

**Michigan Department of Labor and Economic Opportunity (LEO)
Office of Global Michigan (OGM)**

**NOTICE TO BIDDERS
FIRST AMENDMENT TO REQUEST FOR PROPOSAL**

RE: Request for Proposal (RFP) for Plain Language & Cultural Competency Training Services

We would like to notify all interested parties the first amendment to the above RFP. The following changes are now in effect:

1. **Proposal Submission Deadline:** The deadline for submitting proposals has been extended by two weeks. The new deadline for submission is 11:59PM. Est, February 28, 2025.
2. **Anticipated Begin Date:** The anticipated start date for the project has been pushed by two weeks. The updated anticipated begin date is May 1, 2025.
3. **End Date:** The anticipated end date of the project has also been extended by two weeks. The updated end date is May 15, 2026.
4. **Broken Website Link Update:** The link referenced in Section I.7.b, where RFP changes were to be posted, was broken when clicked. Please use the correct link, www.michigan.gov/ogm, to access the latest amendments, including the document with responses to bidder questions.

This amendment also includes the responses to questions submitted by bidders, which can be found on pages 2 through 13 of this document.

Please ensure that all future communications and submissions reflect the updated dates and website link. If you have any further questions, do not hesitate to contact us at SOM-Language-Access@michigan.gov.

We thank you for your continued interest in this project and look forward to your proposals.

QUESTIONS & RESPONSES FOR RFP: Plain Language & Cultural Competency Training Services

Please note: The order in which the questions are listed and responded to below is based solely on the order in which they were received. The questions are not organized by topic, and some may address similar or identical matters. Additionally, we welcome innovative solutions. If additional services or approaches are required, please outline them separately to ensure they are not included in the scoring criteria.

Bidder Question to RFP:

1. Have you previously provided Plain Language and/or Cultural Competence training? If so, what are the challenges or pain points you have faced?

Response: We have provided training in Plain Language and Cultural Competence. However, one challenge we face is that this training has not yet reached all the employees we aim to include. Expanding access to these trainings throughout our organization is a priority for us (refer to questions #17 & 18, which also address this topic).

2. Given that, in our experience and as a general rule, VRI training is usually less costly than on-site training, more information on the expected or projected training volume for both programs outlined in the RFP would help us elaborate a more precise price quote. Could you provide us with the number of State of Michigan employees that currently require/need Plain Language and/or Cultural Competence training for FY2025, broken down by training modality (Virtual or On-Site) and physical locations of on-site training events?

Response:

- For Plain Language Training, the goal of the Office of Global Michigan is to deliver this training virtually using the state's self-paced e-learning platform, which utilizes a program called Articulate 360. The objective is to ensure that all State of Michigan employees have access to this training.
- For the cultural competency training, we evaluate bids that address the specific needs of each department and implement the training based on the identified strategy, ensuring that the approach aligns with the unique requirements of every department. Thus, we currently do not have an estimate of the numbers of employees that would need the cultural competency training, this will vary by department based on the strategy presented.
- Refer to question #12, which also addresses this topic.

3. Will any preference be given to bidders incorporated in the State of Michigan?

Response: Consideration will be given to Bidders who have a record of working with state departments and have at least 3 years of experience and knowledge of state government.

4. The link you provide in Section 1 (7) (b) of the RFP to check if any changes or modifications have been made to this solicitation is broken. Can you provide us with a working link so that we can check for any changes to this RFP?

Response: Thank you for bringing the broken link to our attention. We apologize for the inconvenience. Please use this correct link: <https://www.michigan.gov/ogm>

5. Is there a specific indirect rate we need to use?

Response: Bidder needs to stay at or below the award ceiling amount of \$150,000 (refer to RFP page #1 for Disqualifying Criteria). If Bidder is applying for one of the two training solutions, bidder needs to consider the single-program award average of \$80,000. The Office of Global Michigan is not using an indirect rate to evaluate bidders.

