



Request for Proposals

Unified Communication Services 2024

REVISED DATE: December 23, 2024

DUE DATE: January 27, 2024 at 5:00 PM (EST)

ISSUE DATE: ~~December 16, 2024~~

The Mayor's Workforce Development Board (MWDB) is directly responsible and accountable to the State of Michigan, Labor and Economic Opportunity-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. The Corporation enters into contracts with qualified entities to provide workforce development programs and services to job seekers and employers.

DESC is seeking proposals from qualified individuals and/or firm to provide a **Unified Communications as a Service (UCaaS) and Contact Center as a Service (CCaaS) solutions.** DESC plans to award one (1) contract for requested services as detailed in this RFP.

Bid package for this RFP is available for download at this DESC website:

<https://www.descmiworks.com/opportunities/rfps-and-rfqs/>.

Notifications and changes related to this RFP will be posted to the website.

Proposals must be submitted electronically to procurement@detempsol.org on or prior to the due date. Each applicant is responsible for ensuring that its bid response is received by DESC on a timely basis. Late bids will not be accepted. Proposal submissions addressed to DESC staff will not be accepted. Confirmations of proposals submitted will be provided within 48 business hours of receipt.



Mayor's Workforce Development Board
Joshua Sirefman, Co-Chairperson
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Alice Thompson, Chairperson

Detroit Employment Solutions Corporation
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