

Request for Proposal

Implementation support for Human-Centered Design initiated system changes

Issued by:
The Michigan Center for Adult College Success (The Center)

Issue Date:
Jan. 7, 2026

1. Introduction

The Michigan Center for Adult College Success (The Center) is seeking proposals from qualified vendors to support the implementation and scaling of interventions to support adult persistence and completion rates that were developed through a human-centered design process. The contractor will also provide hands-on assistance and documentation for the two institutions scaling these interventions, assist in evaluating the impact at two other institutions and work with The Center's contracted research partner.

2. Background

The Center facilitated a human-centered design process at four institutions in Michigan in 2023 and 2024 to develop system change interventions that would increase adult learner persistence and completion rates. In 2025, The Center supported implementation of pilots for these system changes at one community college and one public university in Michigan.

The Center recently completed a third-party evaluation at one of the institutions of the impact of the pilot and determined the impact to be significantly positive enough to support the work to scale the effort. In 2026, The Center is looking to continue to support these two institutions in scaling the interventions to achieve a broader impact.

In addition, the selected vendor would assist in evaluating the impact of the HCD identified interventions implemented at the other two institutions, as well as working with The Center's identified research partner to evaluate the overall impact of the HCD process and implemented reforms.

3. Scope of Project Work

The selected contractor will be responsible for the following:

Scaling of Mott Community College Intervention

- Weekly meetings with the Scaling Coordinator to review issues and plan monthly team meetings.

- Monthly scaling team meetings on campus with MCC leadership to evaluate progress and solve problems.
- Draft meeting summaries and specific problem-solving memos.
- Individual zoom/phone meetings with MCC leaders regarding the project.
- Evaluation of 2025-26 prototype test results and facilitating the process of system revisions based on outcomes.
- Evaluation of first semester outcomes for scaled system in January of 2027 and first-to-second year outcomes in July of 2027, and facilitation of system revisions.
- Work with Charles Mott Foundation on upgrades to early alert system.
- Work with MCC faculty to explain the new model and the faculty role in the early alert system.
- Go Big reporting activities, including management of monthly financial status reports, drafting semiannual grant reports, and support for work with external evaluators.

Scaling of UM-Dearborn Intervention

- Monthly test and scaling team meetings through 2026-2027 with leadership to monitor progress and identify problems.
- Meetings with Test/Scaling Coordinator.
- Participation in efforts to raise funds to cover second year prototype test.
- Individual zoom/phone meetings with UM-Dearborn leaders regarding the project.
- Evaluation of 2025-26 prototype test results and facilitating the process of system revisions based on outcomes.
- Evaluation of 2026-27 prototype test results and facilitating the process of system revisions for scaled version to be implemented in the fall of 2027.

Evaluation of Impact of Delta and Western Michigan University System Reforms

Vendor would evaluate the impact of adult student support system adaptations at both Delta and WMU at the end of the first semester in the 2025-26 academic year and at the end of the first year in June 2027. This entails obtaining first-semester persistence results at both colleges in January 2026 and first-to-second year persistence results in October 2026 to evaluate system impact and discuss possible system adjustments.

Collaboration with the Center to Evaluate Program Effectiveness and Share Lessons Learned

Vendor would continue to work with Basis Policy Research, the Center's evaluation contractor, to measure program effectiveness at the participating colleges. Vendor staff would also participate in sharing results with the Center Board and presenting at state and regional conferences focusing on ways to boost adult college success.

4. Bid Selection Timeline

Solicitation Issue Date: Jan. 7, 2026

Proposal Submission Deadline: 5pm ET on Jan. 28, 2026

Vendor Selection: No later than Feb. 2, 2026

Contract Execution: No later than Feb. 9, 2026

5. Selection Criteria

Proposals will be evaluated based on:

- Experience in working with institutions on similar interventions
- Experience working with the institutions listed in the RFP is a bonus
- Understanding of data privacy and compliance
- Understanding of the HCD process and interventions being implemented
- Examples of past work
- Feasibility of timeline and cost-effectiveness

6. Budget

The anticipated budget for this project should be under **\$100,000**. Vendors should submit a detailed cost breakdown by task and deliverable.

Submission Requirements

Proposals should include:

- Executive summary and understanding of project goals
- Proposed technical approach and project timeline
- Team qualifications and examples of similar past work
- Detailed budget, including staff time and deliverable-based pricing

Submission Instructions

Submit bids electronically to Jeremy Hedges (j.hedges@talentfirst.net) by 5pm ET on Jan. 7 2026

Contact Information

For any questions or further information, please contact:

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