6. Can you specify which departments (or number of departments) that the Cultural Competency, Sensitivity, and Language Sensitivity Training would be delivered to within the project period?

Response: Currently, we anticipate that 27 departments/agencies will require training within the project period:

1. Michigan Civil Service Commission (MCSC)
2. Michigan Department of Agriculture & Rural Development (MDARD)
3. Michigan Department of Attorney General (AG)
4. Michigan Department of Lifelong Education, Advancement, and Potential (MiLEAP)
5. Michigan Department of Civil Rights (MDCR)
6. Michigan Department of Corrections (MDOC)
7. Michigan Department of Education (MDE)
8. Michigan Department of Environment, Great Lakes, and Energy (EGLE)
9. Michigan Department of Health and Human Services (MDHHS)
10. Michigan Department of Insurance and Financial Services (DIFS)
11. Michigan Department of Labor and Economic Opportunity (LEO)
12. Michigan Department of Licensing and Regulatory Affairs (LARA)
13. Michigan Department of Military and Veterans Affairs (DMVA)
14. Michigan Department of Natural Resources (DNR)

15. Michigan Department of State (MDOS)
16. Michigan State Police (MSP)
17. Michigan Department of Technology, Management & Budget (DTMB)
18. Michigan Department of Transportation (MDOT)
19. Michigan Department of Treasury
20. Michigan Economic Development Corporation (MEDC)
21. Michigan Gaming Control Board (MGCB)
22. Michigan State Housing Development Authority (MSHDA)
23. Michigan State Lottery (MSL)
24. Office of Global Michigan (OGM)
25. Office of the Child Advocate (OCA)
26. State Budget Office (SBO)
27. Unemployment Insurance Agency (UIA)

However, please note that additional departments or agencies may be identified during the assessment phase, and we expect to include them as needed based on the results of that evaluation

Refer to question #11 & 37, which also address this topic.

7. We have a question in regards to item 5.a., which states, "This RFP has been reviewed by the Bidder organization's governing body, and that body has authorized submission of the proposal."

At our institution, we have an office that is authorized to review, approve and submit proposals on behalf of the University. The only proposals requiring specific board action are those that exceed 5 years in length. Given the University's policies and procedures, are we able to submit our proposal without specific board action?

Response: We recommend you confirm with your governing authority or compliance department/process to ensure alignment with both your institution's policies and the RFP requirements.

8. I am trying to understand the objective of Plain Language & Cultural Competency Training Services. Are these services intended for organizations to contract and deliver to state agencies?

Response: The objective of the Plain Language and Cultural Competency Training Services is to have an organization(s) contract with the Office of Global Michigan. Together, they will partner to create and deliver the trainings to state agencies. Specifically, we envision the Plain Language training being developed in a series of online, self-paced training modules to be accessible to all State of Michigan employees. The Cultural Competency training, however, will be delivered after conversations with

each department and the contracted organization(s), allowing flexibility to tailor the training to meet the specific needs and requirements of each state agency.

9. The eligibility requirements state that organizations must have at least three years of experience working with state departments or at least three years of experience and knowledge of state government. My organization has provided cultural marketing, communication, and brand support services to several municipalities, including counties and cities. Additionally, I have prior experience owning a business that provided cultural and linguistic training to corporate expatriates and employees for 3+ years. Could you confirm if this background satisfies the eligibility requirements for this bid?

Response: Bidder eligibility requirements specifically call for any organization or agency that has at least three (3) years of experience working with state departments or knowledge of state government. However, we encourage interested organizations and agencies to submit their proposal for review, as the grant review committee will consider their experience as part of the overall evaluation.

10. The requirements mention that organizations with previous state experience are preferred. Based on the information provided above, would my organization still be considered eligible and competitive for this opportunity?

Response: The grant review committee will assess proposals in their entirety, considering both relevant experience and the alignment of their approach with the objectives of the RFP.

11. How many departments, agencies, or bureaus will be involved in the training programs? Could you provide a list or a general overview of their functions?

