

STATE OF FLORIDA
DEPARTMENT OF CHILDREN AND FAMILIES
Refugee Services Program



REQUEST FOR PROPOSALS

**Employment Services for Refugees and Entrants in
Pinellas County**

RFP#: 020118KSET1
Release Date: FEBRUARY 26, 2018

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APPENDIX XII: Standard Integrated Contract Part 1 and Part 2

NOTE: In addition to the Appendices included in this document, APPENDIX XII, the Department’s Standard Integrated Contract Part 1 and Part 2, will be included with the solicitation and uploaded to the Vendor Bid System (VBS) together with the RFP and all other related documents.

SECTION 1. INTRODUCTION

1.1 Introduction to the Procurement

The Department of Children and Families (Department), Refugee Services (RS) Program is issuing this solicitation for the purpose of procuring Employment Services for Refugees and Entrants in Pinellas County, Florida. These services will be provided to assist refugees and entrants in effectively resettling and becoming economically self-sufficient as quickly as possible upon arrival to the United States.

Resettling in the United States can present a multitude of challenges for refugees and entrants coming from situations of instability and insecurity. These challenges often inhibit a refugee's ability to achieve self-sufficiency and become socially integrated. Common obstacles to successful resettlement include financial instability, limited local employment opportunities, and lack of transferable work skills. To assist refugees and entrants in overcoming barriers to economic self-sufficiency, the Vendor will address these challenges and ensure that employment services are comprehensive and delivered to the eligible population in an effective and efficient manner. Employment services include the following:

- 1.1.1 Outreach - Organize outreach activities designed to familiarize potentially eligible clients and local organizations of the services being offered by the Employment Program;
- 1.1.2 Intake - Determine client eligibility and conduct an intake and initial data collection for each client upon entry into the Employment Program;
- 1.1.3 Job Market Analysis - Analyze the local job market to determine occupations available in the community;
- 1.1.4 Family Self-Sufficiency Plans - Develop family self-sufficiency and individual employment plans tailored to the strengths and needs of the clients;
- 1.1.5 Job Placements - Assist clients in job search, job placement, and job retention by providing employment orientation, placement services, and follow-up support;
- 1.1.6 Career Laddering Services - Provide targeted career laddering services to enable career development and advancement based on the skills and needs of the target population;
- 1.1.7 Short-Term Employment Training - Offer short-term employment training for lower-skilled clients;
- 1.1.8 Self-Employment Assistance - Optionally develop and provide self-employment assistance to clients who have useful skills for independent occupations;
- 1.1.9 On-the-job Training - Develop and provide on-the-job training opportunities where available;
and
- 1.1.10 Child Care - Ensure that safe, cost-effective, and family-friendly child care services are made available to clients.

For a complete list and more detailed descriptions of the tasks required by this RFP, see **Section 3.2.9**.

Any person interested in submitting a proposal must comply with any and all terms and conditions described in this Request for Proposals (RFP).

1.2 Statement of Purpose

The goal of the RS Program is to assist refugees and entrants to effectively resettle and become economically self-sufficient as quickly as possible upon their arrival in the United States. Refugees who are resettled in Pinellas County may need assistance in gaining and retaining employment in order to achieve economic self-sufficiency. These services will enable refugees and entrants to more readily overcome obstacles to finding, securing, and maintaining employment. The purpose of this RFP is to identify a Vendor who is capable of implementing and managing employment services aimed at ensuring the successful resettlement of refugees and entrants in Pinellas County. The Vendor must have the organizational capacity to provide employment services for refugees and entrants in the service area.

In responding to this RFP, the Vendor must justify the way in which it wishes to deliver these services (See **Section 3.2.9 Service Component Task List** and **4.2.5 Tab 4: SERVICES APPROACH AND SOLUTION** for more details). The Vendor's plan must be reasonable, effective, and cost-efficient.

It is the intent of the Department to award one (1) contract. However, as stated in **Section 5.5.3**, the Department reserves the right to select multiple Vendors and/or divide work among Vendors by type of service, geographical area, or both.

1.3 Term of the Agreement

The anticipated start date of the resulting contract is October 1, 2018. The anticipated duration of the resulting contract is three (3) years (from contract execution). The contract may be renewed for a period not to exceed three (3) years or for the term of the original contract, whichever period is longer. Such renewal shall be made by mutual agreement and shall be contingent upon satisfactory performance evaluations as determined by the Department and shall be subject to the availability of funds. Any renewal shall be in writing and shall be subject to the same terms and conditions as set forth in the initial contract including any amendments.

The total estimated dollar range for the contract resulting from this RFP is subject to the availability of funds. Funds are estimated to be between \$420,000 and \$525,000 for each federal fiscal year. Funding amounts will largely depend on the priorities of the Office of Refugee Resettlement (ORR), the number of clients to be served, the area of services, and the types of services, as determined by the Department.

Please note that estimates are based on the availability of funds. Due to the unpredictability of refugee arrival patterns, federal grant requirements, and grant award amounts, the Department reserves the right to add funding to meet additional scope of services and tasks or decrease contract value if needs change or federal grant amounts decrease.

1.4 Contact Person and Procurement Manager

This RFP is issued by the State of Florida, Department of Children and Families. The sole contact point for all communication regarding this RFP is:

Florida Department of Children and Families
Molly Conrad, Procurement Manager
Molly.Conrad@myflfamilies.com

Mailing Address:

Florida Department of Children and Families, Refugee Services
1317 Winewood Blvd., Building 6, Room 200
Tallahassee, FL 32399-0700

All contact with the Procurement Manager shall be in writing via electronic mail, U.S. Mail, or other common courier. No facsimiles or telephone calls will be accepted for any reason.

1.5 Definitions

The program or service specific terms and definitions that apply to the RFP can be found at <http://www.dcf.state.fl.us/programs/refugee/docs/GlossaryServices.pdf>.

1.6 Supporting Documentation

This table lists the supporting documentation and the associated link to download the supporting documentation.

Subject	Description	Link
Department of Children and Families, Refugee Services Program	Website giving an overview of the program, (describes services, lists resources, and includes a calendar of events)	http://www.myflfamilies.com/service-programs/refugee-services
Current Refugee Services Contracted Vendors	List of DCF-contracted Vendors currently providing refugee services in Florida	http://www.myflfamilies.com/service-programs/refugee-services/providers-services
Administration for Children and Families, Office of Refugee Resettlement (ORR)	Website of the federal organization responsible for allocating funds aimed at assisting refugees, entrants, and others	https://www.acf.hhs.gov/orr
Florida’s Refugee Population Statistical Reports	Detailed statistical information on refugee arrivals, services received, country of origin, etc.	http://www.myflfamilies.com/service-programs/refugee-services/statistics-florida
Important Refugee Federal and National contact information	Provides information on many national and international groups providing assistance to refugees	http://www.myflfamilies.com/service-programs/refugee-services/national-refugee-resources

Arrival Data

The table below lists arrival data from FFY 2015 to FFY 2017 (through June 30) for refugees and entrants in Pinellas County. Arrival numbers can vary greatly from year to year.

Refugee and Entrant Population in Pinellas County (FFY 2015 - FFY 2017 LTD)				
	FFY 2015	FFY 2016	FFY 2017 (as of June 30)	TOTAL
Afghanistan	4	24	10	38
Burma	13	3	2	18
Colombia	1	7	11	19
Cuba	203	403	327	933
Dem. Rep. Congo	44	89	10	143
Egypt	0	0	26	26
Eritrea	28	0	0	28
Haiti	3	0	2	5
Iraq	25	19	38	82
Somalia	0	0	10	10
Syria	39	110	17	166
Other	38	49	14	101
TOTAL	398	704	467	1,569

1.7 Small, Minority, and Florida Certified Veterans Business Participation

Small Businesses, Certified Minority and Florida Certified Veteran Business Enterprises are encouraged to participate in any scheduled conferences, conference calls, pre-solicitation, or pre-proposal meetings. All Vendors shall be accorded fair and equal treatment.

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SECTION 2. RFP PROCESS

2.1 General Overview of the Process

Proposals that meet the Mandatory Requirements of this RFP (See **Section 5.2 and Appendix V**) and are otherwise responsive will be eligible for evaluation. Following the evaluation and the Secretary's decision regarding the recommended ranking, the Department will post a notice of intended contract award, identifying the Vendor(s) selected for award on the Department of Management Services (DMS) Vendor Bid System (VBS).

2.2 Official Notices and Public Records

2.2.1 Notices Regarding the RFP

All notices, decisions, intended decisions, addenda and other matters relating to this procurement will be electronically posted on the VBS located at:

http://www.myflorida.com/apps/vbs/vbs_www.main_menu

To find postings at such location:

1. Click on Search Advertisements
2. Under "Agency" select Department of Children and Families
3. Scroll down to the bottom of the screen and click on "Advertisement Search"

It is the responsibility of prospective Vendors to check the VBS for addenda, notices of decisions and other information or clarifications to this RFP.

2.2.2 Public Records

All electronic and written communications pertaining to this RFP, whether sent from or received by the Department, are subject to the Florida public records laws located in Chapter 119, Florida Statutes. **Section 4.4** addresses the submission of trade secret and other information exempted from public inspection.

2.3 Protests and Disputes

Any protest concerning this solicitation shall be made in accordance with subsections 120.57(3) and 287.042(2), Florida Statutes (F.S.), and Chapter 28-110, Florida Administrative Code.

FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SUBSECTION 120.57(3), F.S., OR FAILURE TO POST THE BOND OR OTHER SECURITY REQUIRED BY LAW WITHIN THE TIME ALLOWED FOR FILING A BOND, SHALL CONSTITUTE A WAIVER OF PROCEEDINGS UNDER CHAPTER 120, F.S.

