divisions/office-treasury/treasury-clearances>. This document should be submitted as a separate attachment with RFP proposal response and **include AR Clearance in the attachment's title**. This information is required for all co-grantees, subgrantees and subcontractors expected to receive funding as a result of this RFP.

If Applicant is unable to provide an approved Accounts Receivable Clearance from the City of Detroit, upon bid submission, Applicant should provide a statement indicating that an application has been submitted to the city of Detroit and a determination is pending. This document must be titled '**City of Detroit Accounts Receivable Statement**' and submitted as a separate attachment with RFP proposal response. **Please contact the City of Detroit for assistance related to this requirement, as needed.**

*Contractors (individuals, businesses, Co-Grantees, or Subcontractors) cannot be awarded a contract and are not authorized to perform services, as a result of this competitive bid process, if in arrears to the City upon debt or contract or has defaulted as a surety or upon any obligation to the City.*

- 10. **City of Detroit Income Tax Clearance.** Applications must be submitted online: <https://detroitmi.gov/departments/office-chief-financial-officer/ocfo-divisions/office-treasury/treasury-clearances>. Applicants in response to this RFP should provide an approved





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Income Tax Clearance from the City of Detroit. This document must be submitted as a separate attachment with RFP proposal response and **include Tax Clearance in the attachment's title.** *Please contact the City of Detroit for assistance related to this requirement, as needed.*

If Applicant is unable to provide an approved Income Tax Clearance from the City of Detroit, upon bid submission, Applicant should provide a statement indicating that an application has been submitted to the city of Detroit and a determination is pending. This document must be titled '***City of Detroit Income Tax Statement*** and submitted as a separate attachment with RFP proposal response.

*An approved Income Tax Clearance states that an individual, business or subcontractor seeking employment or contracts with the City of Detroit has complied with all the provisions of the City Income Tax Ordinance.*

Contractors (individuals, businesses, Co-Grantees, or Subcontractors) cannot be awarded a contract and are not authorized to perform services, as a result of this competitive bid process, until they are in compliance with the City Income Tax Ordinance.

### C. Changes in Proposal Requirements

DESC may make changes to the requirements of this RFP as it deems necessary. Such changes will be in writing, issued by DESC and will be publicized or sent to applicants who have formally identified themselves as a potential vendor. If changes are made, DESC may, at its discretion, extend the time allowed for submission of proposals.

### D. Submittal Information

Prospective vendors shall submit their proposals in the following order and must contain the elements listed below, including all applicable attachments.

- 1. Table of Contents**
- 2. Proposal Response**, required.
  - a. Summary
  - b. Qualifications
  - c. Performance History
  - d. Application Solution and Service Delivery
  - e. Administrative Capacity
  - f. Price Proposal using Table 1:SDAS 2023 RFP Total Ownership Costs (*provide budget and budget narrative as separate documents*), required.
- 3. Financial Fit/Capacity**, required.
- 4. DESC Cover Sheet (Form A)**, required.
- 5. Representation and Certifications**, required.
- 6. Co-Grantee Agreements.** (if applicable)
- 7. Subgrantee and/or subcontractor Agreements.** (if applicable)



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8. **Consolidated Affidavits (Exhibit E)**, required.
9. **Non-Collusion Affidavit with Conflict of Interest (Exhibit F)**, required.
10. **City of Detroit Accounts Receivable Clearance**, required.
11. **City of Detroit Income Tax Clearance**, required.

### E. Submittal Instructions

1. Proposals must be received electronically on or prior to the exact date and time detailed herein.
2. Attachments should be of good copy, quality, and legible.
3. Do not include embedded links to external information in proposal submissions. Links to external information provided in response to this RFP will not be evaluated.
4. Responses must be received no later than **October 16, 2023 at 5:00 PM (EST) by email to: [Procurement@detempsol.org](mailto:Procurement@detempsol.org)**. Files submitted via email must not exceed 25 MB.
5. To be properly received, Email Subject line must include **Response to SDAS 2023 RFP**

**Important Note:** Allow ample time for submitting your proposal. DESC strongly encourages submitting at least one business day prior to due date above. DESC will not extend the submission deadline due to technical issues or outages.