Response: Currently, we anticipate that 27 departments/agencies will require training within the project period:

1. Michigan Civil Service Commission (MCSC)
2. Michigan Department of Agriculture & Rural Development (MDARD)
3. Michigan Department of Attorney General (AG)
4. Michigan Department of Lifelong Education, Advancement, and Potential (MiLEAP)
5. Michigan Department of Civil Rights (MDCR)
6. Michigan Department of Corrections (MDOC)
7. Michigan Department of Education (MDE)
8. Michigan Department of Environment, Great Lakes, and Energy (EGLE)
9. Michigan Department of Health and Human Services (MDHHS)
10. Michigan Department of Insurance and Financial Services (DIFS)

11. Michigan Department of Labor and Economic Opportunity (LEO)
12. Michigan Department of Licensing and Regulatory Affairs (LARA)
13. Michigan Department of Military and Veterans Affairs (DMVA)
14. Michigan Department of Natural Resources (DNR)
15. Michigan Department of State (MDOS)
16. Michigan State Police (MSP)
17. Michigan Department of Technology, Management & Budget (DTMB)
18. Michigan Department of Transportation (MDOT)
19. Michigan Department of Treasury
20. Michigan Economic Development Corporation (MEDC)
21. Michigan Gaming Control Board (MGCB)
22. Michigan State Housing Development Authority (MSHDA)
23. Michigan State Lottery (MSL)
24. Office of Global Michigan (OGM)
25. Office of the Child Advocate (OCA)
26. State Budget Office (SBO)
27. Unemployment Insurance Agency (UIA)

However, please note that additional departments or agencies may be identified during the assessment phase, and we expect to include them as needed based on the results of that evaluation.

Refer to questions #6 & 37, which also address this topic.

12. For each department, how many individuals would need to attend the trainings? Are there limits or targets for training group sizes?

Response:

- For Plain Language Training, the goal of the Office of Global Michigan is to deliver this training virtually using the state's self-paced e-learning platform, which utilizes a program called Articulate 360. The objective is to ensure that all State of Michigan employees have access to this training.
- For Cultural Competency Training, we evaluate bids that address the specific needs of each department and implement the training based on the identified strategy, ensuring that the approach aligns with the unique requirements of every department. Thus, we currently do not have an estimate of the numbers of employees that would need the cultural competency training, this will vary by department based on the strategy presented. As for group sizes, we do not have specific limits, but we encourage flexibility in adjusting the training format to accommodate various group sizes based on each department's preferences.
- Refer to question #2, which also addresses this topic.

13. I understand that trainings can be provided virtually or in person. Is there an interest in offering hybrid sessions where some participants attend virtually and others in person?

Response:

- For Plain Language Training, the goal of the Office of Global Michigan is to deliver this training virtually using the state's self-paced e-learning platform, which utilizes a program called Articulate 360.
- For the Cultural Competency Training, the format will depend on the specific needs and preferences of each department, which grantee will need to assess during the planning phase. Departments may be open to offering hybrid sessions where some participants attend virtually and others in person.

14. Do you prefer virtual, in-person, or hybrid formats for the Cultural Competency, Sensitivity, and Language Sensitivity Training?

Response: We are flexible and open to all formats for the Cultural Competency, Sensitivity, and Language Sensitivity Training. The format will depend on the specific needs and preferences of each department, which grantee will need to assess during the planning phase.

15. Will these trainings be recorded or repurposed in any way (e.g., for ongoing internal use or other formats), or are they intended as one-off deliveries within the first year?

Response: Trainings will be recorded and repurposed.

16. Is there a specific format, framework, or curriculum the state expects us to use for the trainings, or is this left to the proposer's discretion?

Response: There is no specific format, framework, or curriculum that the state requires you to use for the trainings. OGM is open to proposals that align with the RFP objectives.