2.4 Limitations on Contacting Department Personnel and Others

2.4.1 General Limitations

Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award, excluding Saturdays, Sundays, and state approved holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the Procurement Manager or as provided in the solicitation documents. Violation of this provision may be grounds for rejecting a proposal. As part of a response to a Department request for additional or clarifying information, Vendor

representatives may communicate directly with other Department personnel or consultants identified by the Procurement Manager for such purposes.

2.4.2 Violation of Contact Limitations

Violations of **Section 2.4.1** will be grounds for rejecting a proposal, if determined by the Department to be material in nature.

2.5 Schedule of Events and Deadlines

Activity	Date	Time Eastern	Address	Section Reference
RFP Advertised and Released on Florida VBS:	February 26, 2018	5:00 PM	DMS VBS Electronic Posting site: http://www.myflorida.com/apps/vbs/vbswww.main_menu	2.2.1
*Solicitation Conference (Call) to be Held:	March 21, 2018	11:00 AM	Conference Call#: 1-888-670-3525 Participant Code: 4471182592	2.6
Submission of Written Inquiries Must be Received by:	April 3, 2018	5:00 PM	Attn: Molly Conrad Procurement Manager Dept. of Children & Families Refugee Services 1317 Winewood Blvd Building 6, Room 200 Tallahassee, FL 32399-0700 Molly.Conrad@myflfamilies.com	2.7
Anticipated Date for Posting Department's Response to Inquiries:	April 10, 2018	5:00 PM	DMS VBS Electronic Posting site: http://www.myflorida.com/apps/vbs/vbswww.main_menu	2.7
Notice of Intent to Submit a Proposal:	April 30, 2018	5:00 PM	Attn: Molly Conrad Procurement Manager Dept. of Children & Families Refugee Services 1317 Winewood Blvd Building 6, Room 200 Tallahassee, FL 32399-0700 Molly.Conrad@myflfamilies.com	2.8
Sealed Proposals Must be Received by the Department:	May 23, 2018	12:00 PM	Attn: Molly Conrad Procurement Manager Dept. of Children & Families Refugee Services 1317 Winewood Blvd Building 6, Room 200 Tallahassee, FL 32399-0700	2.9, 4.1

Activity	Date	Time Eastern	Address	Section Reference
*Proposal Opening and Review of Mandatory Requirements:	May 23, 2018	12:10 PM	Dept. Of Children and Families 1317 Winewood Blvd Bldg. 6, Refugee Services Lobby Tallahassee, FL 32399-0700	4.2.2, 5.2
*Validation of Evaluation Scoring of the Evaluators and Ranking of the Proposals:	June 4, 2018	10:00 AM	Dept. Of Children and Families 1317 Winewood Blvd Bldg. 6, Refugee Services Lobby Tallahassee, FL 32399-0700	5.3
Anticipated Posting of Intended Contract Award:	June 11, 2018	5:00 PM	DMS VBS Electronic Posting site: http://www.myflorida.com/apps/vbs/vbs_main_menu	5.4.3
Anticipated Effective Date of Contract:	October 1, 2018	N/A	N/A	1.3
All Vendors are hereby notified that meetings noted with an asterisk above () are public meetings open to the public and may be electronically recorded by any member of the audience. Although the public is invited, no comments or questions will be taken from Vendors or other members of the public (except during the Solicitation Conference, at which time comments and questions will be taken from Vendors).				

All times in the event schedule are local times for the Eastern Time Zone. Although the Department may choose to use additional means of publicizing the results of this RFP, posting on the VBS is the only official notice recognized for the purpose of determining timeliness in the event of protest.

2.6 Solicitation Conference Call

The purpose of the Solicitation Conference Call is to review the RFP with interested Vendors. The Department encourages all prospective Vendors to participate in the Solicitation Conference Call during which prospective Vendors may pose questions. The Solicitation Conference Call for this RFP will be held at the time and date specified in **Section 2.5**. Participation in the Solicitation Conference Call is not a pre-requisite for acceptance of proposals from prospective Vendors. The Department shall be only bound by written information that is contained within the solicitation documents or formally posted as an addendum or a response to questions.

2.7 Written Inquiries

Prospective Vendor questions will only be responded to with written information per **Section 2.6** if submitted as written inquires to the Procurement Manager as specified in **Section 1.4**, via electronic mail, U.S. Mail, or other delivery service, and received on or before the date and time specified in **Section 2.5**. Vendors should use the template provided in **APPENDIX IV** of this RFP to submit written inquiries. Written inquires will not be accepted by facsimile.

The responses to all inquiries will be made available by the date and time specified in **Section 2.5** through electronic posting on the VBS at: http://vbs.dms.state.fl.us/vbs/main_menu. Any addenda or written responses supplied by the Department will subsequently become part of this solicitation.

2.8 Notice of Intent to Submit a Proposal

Vendors who are interested in responding to this RFP are encouraged to send a Notice of Intent to Submit a Proposal (**APPENDIX I**) to the Procurement Manager specified in **Section 1.4**, on or before the date and time specified in **Section 2.5**.

2.9 Receipt of Proposals

2.9.1 Proposal Deadline

Proposals must be received by the Department no later than the date/time and at the address provided in **Section 2.5**. Any proposals that are not received at the specified address, by the specified date and time, will not be evaluated. All methods of delivery or transmittal to the Department's contact person remain the responsibility of the prospective Vendor and the risk of non-receipt or delayed receipt shall be borne exclusively by the prospective Vendor.

2.9.2 Binding Proposals

By submitting a proposal, each Vendor agrees its proposal shall remain a valid offer for at least ninety (90) calendar days after the proposal opening date and, in the event the contract award is delayed by appeal or protest, such ninety (90) calendar day period is extended until entry of a final order in response to such appeal or protest.

2.9.3 Changes to Proposals After Submission Prohibited

Once the proposal opening deadline has passed, no changes, modifications, or additions to the proposal submitted will be accepted by or be binding upon the Department. The Department reserves the right to correct minor irregularities, but is under no obligation to do so.

2.9.4 Right to Rely on Department Information

The Department reserves the right to rely on information about a Vendor in the Department's records or known to its personnel.

2.9.5 Receipt Statement

Proposals not received at the specified place or by the specified date and time, or both, will be rejected and returned unopened to the Vendor by the Department. The Department will retain one unopened original for use in the event of a dispute.

2.9.6 Request to Withdraw Proposal

A written request to withdraw a proposal, signed by the Vendor, may be considered if received by the Department within 72 hours after the proposal opening time and date as specified in **Section 2.5** above. A request received in accordance with this provision may be granted by the Department upon proof of the impossibility to perform based upon an obvious Vendor error.

2.9.7 Cost of Preparation of Proposal

By submitting a proposal, a Vendor agrees that the Department is not liable for any costs incurred by the Vendor in responding to this RFP.

2.10 Form PUR 1001

The standard "General Instructions to Respondents" Form PUR 1001 (10/06) is hereby attached to this RFP by reference as if fully recited herein. **Sections 3, 4, 5, 14, and 18 of Form PUR 1001** are not applicable to this solicitation. In the event of any conflict between Form PUR 1001 and this RFP, the terms of this RFP shall take precedence over Form PUR 1001, unless the conflicting term is required by any section of the Florida Statutes, in which case the term contained in Form PUR 1001 shall take precedence. Form PUR 1001 is available at:

http://www.dms.myflorida.com/media/purchasing/pur_forms/1001_pdf.

2.11 Department's Reserved Rights

2.11.1 Waiver of Minor Irregularities

The Department reserves the right to waive minor irregularities when doing so would be in the best interest of the State of Florida. A minor irregularity is a variation from the terms and conditions of this RFP which does not affect the price of the proposal or give the Vendor a substantial advantage over other Vendors and thereby restrict or stifle competition and does not adversely impact the interest of the Department. At its option, the Department may correct minor irregularities but is under no obligation to do so. When correcting minor irregularities, the Department may request the Vendor provide clarifying information or additional materials to correct the minor irregularity. However, the Department will not request and the Vendor shall not provide additional materials that affect the price of the proposal or give the Vendor an advantage or benefit not enjoyed by other Vendors.

2.11.2 Right to Inspect, Investigate, and Rely on Information

The Department reserves the right to inspect a Vendor's facilities and operations, to investigate any Vendor representations and to rely on information about a Vendor in the Department's records or known to its personnel.

2.11.3 Rejection of All Proposals

The Department reserves the right to reject all proposals at any time, including after an award is made when doing so would be in the best interest of the State of Florida, and by doing so assumes no liability to any Vendor.

2.11.4 Withdrawal of RFP

The Department reserves the right to withdraw the RFP at any time, including after an award is made, when doing so would be in the best interest of the State of Florida. By withdrawing the RFP the Department assumes no liability to any Vendor.

2.11.5 Reserved Rights After Notice of Award

The Department reserves the right, after posting notice thereof, to withdraw or amend its Notice of Award.

2.11.6 Other Reserved Rights

The Department reserves all rights described elsewhere in this RFP.

SECTION 3. SPECIFICATIONS

3.1 Mandatory Requirements

The Vendor must meet the requirements of **Sections 4.2.2** and **5.2** and **Appendix V** and elsewhere in this procurement and law if and where not specifically listed here. A proposal that fails to meet the Mandatory Requirements will be deemed nonresponsive and will not be evaluated.

3.2 Minimum Programmatic Specifications

3.2.1 General Statement

Employment services for refugees and entrants in Pinellas County are being provided to assist eligible refugees and entrants in achieving economic self-sufficiency and effective resettlement as quickly as possible following their arrival to the United States.