Due to the nature of this solicitation, proposal email submissions that include DESC staff will not be accepted. Confirmations of proposals received will be provided within 48 hours of receipt.

**DESC WILL NOT ACCEPT PAPER / HARD-COPY OR LATE PROPOSALS.**

### F. Changes in Facts

Applicants shall advise DESC during the time the proposal is open for consideration of any changes in the principal officers, organization, the financial ability of, or any other facts presented in the proposal with respect to the applicant or the proposal immediately upon occurrence.

### G. Communications

Applicants must submit all inquiries related to this RFP in writing to [procurement@detempsol.org](mailto:procurement@detempsol.org). Due to the competitive nature of this procurement, prospective applicants should refrain from communicating with DESC staff or stakeholders regarding elements of this procurement opportunity. Individualized technical assistance is not available to assist in completing a response to this RFP. DESC reserves the right to disqualify an Applicant's proposal from evaluation for failure to comply with requirements of this RFP.

### H. Evaluation Procedures, Oral Presentations, and Site Inspections

Following the receipt of the applicant's proposal, a DESC designated evaluation committee will evaluate each response. All proposals which meet the required format of this RFP will be evaluated. Any proposal determined to be non-responsive to the specifications or other requirements of the RFP, including instructions governing submission and format, will be



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disqualified unless DESC determines, at its sole discretion, that noncompliance is not substantial or that an alternative proposal by the prospective vendor is acceptable.

DESC reserves the right to request additional information to amplify, clarify, or support proposals. DESC also reserves the right, at its own discretion, to request oral presentations regarding proposals received in response to the RFP. Failure to make an oral presentation after one is requested by DESC will be grounds for rejection of your proposal.

Applicants will be notified by DESC of the date, time and location for any pre-award survey, site inspection, or oral presentation, if one is requested. A final determination will be made by DESC after any pre-award survey, site inspection, or oral presentations are completed.

Applicant programs will be evaluated in accordance with the criteria listed below. Please note, only finalists will be invited for an oral presentation, as required. DESC reserves the right to award or reject funding for a proposal. Decisions regarding applicant proposals are the final determination of DESC.

CATEGORY		MAXIMUM POINTS POSSIBLE
A.	Summary	5
B.	Qualifications	10
C.	Performance History	15
D.	Administrative Capacity	20
E.	Application Solution and Service Delivery	210
F.	Price Proposal	40
G.	Financial Fit/Capacity	Pass/Fail
TOTAL MAXIMUM POINTS – WRITTEN PROPOSAL		300

### I. Pre-Award Termination of RFP process

DESC in conjunction with the MWDB reserves the right to cancel this RFP in part or in its entirety, to accept or reject any or all proposals received, to waive any non-conformity, to re-advertise for proposals, or withhold the award for any reason DESC determines, and to take any other appropriate action regarding this RFP that is in the best interest of DESC.

DESC reserves the right to negotiate with all qualified entities. This RFP does not commit the MWDB or DESC to award a contract, to pay any costs incurred in the preparation of a proposal under this request, or to procure or contract for services.

### J. Requests for Feedback and Information

A request for information related to this request for proposals can be made in writing via email to [procurement@detempsol.org](mailto:procurement@detempsol.org). Include FOIA Request in the subject line. Describe the records you seek and the format (hard copy or electronic). Provide the Requestor's name, email address, physical street address and contact phone number.



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### **K. Contract Negotiations/Stipulations**

The RFP is competitive. Each proposal should be submitted in the most favorable terms that the prospective vendor can submit from a technical and price standpoint. The offer is subject to negotiation, but costs cannot increase during contract negotiation unless required by DESC.

All contracts with DESC in excess of \$10,000 are subject to termination for cause, and for convenience by DESC. DESC will not enter into a contract with any person or entity that has been debarred or suspended from contracting with any Federal or State governmental unit. All prospective vendors must accept DESC's contract boilerplate language or have a negotiated revision to said language on file with the DESC. DESC's standard contract provisions can be provided upon request.

DESC has the right to terminate the negotiation process, at any time for default, or for convenience, at the sole discretion of DESC.