17. Has the state previously conducted similar cultural competency or plain language trainings?

Response: Yes. We have provided training in Plain Language and Cultural Competence. However, one challenge we face is that this training has not yet reached all the employees we aim to include. Expanding access to these trainings throughout our organization is a priority for us (refer to question #1, which also addresses this topic).

18. If so, could you provide details about the structure, format, or feedback from those previous trainings?

Response:

- The Office of Global Michigan collaborated with a consultant to provide initial training in Plain Language. This training was intended for Language Access Coordinators and Communication staff in an in-person format, aiming to establish a foundational understanding of the concepts.
- The Office of Global Michigan partnered with the Michigan Works Association to provide in-person cultural competency training for interested parties. However, this training was optional for a select group of State of Michigan leaders across various departments.
- This Request for Proposal (RFP) is based on feedback from the training sessions previously conducted. The Office of Global Michigan seeks to provide these trainings in a manner that is accessible for state employees, allowing them to participate at their own pace and convenience. This includes considerations for the delivery platform.

19. The RFP states that all materials and content developed will become the property of the State of Michigan. Are there specific guidelines or standards for how the content should be developed and shared (e.g., file formats, accessibility standards)?

Response: Specific guidelines or standards for content development, file formats, and accessibility will be provided once the contract is awarded. The State of Michigan has adopted the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA as our standard for digital accessibility. We also encourage the use of commonly accessible file formats (e.g., PDFs, Word documents, PowerPoint presentations, etc.) to ensure the materials can be easily shared and utilized across various platforms. The state's self-paced e-learning platform utilizes a program called Articulate 360 to develop trainings. Once the contract is in place, we will be able to provide more detailed guidance based on the finalized scope of work.

20. What does "ongoing support" entail after the initial rollout of the training programs? Will it include conducting follow-up trainings, providing additional resources, or making iterative changes to the content based on feedback?

Response: Ongoing support after the rollout and implementation of the training programs includes assessing the effectiveness of the training(s), gathering feedback from participants, and making adjustments to improve the training's impact. The consultant will ensure that the training programs meet the desired goals of enhancing language access across state agencies. The consultant will be responsible for creating evaluation tools such as surveys or feedback forms, as well as any progress reports or summary documents.

21. For the potential two-year extension, will the scope of work involve creating entirely new content and training sessions, or will it primarily focus on maintaining and iterating on the programs developed in year one?

Response: The scope of work for the potential two-year extension may involve a combination of both maintaining and iterating on the programs developed in year one, as well as potentially creating new content or training sessions based on feedback, evolving needs, or changes in priorities. The exact focus will be determined closer to the extension period, depending on the outcomes of the initial year of training and the needs of the departments. We expect flexibility in adapting the content to ensure it remains relevant and effective.

22. For those bidding on a single training program, can you clarify how the doubled points in Section III.3 will be assessed? Are there specific scoring criteria available for review?

Response: The RFP seeks services for two separate training programs, but bidders have the option to submit proposals for either one or both programs.

If a bidder submits a proposal for both training programs, the scoring criteria allows for up to 20 points in Section III “3.1 Project Proposal- Narrative”, and up to 30 points in Section III “3.2 Program Objectives”, for a total of 50 points in Section III.3.

If a bidder submits a proposal for one of the two training programs, the scoring criteria allows for up to 10 points Section III “3.1 Project Proposal- Narrative”, and up to 15 points in Section III “3.2 Program Objectives”. These points will then be doubled for a total of 50 points in Section III.3.

This structure is designed to ensure that a single program proposal receives additional emphasis, while still allowing for a fair evaluation whether bidders submit proposals for one or both programs.

Bidder must ensure they include a statement in Section III.3 outlining which training program(s) they are bidding on.

Refer to question #35, which also addresses this topic.

23. The RFP states that the award floor is \$100,000, while the award average is \$80,000. Could you clarify what this means?