3.2.2 Programmatic Authority

This program is administered under the authority of section 402.86, Florida Statutes, 45 C.F.R. Part 400 (Health and Human Services Refugee Resettlement Program), 45 C.F.R. Part 401 (Cuban/Haitian Entrant Program), and the State of Florida's plan for the provision of refugee services through the RS Program. The Vendor must comply with all applicable state and federal laws, regulations, action transmittals, program instructions, review guides, and similar documentation, including, but not limited to, the applicable laws and regulations as outlined in any resulting contract.

The Vendor must also ensure that it operates in accordance with 2 CFR, Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Grant Guidance). The Vendor shall ensure compliance with these federal regulations. The Department requests that the Vendor submit a variety of documents demonstrating compliance (see **Section 4.2.6** for detailed requirements).

3.2.3 Scope of Service

Employment services will be provided to eligible refugees and entrants who reside in Pinellas County, Florida. Refugees and entrants residing in neighboring counties where no RS-funded employment program exists may also be served, with prior written approval from the contract manager.

3.2.4 Major Program Goals

The primary purpose of the Employment Services Program is to promote the economic self-sufficiency and social integration of eligible refugees and entrants as quickly as possible following their arrival to the United States.

3.2.5 Contract Limits

3.2.5.1 Services funded under any resulting contract shall be refugee/entrant specific services only, designed to meet the needs of refugees and entrants. All services offered must be in line with the rules and objectives of the RS program.

3.2.5.2 Funds for any resulting contract may be administered under the terms of the Social Services Grant, Targeted Assistance Grant, Refugee School Impact Set-Aside (Social Services Grant), Services to Older Refugees Set-Aside (Social Services Grant), Discretionary Targeted Assistance Grant Program, and 45 C.F.R. Parts 400 and 401,

and are subject to all grant and federal regulatory requirements. Discretionary funding and other sources may also be utilized if administered by the Department.

3.2.5.3 The Department reserves the right to alter or adjust the service locations, services, and number of clients, and to add service priorities as needed.

3.2.5.4 At times, the Department may receive additional refugee-related funds for relevant services not specifically mentioned in this RFP. If the Department deems it necessary, any such funding may be distributed to the employment services Vendor.

3.2.6 Client Eligibility

3.2.6.1 Clients to be served under the resulting contract are refugees and entrants residing in Pinellas County, requiring employment services, who have been in the United States for less than sixty (60) months. Refugees and entrants residing in neighboring counties where no RS-funded employment services program exists may also be served.

3.2.6.2 The Vendor shall not deny any services under any resulting contract to any individual because an individual refuses to provide his or her social security number.

3.2.7 Client Determination

3.2.7.1 Eligibility shall be determined as it is defined within 45 C.F.R. Parts 400 and 401 and other eligibility memoranda distributed by the Department. The Department has final authority on client eligibility.

3.2.7.2 The Vendor shall determine refugee/entrant program eligibility based on the individual's immigration status, country of origin, and date of entry to the U.S. using original immigration documents provided by the client. The period of eligibility is calculated from the client's date of arrival in the U.S., with the exception of asylees, whose period of eligibility is calculated from the date asylum was granted, and victims of severe forms of trafficking whose eligibility is determined using the date on the Office of Refugee Resettlement's (ORR) eligibility letter (children) or certification letter (adults). A legible copy (front and back) of immigration documentation verifying refugee/entrant eligibility is required to accurately determine eligibility. An eligibility guide describing specific client determination information is available from the Department or by visiting the RS Program website at:

<http://www.myflfamilies.com/service-programs/refugee-services/eligibility-guide-refugee-service-providers>

3.2.7.3 In the event the Vendor elects to utilize the SAVE/VIS system, the Vendor shall follow the procedures for the system included in any resulting contract. Not-for-profit entities are not required to verify eligibility through the SAVE/VIS Program. Client documentation that provides proof of eligibility in accordance with RS guidelines is sufficient to provide services.

3.2.8 Current Service Priorities

Refugee employment services will be funded through the Social Services Grant, along with the set-asides and/or the Targeted Assistance Grant. These funds shall be used to serve refugees/entrants residing in Pinellas County who have been in the United States for less than sixty (60) months. Currently the following priorities apply to services funded through these grants:

Social Services Grant – Social Services Grant (CFDA 93.566) funds can be used to serve refugees/entrants residing in Pinellas County who have been in the United States for less than sixty (60) months and are seeking employment services. The following priorities apply to clients eligible for employment services funded through the Social Services Grant:

- **First Priority.** All newly arriving refugees/entrants during their first year in the U.S. who apply for services;
- **Second Priority.** Refugees/entrants who are receiving cash assistance;
- **Third Priority.** Unemployed refugees/entrants who are not receiving cash assistance; and
- **Fourth Priority.** Employed refugees/entrants in need of services to retain employment or to attain economic self-sufficiency.

Targeted Assistance Grant – Targeted Assistance Grant (CFDA 93.566) funds can be used to serve refugees/entrants residing in Pinellas County, Florida, who have been in the United States for a period less than sixty (60) months and are seeking employment services. The following priorities apply to clients eligible for employment services funded through the Targeted Assistance Grant:

- **First Priority.** Refugees/Entrants who are receiving cash assistance, particularly long-term recipients;
- **Second Priority.** Unemployed refugees/entrants who are not receiving cash assistance; and
- **Third Priority.** Employed refugees/entrants in need of services to retain employment or to attain economic self-sufficiency.

3.2.9 Service Components Task List

Federal policy regarding refugees and refugee resettlement sometimes changes. The Department seeks a Vendor with the flexibility and openness to adjust specific tasks and deliverables as necessary. If the overall number of arriving refugees increases or decreases, or if population demographics shift, the Vendor must have the ability to evolve its service delivery model to meet the needs of the eligible population in an efficient and cost-effective manner. Although tasks, deliverables, and population specifics may vary over time, the overall goal of the employment program will remain the same.

The Vendor shall perform or ensure that the following substantive service tasks are performed:

3.2.9.1 Outreach – The Vendor shall ensure that a variety of appropriate outreach activities are designed to familiarize potentially eligible clients with available contract services, explain the purpose of these services, and to facilitate awareness of and access to these services. These activities may include, but are not limited to, the development of brochures, posters, media advertisements, and public announcements regarding meetings, workshops, or training. The Vendor shall submit all materials to the contract manager for review and approval thirty (30) calendar days prior to publication and dissemination.

3.2.9.2 Intake – The Vendor must first determine an individual’s eligibility (see **Section 3.2.6 Client Eligibility** and **3.2.7 Client Determination**). Upon determination of eligibility, the Vendor shall conduct an intake and initial data collection. The data collection shall include, but is not limited to, the following: legal name; alien number; social security

number; current county of residence; date of birth; gender; race; religion; country of origin; immigration status; arrival date in the United States; port of entry; date of eligible status; and contact information of parent, family member, or other person significant to the client.

The Vendor shall also request that the client complete a Client Release of Information form (available from the Department) with an explanation of the purpose of the form and to whom the information may be released. The Client Release of Information form must be provided to clients in their native language per the Limited English Proficiency (LEP) policy referenced in any resulting contract. In the event that a client refuses to sign the form, the Vendor shall complete the Vendor section of the form.

The Vendor shall obtain clients' signatures on the RS-approved intake form attesting to the accuracy of information and the acceptance of services. Forms must be provided to clients in their native language in compliance with the LEP policy referenced in any resulting entry.

3.2.9.3 Employability Plan - The Vendor shall develop an employability plan using the Employability Plan Form within fifteen (15) calendar days of the new intake and screening. An individualized employability plan, as outlined in 45 CFR §400.79, for each employable person shall be developed jointly by the Vendor and clients and shall be signed by the Vendor and clients. The plan shall set forth services to result in the earliest possible employment. The employability plan shall include but is not limited to:

3.2.9.3.1 Identification of clients' strengths and barriers;

3.2.9.3.2 Individualized and definite employment goals consistent with the employability of the client in relation to job openings in the area;

3.2.9.3.3 Pre-employment or work adjustment counseling service needs;

3.2.9.3.4 Support services and training needs;

3.2.9.3.5 The steps needed to accomplish the individualized employment and career goals and identify the responsible party in each step; and

3.2.9.3.6 Estimated dates for accomplishing goals and date of actual completion.

3.2.9.4 Family Self-Sufficiency Plan (FSSP) - The Vendor shall develop a FSSP, within fifteen (15) calendar days of intake, for anyone who receives employment or Career Laddering (CL) services. The plan shall address the employment-related needs of each of the employable members in a family for the purpose of enabling the family to achieve economic self-sufficiency through the employment of one or more family members.