### **L. Contract Approval**

Upon award of a contract, pursuant to this RFP, DESC and the applicant shall execute a contract that shall contain all contractual terms and conditions in a form provided by DESC. No contract shall become effective until the contract has been approved and executed by DESC. Prior to the completion of this approval process, the vendor shall have no authority to begin work under the contract. The Chief Financial Officer of DESC shall not authorize any payments to the vendor prior to such approvals; nor shall DESC incur any liability to reimburse the vendor regarding any expenditure for the purchase of materials or the payment of services.

### **M. DESC Performance Monitoring and Evaluation Procedures**

DESC may conduct periodic monitoring and evaluation of all vendors to determine contractual compliance relative to funding requirements and guidelines, performance outcomes, quality of operation, and/or customer service. Based on the results of the evaluation or monitoring efforts, DESC may request performance improvement plans. In instances of significant performance or compliance deficiencies, DESC may place the contractor on a corrective action plan.

### **N. Modification of Services and Funding**

DESC reserves the right to modify the services provided by vendors awarded a contract during the contract period. Any modification and resulting changes in pricing shall be made by amendment to the contract and the vendor and DESC.

DESC also reserves the right to decrease or increase contract amounts during the life of the contract, based on the utilization of funds, vendor performance, and the availability of funds, or as further described in the contract.

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

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



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### **O. Terms and Conditions**

The successful applicant will be expected to enter into a contract with DESC which will contain the Terms and Conditions outlined in a separate document that can be found on DESC's website at <https://www.descmiworks.com/opportunities/rfps-and-rfqs/>

### **P. City of Detroit Contract Terms and Conditions**

Related to contracts executed on behalf of funded by the city of Detroit.

#### Office of the Attorney General

In accordance with Section 2-106.6 of the City Charter, this Contract shall be voidable or rescindable at the discretion of the Mayor or Inspector General at any time if a Public Servant who is a party to the Contract has an interest in the Contract and fails to disclose such interest.

This Contract shall also be voidable or rescindable if a lobbyist or employee of the contracting party offers a prohibited gift, gratuity, honoraria or payment to a Public Servant in relation to the Contract.

A fine shall be assessed to the Contractor in the event of a violation of Section 2-106.6 of the City Charter. If applicable, the actions of the Contractor, and its representative lobbyist or employee, shall be referred to the appropriate prosecuting authorities.

Pursuant to Section 7.5-306 of the City Charter, the Inspector General shall investigate any Public Servant, City agency, program or official act, contractor and subcontractor providing goods and services to the City, business entity seeking contracts or certification of eligibility for City contracts and person seeking certification of eligibility for participation in any City program, either in response to a complaint or on the Inspector General's own initiative in order to detect and prevent waste, abuse, fraud and corruption.

In accordance with Section 7.5-310 of the City Charter, it shall be the duty of every Public Servant, contractor, subcontractor, and licensee of the City, and every applicant for certification of eligibility for a City contract or program, to cooperate with the Inspector General in any investigation pursuant to Article 7.5, Chapter 3 of the City Charter.

Any Public Servant who willfully and without justification or excuse obstructs an investigation of the Inspector General by withholding documents or testimony, is subject to forfeiture of office, discipline, debarment or any other applicable penalty.

As set forth in Section 7.5-308 of the City Charter, the Inspector General has a duty to report illegal acts. If the Inspector General has probable cause to believe that any Public Servant or any person doing or seeking to do business with the City has committed or is committing an illegal act, then the Inspector General shall promptly refer the matter to the appropriate prosecuting authorities.



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For purposes of this Article<sup>1</sup>

### Board of Ethics

In accordance with Section 2-106.10 of the City Charter, it is the duty of every Public Servant, the Contractor and subcontractors, if any to cooperate with the Board of Ethics in any investigation.

Any Public Servant who willfully and without justification or excuse obstructs an investigation of the Board of Ethics by withholding documents or testimony is subject to forfeiture of office, discipline, debarment or any other applicable penalty.

The Contractor acknowledges that it is subject to debarment or any other applicable penalty, if the Contractor willfully and without justification or excuse obstructs an investigation of the Board of Ethics by withholding documents or testimony.

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<sup>1</sup> “Public Servant” means the Mayor, members of City Council, City Clerk, appointive officers, any member of a board, commission or other voting body established by either branch of City government or the City Charter, and any appointee, employee or individual who provides services to the City within or outside of its offices or facilities pursuant to a personal services contract.