Response:

- The \$80,000 Single Program Award Average is for bidders who submit proposals for a single training program: 1. Plain Language **or** 2. Cultural Competency, Sensitivity and Language Sensitivity.
- The \$100,000 Total Award Floor applies only to those bidders who submit proposals for both training programs: 1. Plain Language **and** 2. Cultural Competency, Sensitivity and Language Sensitivity.
- Refer to question #36, which also addresses this topic.

24. What platform will be used for virtual trainings? Will the OGM provide access to any specific tools, such as webinar software or e-learning platforms, for delivering training?

Response: The platform used for virtual training will depend on the specific needs of the training programs, and the grantee will work with the Office of Global Michigan to ensure the platform meets the training programs goals and is accessible to all participants. The State of Michigan uses Microsoft Teams and has an e-learning platform, which uses a program called Articulate 360, that can be utilized for delivering the trainings. The Office of Global Michigan will collaborate with the contracted organization(s) to provide tools for understanding the various platforms.

25. What level of involvement will the Statewide Language Access Coordinator have in the training design and delivery process? Will they provide feedback on drafts or play an active role in implementation?

Response: The Statewide Language Access Coordinator will have an active role in both the training programs design and delivery process. The Statewide Language Access Coordinator will be the main point of contact for the grantee, and she will:

- Collaborate with the grantee to ensure that the training programs' content aligns with the State of Michigan's goals and needs.
- Review drafts and provide feedback to ensure the materials are accurate, culturally appropriate, and effective.
- Be involved in the implementation phase to ensure trainings are delivered successfully, providing guidance and support as needed to ensure the programs' success.

26. How often will consultants need to meet with the Statewide Language Access Coordinator and department representatives during the design and rollout phases?

Response: Grantee will be expected to meet with the Statewide Language Access Coordinator and department representatives regularly throughout both the design and rollout phases. The frequency of meetings will depend on the phase of the project, the specific needs of the departments, and the proposal submitted. OGM envisions a collaborative approach with flexibility to adjust meeting frequency as required.

27. Based on the above answer, will meetings take place in person or virtually?

Response: Meetings with the Statewide Language Access Coordinator and department representatives are preferred to be virtual, as this is generally more convenient for those involved. However, depending on the location of the grantee and specific project needs, in-person meetings may be arranged. Keep in mind, for the training delivery itself, some departments may require in-person sessions.

28. Is there a specific timeline or deadline for the development and rollout of the cultural competency training services?

Response: The funding for this service is allocated for one year. The specific timeline for the development and rollout of the cultural competency training services will be determined collaboratively between the selected bidder and the Office of Global Michigan. However, we anticipate that the development of training materials and the rollout will need to be completed within that one-year period.

29. Can you identify who the key stakeholders and decision-makers are for this project?

Response: The primary stakeholders and decision-makers for this project include the Statewide Language Access Coordinator, the leadership team of the Office of Global Michigan, department language access coordinators, and other designated leaders from various departments and agencies.

30. Will we have ongoing access to these stakeholders or specific representatives during the program design, rollout, and evaluation phases?

Response: Yes.

31. Could you clarify who we will primarily work alongside during the training program development? For example, will we be working closely with the Statewide Language Access Coordinator, department representatives, or other stakeholders?

Response: During the training programs development, grantee will primarily work closely with the Statewide Language Access Coordinator, who will serve as the main point of contact and provide guidance throughout the process, and the leadership team at the Office of Global Michigan. Additionally, grantee will collaborate with department representatives to ensure the training is tailored to the specific needs of each department.

32. How will the success of the training programs be measured after implementation? Are there specific metrics, KPIs, or evaluation tools that we should align with during the design and delivery process?

Response: The grantee will ensure that the training programs meet the desired goals of enhancing language access across state agencies. The grantee will be responsible for creating evaluation tools such as surveys or feedback forms, as well as any progress reports or summary documents.

33. The RFP asks, “Is the bidding organization a disabled veteran-owned business/organization”, will there be any preference given to veteran-owned vendors?