Each plan shall include the following:

3.2.9.4.1 A determination of the total amount of income a particular family would have to earn to achieve economic self-sufficiency;

3.2.9.4.2 A strategy and timetable for attaining that level of family income through the placement and employment of sufficient numbers of employable family members at sufficient wage levels; and

- 3.2.9.4.3** Employability plans as outlined in 45 CFR §400.79 for every employable family member receiving employment services as part of the above strategy and timetable and as described in the Employability Plan Development.
- 3.2.9.5** Orientation Services – The Vendor shall provide orientation services to all clients who have received an intake regardless of employment authorization status. Orientation services include, but are not limited to, information on:
- 3.2.9.5.1** Expectations of the employment program, including requirements to participate in workforce activities for Temporary Assistance to Needy Families (TANF) clients and sanctions to Refugee Cash Assistance (RCA) and TANF for not accepting employment that is offered;
 - 3.2.9.5.2** Services available through refugee providers, including child care, English language training, and vocational training;
 - 3.2.9.5.3** Services provided by the employment program, including job development, job referrals, Client Education & Training; and
 - 3.2.9.5.4** The availability of assistance in preparing for interviews, job search techniques, developing resumes, and completing job applications.
- 3.2.9.6** Refugee Integration and Self-Sufficiency Annual Survey – The Vendor shall conduct a survey of clients who have been in the U.S. for at least one (1) year. The goal of the survey is to assist the RS Program in assessing the degree to which clients have integrated and/or achieved self-sufficiency since arriving in the U.S. Surveys may be completed in person, telephonically, or through other approved methods. The Vendor should consider completing surveys during routine client contact or during client activities. The Department will provide a list of clients from which the Vendor will randomly select clients to survey. Prior to surveying, the Vendor shall verify that the client is on the list provided by the Department, explain the goal/purpose of the survey, indicate that the survey is voluntary, and offer an assurance that responses cannot be linked back to the client. The number of surveys to be completed by the Vendor, the survey tool, and the method that will be used for data collection will be provided by the Department prior to implementation. Clients under the age of eighteen (18) shall not be administered a survey.
- 3.2.9.7** Case Notes – For each client served, the Vendor shall maintain electronic or hard-copy readable case narrative information recording critical contact with the client, including but not limited to, client progress, service activities, planned future activities, and dates of service delivery in each client file. The Vendor shall contact clients on a monthly basis regarding referrals, placements, problem resolution and progress through the employability plan. Contact shall be documented in the case notes and, at a minimum, shall include:
- 3.2.9.7.1** Any problems identified by the clients and/or employer;
 - 3.2.9.7.2** Any problems addressed by the Vendor;
 - 3.2.9.7.3** Employment statuses of the clients;
 - 3.2.9.7.4** Outcomes of job interviews (name of business, date and time of interview, position applying for) and referrals to other service providers;

- 3.2.9.7.5 Whether clients are employed in the same job, working the same number of hours, receiving the same rate of pay, receiving health benefits, etc.;
 - 3.2.9.7.6 If the clients were terminated from employment or voluntarily left employment, details as to why this occurred, and what measures were taken to resolve problems and/or what attempts were made to find alternative employment; and
 - 3.2.9.7.7 Closing entries that provide a summation of the clients' overall statuses and addresses the needs and barriers identified in the clients' individual employability plans.
- 3.2.9.8 Survey Local Job Market - The Vendor shall analyze the local job market to determine the occupations available in the community relevant to the skills and abilities of the arriving population, develop a list of major employers and significant employers of refugees and entrants, identify prevailing wages, and maintain a record of all job development activities. The Vendor shall use the local job market survey to identify training needs for clients. This information shall be provided to RS in the form of a written narrative report no later than December 31 of each federal fiscal year for the duration of the contract, and be presented to the local Refugee Task Force no later than **February 15** on an annual basis.
- 3.2.9.9 Job Development Services - The Vendor shall coordinate job development services based on the knowledge of the specific needs and skills of the target population and the local job market. The Vendor shall provide clients with customized job placement services. The Vendor shall market clients' abilities through calls and visits to potential employers, explain the benefits of refugee and entrant employees, collect job requirements and skills needed, and maintain contact with employers to ensure successful relationships and future placements. The Vendor shall identify and recruit potential employers and shall develop and maintain an organized system for recording job openings, employers, and job referrals. The Vendor shall have an electronic job bank. Agreements with employers for on-the-job training (OJT), group placements, placements with built-in promotional sequences or other special conditions for placement shall be established.

The job developer shall utilize the annual job market analysis to develop a list of interested employers willing to participate in clients' CL plans; summarize similar data for each required report, establish and maintain relations with major employers in the community; and participate in community groups, such as Chamber of Commerce, Rotary, or other similar organizations. The job developer's activities shall encompass identifying jobs relevant for both employment and CL clients, meeting with and recruiting employers, assisting with placement, follow-up, and case management for employed clients and developing OJT agreements with employers.

- 3.2.9.10 Pre-Job Placement Services - The Vendor shall make available pre-job placement services delivered either on an individual or group basis. The services shall include providing information on the following:
- 3.2.9.10.1 Employer expectations including appropriate dress, demeanor, timelines, initiative, job interview techniques, and other personal attributes that will promote hiring;

- 3.2.9.10.2 Common employment practices including payroll deductions, the availability of health insurance and retirement benefits and tax implications of status as an independent contractor versus an employee;
 - 3.2.9.10.3 Work-related skills such as money management and travel, vocational English, interpersonal and communication skills; and
 - 3.2.9.10.4 Career counseling and planning strategies for employment after first job placement.
- 3.2.9.11 Career Laddering Services** – The Vendor may offer career laddering services to clients to support employment advancement. Career Laddering shall include the following components:
- 3.2.9.11.1 CL Assessment – The Vendor shall conduct a CL assessment within fifteen (15) calendar days of identifying clients as eligible CL clients. Activities shall include:
 - 3.2.9.11.1.1. CL Orientation, including an explanation of program procedures and expectations for client participation;
 - 3.2.9.11.1.2. Assessment of clients’ education level, native language literacy, English literacy and speaking ability, prior work experience, and relevant vocational skills; and
 - 3.2.9.11.1.3. Collection of supplemental intake information, including such information as educational attainments, locations, diplomas and/or degrees, and work history.
 - 3.2.9.11.2 CL Plan Development – An individualized CL plan shall be developed, concurrent to the CL assessment, jointly by the Vendor and the client and shall be signed by the client. Career Laddering plan development shall include:
 - 3.2.9.11.2.1. Establishment of a career goal;
 - 3.2.9.11.2.2. Identification of pre-career laddering work adjustment counseling service needs;
 - 3.2.9.11.2.3. A formal delineation of steps to accomplish the career goal which identifies the responsible party in each step;
 - 3.2.9.11.2.4. Follow-up information to show the client’s progress; and
 - 3.2.9.11.2.5. The date the client is eligible for job placement in the preferred field.
- 3.2.9.12 Client Education and Training Services** – The Vendor may offer education, training services to clients to support employment acquisition, retention, and advancement. Training programs that exceed \$3,000.00 in total tuition must have prior written approval from the contract manager. Training and education services provided must be aligned with local workforce needs as identified in the local job market survey and may include the following:

3.2.9.12.1 Short-Term Training – The Vendor may provide directly or enter into agreements with other organizations to provide short term training that is expected to develop skills leading to full-time employment. The target population for short term training are clients that are experiencing, or those that can reasonably be expected to experience, difficulty in obtaining entry level employment due to lack of work experience or skills combined with limited English. If the Vendor chooses to develop short term training programs, the Vendor shall:

3.2.9.12.1.1. Identify jobs requiring limited training that are regularly available in the local community;

3.2.9.12.1.2. Obtain prior written approval from the contract manager for any new short term training program;

3.2.9.12.1.3. Prioritize clients with limited education, skills, and employment experience; and

3.2.9.12.1.4. Develop programs that must be completed in less than 8 weeks, unless the Vendor has received written permission from the contract manager to extend training.

3.2.9.12.2 On-the-Job Training (OJT) – The Vendor may enter into OJT agreements only if they are structured to lead to permanent full-time employment in a position paying at least \$14.00 per hour, with the employer who is providing the training. OJT is limited to 6 months and may be subsidized up to fifty percent (50%) of the clients’ hourly wage rate during the term of the OJT agreement. OJT should focus on clients with skills or experience who are having difficulty in obtaining employment due to a lack of local work experience and limited English. If the Vendor chooses to enter into OJT agreements, the Vendor shall:

3.2.9.12.2.1. Develop agreements with employers detailing the payment of subsidized wages, the process for referral of qualified participants, and the responsibilities of prospective employers to train participants and hire qualified participants at the close of the subsidy period;

3.2.9.12.2.2. Ensure that OJT is provided at the employment site; and

3.2.9.12.2.3. Prioritize clients with skills or experience who have not been able to obtain or retain full-time employment; Set limitations on participating employers, including standards for declining to continue subsidized employment with employers who fail to hire participants after the period of subsidized wages.

3.2.9.12.3 Vocational Education – The Vendor may assist clients currently participating in a vocational education program that meets the requirements of 45 CFR Section 400.8 and 400.146 to promote job acquisition, retention, or advancement. The Vendor shall submit a list of available vocational education programs, which are consistent with local workforce needs and identified in the local job market survey, to the contract manager for

approval within 30 days of contract execution. If the Vendor chooses to assist clients with vocational education, enrollment requirements shall include:

- 3.2.9.12.3.1.** Ensuring all clients meet the program pre-requisites, including English language ability, if required;
- 3.2.9.12.3.2.** Ensuring that vocational education courses are provided to the fullest extent feasible outside of normal working hours;
- 3.2.9.12.3.3.** Ensuring that clients are not enrolled in vocational training that last more than a year or educational programs that are not intended to lead to employment within a year of enrollment;
- 3.2.9.12.3.4.** Obtaining approval of vocational programs that had not been identified in the approved list of programs submitted to the contract manager, prior to authorizing payment;
- 3.2.9.12.3.5.** Ensuring the maximum number of vocational education enrollment hours a client can take does not exceed the 1,400-hour lifetime limit for each student; and
- 3.2.9.12.3.6.** Ensuring vocational education is concurrent to job placement or employment for individuals receiving TANF and Refugee Cash Assistance.

3.2.9.13 Re-certification/Re-credentialing - The Vendor may assist clients in skills re-certification, including diploma/degree evaluation, translation of documents, and other credentialing activities.

3.2.9.14 Job Placement - The Vendor shall place clients in jobs that meet the criteria for employment in 45 CFR 400.81. Job-placement activities shall include the following components:

- 3.2.9.14.1** The Vendor shall provide referrals to identified jobs for which the client is qualified and to the greatest degree possible, a position related to the client's employment plan;
- 3.2.9.14.2** The Vendor shall assist clients in developing resumes, completing job applications on paper and on-line, obtaining interviews and ensure clients understand when and where the interviews will occur;
- 3.2.9.14.3** The Vendor shall emphasize full-time placement jobs which offer health insurance access within six (6) months of employment;
- 3.2.9.14.4** The Vendor shall complete a placement form for each job placement and obtain either a copy of the client's most recent check stub or the employers signature to verify the placement.

3.2.9.15 Self-Placements - The Vendor shall complete a placement form and enter the data into the Web-RS application or each self-placement to verify the job placement, should clients accept unsubsidized full-time (35 hours or more per week) or part-time (minimum of 20 hours and less than 35 hours per week) employment that is not the result of a referral from an employment service provider.

- 3.2.9.16 Self-Employment Assistance** – The Vendor may assist clients who possess specific marketable talents (e.g. artist, gardener) who are interested in self-employment. The Vendor may provide clients with specific information on self-employment management or make arrangements to refer and broker equal access to mainstream programs offering information including, but not limited to, budgeting, legal, tax concerns, and small business incorporation, as well as programs which provide micro-enterprise loans. The Vendor may provide assistance up to a maximum dollar amount per client set in the budget. The Vendor shall follow up with the client every month for up to 6 months, and then again at 12 months to assess the client’s income compared to the Family Self-Sufficiency Plan’s required income for household budget needs.
- 3.2.9.17 Employment Authorization Update** – The Vendor shall update the employment authorization status for all clients as changes in the employment authorization status of clients occur.
- 3.2.9.18 Refugee Cash Assistance (RCA) Job Search** – For clients receiving RCA, the Vendor shall ensure that the job search commences upon completion of the employability plan, but no later than fifteen (15) calendar days following intake. Employable RCA clients as defined in 45 CFR 400.71 shall participate in Job Search. The Department’s Economic Self-Sufficiency (ESS) program will refer such participants to the Vendor for work registration. All referred, employable RCA clients that have registered with the Vendor shall be considered active clients or new cases opened.

The Vendor shall continue to make employment referrals to verified vacancies until RCA clients are placed in unsubsidized employment. All referrals shall be documented in the clients’ files. The Vendor shall report all employed RCA clients to the Department’s ESS program or other designated agency within five (5) calendar days of the date of employment. The Vendor shall require that RCA clients comply with the federal requirements in 45 CFR 400.75.

The Vendor shall abide by the federal guidance spelled out in 45 CFR 400.82 regarding RCA clients’ failure or refusal to accept employability services or employment. The Vendor shall inform the Department’s ESS program or other designated agency within five (5) business days of any RCA client who fails or refuses to participate in the required services or to accept an offer of employment. The Vendor shall make available to clients the written policies of the RCA program in accordance with 45 CFR 400.55.

- 3.2.9.19 Coordination with Welfare Transition Program and Local Agreements** – The Vendor shall ensure that all Welfare Transition (WT) clients follow the WT Program guidelines in accordance with local agreements:

3.2.9.19.1 The Vendor shall provide items **3.2.9.19.2 – 3.2.9.19.9**, and may provide item **3.2.9.19.10** of the following employment services to refugee WT clients referred through the Agency for Workforce Innovation, the ESS Florida offices, or the local Workforce Development Board as defined by local agreement;

3.2.9.19.2 Within one week of receipt of the clients’ data, notify clients of intake appointments at specified Vendor centers;

- 3.2.9.19.3** If clients are determined to be ineligible for the refugee WT Program, the Vendor shall work with the Agency for Workforce Innovation, ESS, and the local Workforce Development Board to ensure that clients are properly transferred to the appropriate agency;
- 3.2.9.19.4** The Vendor shall conduct employment preparation and orientation classes for clients, assign or refer for work activities as provided in Section 445.024, F.S., provide assistance in obtaining employment and conduct follow-up activities that meet WT Program requirements and RS requirements;
- 3.2.9.19.5** The Vendor shall report clients for non-compliance with WT Program requirements through a system established by local agreement at any time during job search, employment preparation, additional job search, or other assigned work activity;
- 3.2.9.19.6** The Vendor shall assist WT clients to satisfy the work requirements for clients in the WT Program as provided in 45 CFR 261.30 and Section 445.024, F.S.;
- 3.2.9.19.7** The Vendor shall ensure that exempt WT clients meet the requirements for exemption from work activities as provided in Sections 445.024 and 414.065, F.S. in accordance with local agreements;
- 3.2.9.19.8** The Vendor shall notify clients in writing that if an individual in a family receiving temporary cash assistance fails to engage in work activities required in accordance with Section 445.024, F.S., that individual shall be subject to the penalties set out in Section 414.065, F.S. In addition, the Vendor shall notify the local Workforce Development Board in accordance with local agreements;
- 3.2.9.19.9** WT client records shall be maintained in accordance with the requirements of the WT Program; and
- 3.2.9.19.10** The Vendor may authorize support services, including subsidized child care referrals and transportation expenses.
- 3.2.9.20** Transportation - The Vendor may provide transportation assistance to clients when necessary for participation in employability training or the acceptance or retention of employment, limited by the Vendor's line item budget, which identifies vehicle usage to clients and/or fare passes on public transportation systems.
- 3.2.9.21** Uptake Analysis - The Vendor shall conduct an annual uptake analysis which identifies the number of eligible clients in the county and percentage who use the service. The analysis will also explain any gaps in providing this service, such as clients who participate in Match Grant activities or receive services through other programs.
- 3.2.9.22** Job Placement Follow-up Contact - The Vendor shall follow-up with the employer (at least one contact must be in person, except in instances where the employer utilizes an independent verification system, i.e. Work Number) at a minimum of 10 and 90 days after job placement and with clients at minimum of 10, 30, 60, and 90 days after placement. All employment clients, including those whose cases might be closed, shall

have a follow-up 90 days after their initial placement, including part-time and self-placements. Follow-up documentation shall include:

3.2.9.22.1 If the client is employed; and

3.2.9.22.2 The position held by the client.

Follow-up documentation for verified and part-time employment clients shall also include:

3.2.9.22.3 The number of hours the client is currently working and the wage per hour;

3.2.9.22.4 Whether the client has or will have private health insurance coverage, or when it may be available (i.e., 60 days, 90-days);

3.2.9.22.5 Employer satisfaction or dissatisfaction with the clients' job performance, the reason for any dissatisfaction and any suggestions for employee improvement; and

3.2.9.22.6 If the clients are no longer employed and have not had the benefit of additional program job placement services, the Vendor shall contact the clients to determine current work status and reason for job termination.

3.2.9.22.7 The Vendor shall complete the applicable sections of the Employment and Career Laddering Placement Form to verify the employment at the 90-day follow-up and maintain in the individual client's case file.

3.2.9.22.8 For TANF clients, follow-up on employment must adhere to the documentation requirements of the TANF program.

3.2.9.23 Child Care Services – The Vendor shall assist clients in obtaining child care services, provided in licensed centers and/or licensed homes, as well as public school based programs serving school aged children. Child care is available on a part-time and full-time basis to eligible clients depending on the phase of employment or employability service program participation. Child care services may be available for up to 12 months. The following conditions apply to clients receiving child care services:

3.2.9.23.1 Clients must maintain participation in an employability service or have obtained employment as a result of participation in an employability service.

3.2.9.23.2 Family units which include both refugees and non-refugees:

3.2.9.23.2.1. Federal funding is available for a State's expenditures for assistance and services to a family unit which includes a refugee parent or two (2) refugee parents and one or more of their children who are non-refugees, including children who are U.S. citizens;

3.2.9.23.2.2. Federal funding is not available for a State's expenditures for assistance and services provided to a non-refugee adult member of a family unit or to a non-refugee child or children in a family unit of one parent in the family unit is a non-refugee;

- 3.2.9.23.3 Age of Children – A client in need of services may only enroll a child under thirteen (13) years of age. No RS subsidized child care services can be provided to any child that exceeds the age of thirteen (13) even though the child may have been less than thirteen (13) years of age at the time of enrollment.
- 3.2.9.23.4 Income – Family income must be less or equal to 185% of Federal Poverty Level guidelines at initial determination of eligibility and less than or equal to 200% of Federal Poverty Level guidelines at eligibility redetermination.
- 3.2.9.23.5 Funding of Last Resort – A client must be determined ineligible for all other child care funding sources or be on a waiting list before accessing RS subsidized child care. If the client is on a waiting list, then the receipt of RS subsidized child care must not render the client ineligible for other funding.
- 3.2.9.23.6 Program Standards – The provision of service shall conform to the program standards of Section 411.01, F.S., and applicable rules under the Florida Administrative Code.
- 3.2.9.24 Limited English Proficiency (LEP) Policy – The Vendor shall serve LEP populations in compliance with the requirements of Title VI of the Civil Rights Act of 1964. The Vendor shall develop and submit for approval a comprehensive written policy on language access for LEP persons within sixty (60) days of contract execution.
- 3.2.9.25 Termination of Client Services – The Vendor shall close a client’s case for the following reasons and/or reasons identified as options in the Refugee Services data system:
 - 3.2.9.25.1 Client completed all objectives and is no longer in need of services;
 - 3.2.9.25.2 Client no longer meets eligibility criteria for the program;
 - 3.2.9.25.3 Written or verbal notification by the client of withdrawal from the program;
 - 3.2.9.25.4 Client relocation out of the service area;
 - 3.2.9.25.5 Non-participation of the client; the client has not participated in the service in 30 days;
 - 3.2.9.25.6 Unsuccessful closure; client participated but objectives were not achieved; or
 - 3.2.9.25.7 Death of the client.
- 3.2.9.26 Client Case File – For each client served, the Vendor shall maintain an individual electronic or hard-copy case file that includes a detailed chronological account of service delivery including, but not limited to, the following:
 - 3.2.9.26.1 Eligibility documentation, including a legible copy of the front and back (if applicable) of immigration documentation;
 - 3.2.9.26.2 Intake information;
 - 3.2.9.26.3 Client Release of Information Form;
 - 3.2.9.26.4 Case notes;
 - 3.2.9.26.5 Referral information;