Response: Consideration will be given to disabled veteran-owned business. The disabled veteran-owned designation is part of the bidder information section, which is not scored.

34. The RFP states, "This program will be customized to meet the specific needs of each department, recognizing that each may have varied functions and methods to serve Michiganders". Could you clarify the level of customization you expect for the training program? For example, should it address department-specific workflows, processes, and tools in detail, or would a broader approach standardizing certain elements to streamline the process suffice?

Response: We are seeking a cultural competency training program that can be customized to meet the specific needs of each department. Bidders must propose an approach that meets specific departmental needs, such as the geographical location of offices, community demographics and needs, service delivery methods (in-person, phone, virtual, etc.), and available resources.

35. If we submit a bid for both training programs, will each program be evaluated separately? In other words, will awards be made by individual program or as a bulk award by vendor?

Response: Yes, each training program will be evaluated separately as outlined in Section III.3 of the RFP (reference answer to question #22 for more details).

If a bidder submits a proposal for both training programs, the scoring criteria allows for up to 20 points in Section III “3.1 Project Proposal- Narrative”, and up to 30 points in Section III “3.2 Program Objectives”, for a total of 50 points in Section III.3.

If a bidder submits a proposal for one of the two training programs, the scoring criteria allows for up to 10 points Section III “3.1 Project Proposal- Narrative”, and up to 15 points in Section III “3.2 Program Objectives”. These points will then be doubled for a total of 50 points in Section III.3.

Bidder must ensure they include a statement in Section III.3 outlining which training program(s) they are bidding on.

36. Could you please clarify how the Total Award Floor is \$100,000 and the Single Program Award Average is \$80,000? For instance, if you are awarding a single program, it might be less than \$100,000.

Response:

- The \$80,000 Single Program Award Average is for bidders who submit proposals for a single training program: 1. Plain Language **or** 2. Cultural Competency, Sensitivity and Language Sensitivity.
- The \$100,000 Total Award Floor applies only to those bidders who submit proposals for both training programs: 1. Plain Language **and** 2. Cultural Competency, Sensitivity and Language Sensitivity.
- Refer to question #23, which also addresses this topic.

37. Could you please let me know how many departments that require customized training on cultural competency, sensitivity and language sensitivity?

Response: Currently, we anticipate that 27 departments/agencies will require training within the project period:

1. Michigan Civil Service Commission (MCSC)
2. Michigan Department of Agriculture & Rural Development (MDARD)
3. Michigan Department of Attorney General (AG)
4. Michigan Department of Lifelong Education, Advancement, and Potential (MiLEAP)
5. Michigan Department of Civil Rights (MDCR)
6. Michigan Department of Corrections (MDOC)
7. Michigan Department of Education (MDE)
8. Michigan Department of Environment, Great Lakes, and Energy (EGLE)
9. Michigan Department of Health and Human Services (MDHHS)
10. Michigan Department of Insurance and Financial Services (DIFS)
11. Michigan Department of Labor and Economic Opportunity (LEO)
12. Michigan Department of Licensing and Regulatory Affairs (LARA)
13. Michigan Department of Military and Veterans Affairs (DMVA)
14. Michigan Department of Natural Resources (DNR)
15. Michigan Department of State (MDOS)
16. Michigan State Police (MSP)
17. Michigan Department of Technology, Management & Budget (DTMB)
18. Michigan Department of Transportation (MDOT)
19. Michigan Department of Treasury

20. Michigan Economic Development Corporation (MEDC)
21. Michigan Gaming Control Board (MGCB)
22. Michigan State Housing Development Authority (MSHDA)
23. Michigan State Lottery (MSL)
24. Office of Global Michigan (OGM)
25. Office of the Child Advocate (OCA)
26. State Budget Office (SBO)
27. Unemployment Insurance Agency (UIA)

However, please note that additional departments or agencies may be identified during the assessment phase, and we expect to include them as needed based on the results of that evaluation.

Refer to questions #6 & 11, which also address this topic.