- 3.2.9.26.6 Termination of client services documentation (if closed); RCA recipients' case files should reflect a substantial reason for service completion with no placement recorded, such as no longer seeking employment due to illness;
 - 3.2.9.26.7 A completed FSSP developed for each family unit;
 - 3.2.9.26.8 A completed employability plan for each employable family member receiving employment services, including test and assessment instruments utilized in developing the employability plan, signed by the client;
 - 3.2.9.26.9 A copy of the OJT agreement (if applicable) and documentation, sufficient for audit, of all OJT services received including amounts and dates of payments to employers;
 - 3.2.9.26.10 Documentation of career laddering services received, including a legible photocopy of all skills re-certification or re-credentialing information and receipts for payment of all services received;
 - 3.2.9.26.11 Documentation of client education and training services received;
 - 3.2.9.26.12 Child Care Services documentation (e.g. initial determination documentation and redetermination information), if applicable.
 - 3.2.9.26.13 A completed Refugee/Entrant Employment and Career Laddering Placement Form and supporting documentation (employer signature or client pay stub) for each placement or self-placement.
- 3.2.9.27 Support Services - The Vendor shall have established links with other local service providers to ensure that the supportive service needs of program participants can be met in accordance with their Employability Plan. The Vendor shall have a list of service providers to which clients can be referred including the services they provide, referral information, and eligibility criteria as well as a procedure for identifying additional service providers to meet currently unidentified client needs. Such support services shall include, but are not limited to; child care, transportation, legal assistance, English language instruction, and vocational training.
- 3.2.9.28 Referrals - The Vendor shall be familiar with community resources and, in particular, services provided to refugees/entrants. The Vendor shall refer to these services as client needs are identified. The Vendor shall maintain in the individual client file clear documentation of all referrals made for the client that reflects the referral type(s), Provider(s) referred to, referral date(s), and referral reason(s).
- 3.2.9.29 Additional Tasks - The Vendor may provide additional services allowed under state and federal laws and regulations, particularly those outlined in 45 C.F.R. ss. 400.154 and 400.155, and state grant awards. Any such service shall be provided as agreed to in the Employment Services Plan. These services must contribute to the employment outcomes of refugees, and may include, but are not limited to translation services, interpreter services, transportation assistance, and Adult Education (AE) services.

The Vendor may offer AE services to clients, including, but not limited to: assessing clients' education levels and employability skills; developing education and employability plans; providing English Language Instruction, Adult General Education, and Vocational Training; maintaining student attendance records; and

assessing client progression. These services may be provided directly by the Vendor, through subcontract(s), through a direct tuition payment method with an AE provider in the area, or any combination thereof. If the Vendor will be offering these services through any of the above means, the Vendor shall submit a plan to the Department which must be approved prior to any service delivery or expenditure.

3.2.10 Task Limits

- 3.2.10.1** The Vendor shall not make stipend payments to a client under the terms of any resulting contract.
- 3.2.10.2** The Vendor shall not perform any tasks related to the program, other than those described in any resulting contract, without the express written consent of the Department.
- 3.2.10.3** The Vendor shall not deny any services under any resulting contract to any individual because an individual refuses to provide his or her social security number.
- 3.2.10.4** Not-for-profit entities are not required to verify eligibility through the SAVE/VIS Program. Client documentation that provides proof of eligibility in accordance with RS guidelines is sufficient to provide services.
- 3.2.10.5** The Vendor shall not place clients in seasonal employment, due to the temporary nature of the work (i.e., harvesting) or due to the annual cycles in the labor market (i.e., Christmas season in retail sales).
- 3.2.10.6** The Vendor shall not use funds for training and educational programs that last for more than one year and that are not intended to lead to employment within that time. This is a lifetime limit for each student.
- 3.2.10.7** Tasks and task descriptions may change over the life of the contract to comply with new regulations, laws, grant requirements, and funding.
- 3.2.10.8** Expiration of the contract period does not close cases. All pending services not resolved within the contract period will be carried over into the next contract period or referred to another provider.

3.2.11 Staffing Levels

- 3.2.11.1** The Vendor shall ensure adequate program staffing for technical, administrative, and clerical support. The Vendor shall maintain an adequate administrative organizational structure and support staff sufficient to discharge its contractual responsibilities.
- 3.2.11.2** The staffing levels that the Vendor includes in the budget (**APPENDICES VII - IX**) shall be sustained throughout the resulting contract period(s). In the event the Department determines that the Vendor's staffing levels do not conform to those set forth in the project budget summary, it will advise the Vendor in writing and the Vendor shall have thirty (30) calendar days to remedy the identified staffing deficiencies. In the event of lower-than-expected arrival numbers, a change in federal grant requirements, or a reduction in grant award amounts, the Department in conjunction with the Vendor, may reconsider appropriate staffing levels and make adjustments as necessary.

3.2.11.3 The Vendor must have the capacity and flexibility to efficiently hire new qualified staff members as necessary.

3.2.12 Staffing Changes

The Vendor may make staffing changes for those staff funded either in whole or in part with funds from any resulting contract only with the prior notification and review by the Department. The Vendor shall replace, on the project, any employee whose continued presence would be detrimental to the success of the project with an employee of equal or superior qualifications.

3.2.13 Professional Qualifications

3.2.13.1 Professional and paraprofessional staff shall be qualified, as detailed in the job description, in a field appropriate to the services being provided under any resulting contract.

3.2.13.2 The Vendor shall require a security background screening and five-year employment rescreening in accordance with Chapter 435, Florida Statutes, for all program personnel, mentors, and volunteers who work with clients under age eighteen (18) served by the Vendor. Security background investigation documentation shall be maintained on file with the Vendor's employment records.

3.2.13.3 The Vendor shall maintain staff for data and quality management functions who possess experience with computer-based information systems, technical assistance, and knowledge of the organization's system design.

3.2.13.4 The Department reserves the right to request the resume of staff to ensure qualifications are appropriate for the position.

3.2.14 Subcontractors

3.2.14.1 The Vendor may subcontract for services under the terms of any resulting contract, and subject to the Department's Standard Integrated Contract Section 4.3, with the prior written approval of the Department. The subcontractor at any tier level must comply with the E-Verify clause as subject to the same requirements as the prime contractor. Subcontracting shall in no way relieve the Vendor of any responsibility for performance of its duties under the terms of any resulting contract.

3.2.14.2 The Vendor shall execute contracts for subcontracted services within ninety (90) days of the contract or budget amendment execution date. In the case of an anticipated delay in meeting this requirement, the Vendor shall submit a written request for an extension to the contract manager prior to the expiration of the ninety (90) day deadline. Within thirty (30) days of executing contracts for subcontracted services, the Vendor shall provide contract manager copies of the executed subcontract.

3.2.14.3 The Vendor shall include in all appropriate subcontract agreements: a detailed scope of work; clear and specific deliverables; performance standards; sanctions for non-performance; programmatic monitoring requirements; fiscal monitoring requirements; and detailed documentation requirements. The Vendor's monitoring procedures for its subcontracts shall be structured to ensure the satisfactory delivery of services as well as the appropriate expenditure of funds. The Vendor

shall ensure that all subcontractors have a representative attend a majority of local Refugee Taskforce meetings.

- 3.2.14.4** The Vendor shall ensure that it operates in accordance with Audit Requirements for Federal Awards (Uniform Grant Guidance). More information can be found in **Section 3.2.2 Programmatic Authority and 4.2.6 TAB 5: COMPANY QUALIFICATIONS AND EXPERIENCE.**

3.2.15 Service Delivery Location

Under the terms of any resulting contract, the Vendor shall administer, coordinate, and ensure availability and delivery of services in its respective awarded service area(s) (i.e. Pinellas County), and in some instances, neighboring counties as specified in any resulting contract.

3.2.16 Changes in Location

The Vendor shall request approval from the Department, in writing, a minimum of thirty (30) calendar days prior to making changes in location, or any change which will affect the Department's ability to contact the Vendor by telephone, electronic mail, or facsimile transmission.

3.2.17 Service Times

- 3.2.17.1** Services shall be provided, at a minimum, during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, Eastern Time Zone, except for state recognized holidays. Because many clients can be better served with extended hours, the Vendor is encouraged to offer evening and weekend service times.

- 3.2.17.2** Any changes in service times and any additional holidays that the Vendor would like to observe must be included in the proposal and approved in writing by the Department.

- 3.2.17.3** Services are expected to be provided through the full term of the contract. The Vendor is expected to manage staff and intakes to ensure the availability of services to priority clients through the entire contract period. In the event of lower-than-expected arrival numbers, a change in federal grant requirements, or a reduction in grant award amounts, the Department in conjunction with the Vendor, may reconsider appropriate service times and make adjustments as necessary.

3.2.18 Equipment

The Vendor shall list all property/equipment purchased under any resulting contract on a property/equipment inventory list, which will be provided by the Department to the Vendor. Vendors must include any consideration for costs associated with the provision of equipment in the proposal.

3.2.19 Deliverables

- 3.2.19.1** The tasks described in **Section 3.2.9** shall be used to establish service units in any resulting contract(s). Deliverables will be further negotiated with the Vendor.

- 3.2.19.2** Services that each Vendor may be required to render may differ from the other Vendors and the determination of services each Vendor is required to perform shall be at the sole discretion of the Department.

3.2.19.3 Federal policy regarding refugees and refugee resettlement sometimes changes and the Department seeks a Vendor with the flexibility and openness to adjust specific tasks and deliverables as necessary. If the overall number of arriving refugees increases or decreases, or if population demographics shift, the Vendor must have the ability to evolve its service delivery model to meet the needs of the eligible population in an efficient and cost-effective manner. Although tasks, deliverables, and population specifics may vary over time, the overall goal of the refugee employment program will remain the same.

3.2.20 Records and Documentation

3.2.20.1 Client Records - The Vendor shall maintain records documenting the total number of eligible individuals and names (or unique identifiers) of clients to whom services were provided under the terms of any resulting contract and the date(s) that the services were provided so that an audit trail documenting service provision can be maintained. The Vendor shall also furnish, upon request, such information as may be required to verify that the client's eligibility was determined in accordance with RS and the ORR requirements.

3.2.20.2 Format Requirements - Submission of documents produced by the Vendor to satisfy the requirements of this section must be submitted to the Department in Microsoft Office product format in the versions used by the Department at the time of submission, currently MS Project 2007 or newer version, MS Word 2007 or newer version, MS Excel 2007 or newer version.

3.2.20.3 Confidentiality of Records - The Vendor shall maintain the confidentiality of all records required by law or administrative rule to be protected from disclosure. Except as provided by law, the Vendor further agrees to hold the Department harmless from any claim or damage, including reasonable attorney(s) fees and costs, or from any fine or penalty imposed as a result of an improper disclosure by the Vendor of confidential records, whether public record or not, and promises to defend the Department against the same at its expense.

3.2.20.4 Access to Records - The Vendor shall maintain all records required to be maintained pursuant to any resulting contract in such manner as to be accessible by the Department upon demand. Where permitted under applicable law, access by the public shall be permitted without delay.

3.2.20.5 Separation of Client Records - Client records for any resulting contract must be maintained separately from client records of other projects. Inactive or closed client records must be maintained separately from active client records. Client records must not be taken from the service site without written Departmental approval.

3.2.21 Reporting

3.2.21.1 Required Reporting Submission - The Vendor shall submit the following reports at a minimum, according to the requirements specified. In the case of an anticipated delay in meeting this requirement, the Vendor shall submit a written justification for the delay and a request for an extension to the Department prior to the expiration of the submission deadline. Only submittals received by the due date or pursuant to an approved extension will be considered timely. All due dates not specifically identified

are calendar days. The contract manager will furnish the report formats and instructions to the Vendor.

Report Title	Reporting Frequency	Report Due Date	Number of Copies Due
Electronic Data as specified in Web-RS User Guide	Monthly	10 th day of each month	N/A
Invoice	Monthly	20 th day of each month	1 electronic and 1 hard copy
Narrative Report	Every 4 months	Three times per contract year February 10; June 10; and October 10	1 electronic and 1 hard copy
Actual Expenditure Report	Quarterly	45 days following the end of the quarter	1 electronic and 1 hard copy
Limited English Proficiency (LEP) Policy	Annually	Within 60 days of the contract effective date and the LEP Policy Questionnaire annually thereafter	1 electronic and 1 hard copy
Financial and Compliance Audit and accompanying management letter	Annually	Within 180 days following Vendor's fiscal year end or within 30 days of Vendor's receipt of the audit report, whichever occurs first	1 electronic copy to the contract manager 1 electronic copy to Inspector General
Inventory Report	Annually	Annually and 30 days prior to completion of contract	1 electronic and 1 hard copy
Emergency Preparedness Plan	Annually	Within 30 days of contract execution and annually thereafter	1 electronic and 1 hard copy
Civil Rights Compliance Checklist	Annually	Within 30 days of contract execution and annually thereafter	1 hard copy
Proof of Liability Insurance	Annually	Within 30 days of contract execution and annually thereafter	1 hard copy

Report Title	Reporting Frequency	Report Due Date	Number of Copies Due
Support of the Deaf and Hard of Hearing as specified in Exhibit A1-7 of the Integrated Contract	Monthly	5 th working day of each month	The Office of Civil Rights Form Site: https://fs16.formsite.com/DCFTraining/Monthly-Summary-Report/form_login.html
Employment Screening Affidavit	Annually	July 1	1 electronic and 1 hard copy
Local Job Market Survey	Annually	Within 30 days of contract execution and annually thereafter	1 electronic and 1 hard copy
Uptake Analysis	Annually	January 15, 2018 January 15, 2019 January 15, 2020	1 electronic and 1 hard copy

3.2.21.2 Electronic Data - The Vendor shall use the Refugee Services Data System (RSDS) and the Web-RS application to submit electronic data with the required data elements as specified in the Web-RS Application User Guide or any subsequent revisions to this guide without the requirement of a contract amendment. The Vendor shall submit electronic data via direct entry into the Web-RS or via batch interface, as required by RS.

3.2.21.2.1 Data Entry Deadlines - The Vendor shall submit to the Department data by the 10th of each month, except in emergency circumstances and as approved in writing by the Contract Manager. RS will produce the official data report from the Vendor's electronic data the first business day following the submission deadline for the previous period's data as noted in the preceding schedule. The reports produced by RS are the official record of deliverables and overall program performance, unless notified immediately of discrepancies.

3.2.21.2.2 Data Integrity - If notified by RS of reporting discrepancies, the Vendor has three (3) business days from the date of notification of the errors to correct and return the electronic data. If discrepancies are reported by the Vendor, the Vendor shall correct and return the electronic data within three (3) business days of the notification. The Vendor shall notify the Department when corrections are needed and again when corrections are completed.

Following completion of data correction, RS will produce the official report the following business day.

3.2.21.2.3 Reporting Responsibilities - It is the Vendor's responsibility to ensure that data is entered accurately and timely and that reports are acceptable and submitted timely. Continued inaccurate or late reporting of data and/or continued submission of unacceptable or late reports may result in corrective action and may require financial penalties and place the provider in breach of contract as provided in **Section 6.1 of the Department's Standard Integrated Contract**.

3.2.21.3 Additional Reporting Requirements - The Vendor shall provide additional reporting pertaining to the services rendered in any resulting contract should the Department determine this to be necessary.

3.2.21.4 Acceptance of Reports - Where any resulting contract requires the delivery of reports to the Department, mere receipt by the Department shall not be construed to mean or imply acceptance of those reports. It is specifically intended by the parties that acceptance in writing of required reports shall constitute a separate act. The Department reserves the right to reject reports as incomplete, inadequate, or unacceptable according to the parameters set forth in any resulting contract. The Department, at its option, may allow additional time within which the Vendor may remedy the objections noted by the Department or the opportunity to complete, make adequate, or acceptable, or declare any resulting contract to be in default.

3.2.22 Performance Measures

Below are sample performance measures for a contract resulting from this RFP. The Vendor is encouraged to propose other performance measures which may benefit the quality of service delivery. The Department may negotiate different minimum acceptable performance standards and/or additional or fewer performance measures.

As instructed in **Section 4.2.5.29** the Department requests that the Vendor propose appropriate percentages for the performance measures listed below. The Vendor must justify its reasoning for each of the proposed percentages.

The following measures are to be based on unduplicated clients served within the contract period:

3.2.22.1 At least forty percent (40%) of active unemployed clients awaiting job placement shall receive at least one job placement.

3.2.22.2 At least eighty percent (80%) of clients placed shall be employed at the 90-day follow-up.

3.2.22.3 At least forty-five percent (45%) of clients with a full-time placement shall have access to health insurance.

3.2.22.4 At least forty percent (40%) of clients participating in Client Education and Training Services shall be employed within 90 days of completion of the training program.

3.2.22.5 At least eighty-five percent (85%) of RCA clients required to register for work shall receive an intake within 60-days of RCA approval (this measure may be revised based on the accuracy and/or availability of information on RCA recipients).

3.2.22.6 At least forty-five percent (45%) of first-year clients shall have at least one placement at twelve (12) months from intake.

3.2.22.7 At least forty-five percent (45%) of all intakes shall have at least one placement at twelve (12) months from intake.

3.2.23 Description of Performance Measurement Terms

3.2.23.1 **Active unemployed client.** A client for whom an intake was conducted up to the ending report period with no closure up to the report ending period and having no placements prior to the start of the report ending period.

3.2.23.2 **Awaiting job placement.** A client receiving employment services with no recorded placement from intake up to report starting period.

3.2.24 Performance Evaluation Methodology

The calculation of the performance standards shall be determined monthly, quarterly and yearly for each Federal Fiscal Year (FFY) within the contract period. For any and all performance measures suggested in the proposal, the following format shall be used:

3.2.24.1 The calculation for the sample performance standard detailed in **Section 3.2.22.1** is:

$$\left(\frac{\text{\# clients with at least one job placement}}{\text{\# of active unemployed clients awaiting job placement}} \right) \times 100 \geq 40\%$$

3.2.24.2 The calculation for the sample performance standard detailed in **Section 3.2.22.2** is:

$$\left(\frac{\text{\# of placed clients employed at 90-day follow-up}}{\text{\# of 90-day follow-ups due to be completed}} \right) \times 100 \geq 80\%$$

3.2.24.3 The calculation for the sample performance standard detailed in **Section 3.2.22.3** is:

$$\left(\frac{\text{\# of clients placed in at least one full-time job with access to health insurance}}{\text{\# of clients placed in at least one full-time job}} \right) \times 100 \geq 45\%$$

3.2.24.4 The calculation for the sample performance standard detailed in **Section 3.2.22.4** is:

$$\left(\frac{\text{\# of clients participating in Client Education and Training Services employed within 90 days of completion of the training program}}{\text{\# of clients participating in Client Education and Training Services}} \right) \times 100 \geq 40\%$$

3.2.24.5 The calculation for the sample performance standard detailed in **Section 3.2.22.5** is:

$$\left(\frac{\text{\# of RCA clients required to register for work with ESS in Vendor's direct service area with a completed intake within 60 days of first payment date}}{\text{\# of RCA clients required to register for work with ESS in Vendor's direct service area}} \right) \times 100 \geq 85\%$$

3.2.24.6 The calculation for the sample performance standard detailed in **Section 3.2.22.6** is:

$$\left(\frac{\text{\# of first-year clients placed at 12 months from intake}}{\text{\# of first year clients}} \right) \times 100 \geq 45\%$$

3.2.24.7 The calculation for the sample performance standard detailed in **Section 3.2.22.7** is:

$$\left(\frac{\text{\# of intakes placed at 12 months from intake}}{\text{\# of intakes}} \right) \times 100 \geq 45\%$$

3.2.25 Vendor Unique Activities

3.2.25.1 The Vendor must be knowledgeable of the refugee populations to be served in the identified service area.

3.2.25.2 The Vendor shall ensure that any individual who seeks to apply for contracted services has an opportunity to do so.

- 3.2.25.3 Services funded under the resulting contract(s) must be provided to the maximum extent feasible in a manner that is culturally and linguistically compatible with a refugee's language and cultural background, and in a manner that includes the use of bilingual/bicultural women on service agency staff to ensure adequate service access by refugee women. In accordance with 45 CFR Part 400.145, the Vendor must insure that women have the same opportunities as men to participate in all ORR funded services, including job placement services.
- 3.2.25.4 **Limited English Proficiency (LEP) Language Requirement.** The Vendor shall serve LEP populations in compliance with the requirements of Title VI of the Civil Rights Act of 1964. The Vendor shall develop and submit for approval a comprehensive written policy on language access for LEP persons within sixty (60) days of contract execution.
- 3.2.25.5 The Vendor shall perform all other unique activities described in any resulting contract. This shall include, but is not limited to, Health Insurance Portability and Accountability Act (HIPAA), and Safeguards Regarding the Use and Disclosure of Client Data.
- 3.2.25.6 **Vendor Responsibilities.** The Vendor is solely and uniquely responsible for the satisfactory performance of the tasks described in this RFP. Submission of a proposal signifies acceptance by the Vendor that it accepts all Departmental requirements, terms and conditions in this RFP and in the Department's Standard Integrated Contract. A draft version of the contract will be available as separate documents on the Vendor Bid System along with the advertisement for this RFP. By execution of any resulting contract, the Vendor recognizes its singular responsibility for the tasks, activities, and deliverables described therein and warrants that it has fully informed itself of all relevant factors affecting accomplishment of the tasks, activities and deliverables and agrees to be fully accountable for the performance thereof. In addition, the Vendor assumes full responsibility for the acts of all subcontractors.
- 3.2.25.7 If at any time the contract is canceled, terminated, or expires, and a contract is subsequently executed with an entity other than the Vendor, the Vendor will have an affirmative obligation to assist in the smooth transition of contract services to the subsequent contractor.
- 3.2.26 Coordination with Other Entities**
- 3.2.26.1 The Department may undertake additional related work either directly or by contract. The Vendor shall fully cooperate with other such entities, Department employees, community based organizations, and other service organizations providing services to refugees. The failure of other contractors or entities to cooperate or properly perform service does not relieve the Vendor of any accountability for tasks or services that the Vendor is obligated to perform pursuant to any contract that may result from this RFP.
- 3.2.26.2 The Vendor shall attend the scheduled Refugee Task Force meetings for their service delivery area(s). The Vendor shall be present at, shall participate in, and shall collaborate with other social service agencies at the meetings.

3.2.27 E-Verify

Pursuant to Executive Order 11-116 issued by the Governor's Office, the Vendor, if not already registered, will be required to register for the Federal E-verify system as specified in any resulting contract.

3.2.28 Department Obligations

3.2.28.1 Upon written request, Refugee Services will provide technical assistance to the Vendor's staff in the implementation of employment services.

3.2.28.2 The Department's contract manager will review the Vendor's invoice requests within five (5) business days of receipt and will either approve the invoice request or contact the Vendor by telephone or email to remedy invoice deficiencies. The invoice must be submitted in detail sufficient for a pre-audit or post-audit thereof.

3.2.28.3 **SAVE/VIS Program.** If the Vendor chooses to use the SAVE/VIS Program, Refugee Services will request user access to the SAVE/VIS Program for the Vendor from ACCESS and forward pertinent connection information to the Vendor. Refugee Services will forward to the Vendor the required operating instructions for access to and use of the SAVE/VIS Program. Refugee Services will make available to the Vendor the telephone number of the CSC VIS help desk. Refugee Services will deliver to the Vendor relevant training information regarding the use of the SAVE/VIS Program for primary and secondary verification and information on DHS policies regarding data protection.

3.2.29 Monitoring Requirements

3.2.29.1 The Vendor will be monitored in accordance with Children and Families Operating Procedure 75-8 (CFOP 75-8), Contract Monitoring Operating Procedures, a copy of which may be obtained from the contact person listed in **Section 1.4**.

3.2.29.2 The Vendor will be monitored on its performance of all tasks and special provisions of any resulting contract.

3.2.29.3 The Vendor's actual expenditure report is subject to monitoring for accuracy and compliance with federal or state financial regulations.

3.2.30 Dispute Resolution

It is desired that the selected Vendor and Department shall agree to cooperate in resolving any differences concerning performance or in interpreting the resulting contract. Within five (5) working days of the execution of a contract for services, each party shall designate one person to act as its representative for dispute resolution purposes, and shall notify the other party of the person's name and business address and telephone number. Within five (5) working days from delivery to the designated representative of the other party of a written request for dispute resolution, the representatives will conduct a face-to-face meeting to resolve the disagreement amicably. If the representatives are unable to reach a mutually satisfactory resolution, the representatives shall make written recommendations to the Secretary who will work with both parties to resolve the dispute. The parties reserve all their

rights and remedies under Florida law. Venue for any court action shall be Leon County, Florida and all parties shall consent to jurisdiction in all courts of competent jurisdiction in Leon County, Florida.

3.3 Minimum Financial Specifications

3.3.1 Funding Sources

This project is funded through the U.S. Department of Health and Human Services (HHS), Office of Refugee Resettlement (ORR) through the Refugee Act of 1980 (PL 96-212) as amended, and Title V (The Fascell/Stone Amendment) of the Refugee Education Assistance Act of 1980 (PL 96-422). In the event that federal funding is made available from sources other than HHS, RS reserves the right to utilize available funding in the best interest of the State. The Department reserves the right to shift available funding from locations of lesser need to locations of greater need at any time, and to shift available funding from one contractor to another serving such locations.

3.3.2 Allowable Costs

Only costs that are allowable are permitted under this contract. In the Vendor's proposal, the Vendor will include only those costs identified as allowable costs in accordance with the appropriate federal regulations governing cost principles and audit requirements for federal awards. See 2 C.F.R. Chapters I and II, Parts 200, 215, 220, 225, and 230 as applicable. Office of Management and Budget (OMB) Circulars A-21, A-87, A-110, and A-122 were superseded, 78 FR 78590-01 (Dec. 2013). The Vendor shall be cognizant of these regulations when completing the Line Item Budget (Project Budget Summary), the Budget Narrative, and the Cost Allocation Plan (See **Section 4.3.3 TAB B: BUDGET**).

3.3.3 Funding for Services Only

There will be no funds awarded or associated with the resulting contract for start-up or readiness activities. Such costs will be borne exclusively by the Vendor.

3.4 Vendor Registration in MyFloridaMarketPlace

To be paid, each Vendor doing business with the state must register in the MyFloridaMarketPlace system and pay the required transaction fee, unless exempted under Rule 60A-1031, Florida Administrative Code. Vendors not subject to registration should include proof of exemption from registration. Failure to include either proof of registration or exemption will not prevent the evaluation of the proposal; however, proof of registration or exemption must be provided prior to execution of the contract, if any.

3.5 Composition of the Contract

The contract awarded as a result of this RFP will be composed of:

3.5.1 Department's Standard Integrated Contract

The Department's Standard Integrated Contract contains general contract terms and conditions required by the Department for all Vendors. In addition, the Department's Standard Integrated Contract contains additional contract terms and conditions governing the performance of work, the clients to be served, required deliverables, performance standards, and compensation.

3.5.2 Form PUR 1000

Form PUR 1000 is attached by reference into the Department's Standard Integrated Contract. The Form PUR 1000 contains standard terms and conditions that will apply to the contract which results from the solicitation. Form PUR 1000 is available at:

http://www.dms.myflorida.com/media/purchasing/pur_forms/1000_pdf.

3.5.3 Other Attachments or Exhibits

All other attachments and exhibits to the Department's Standard Integrated Contract referenced in this RFP shall also be part of the resulting contract, if any.

3.6 Order of Precedence

In the event of conflict among the foregoing contract documents, the following order of precedence will apply. The proposal submitted in response to this RFP and any additional submittals may be incorporated into or attached to the contract but will not change the provisions or order of precedence outlined below.

3.6.1 The Department's Standard Integrated Contract Part 1 and 2

3.6.2 The Vendor's proposal and any additional submittals, if incorporated into or attached to the contract.

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SECTION 4. INSTRUCTIONS FOR RESPONDING TO THE RFP

4.1 How to Submit a Proposal

4.1.1 Mandatory Proposal Deadline

All proposals must be received by the Procurement Manager by the deadline and at the address set forth in **Section 2.5**. The Vendor must choose the appropriate means for delivery, and is exclusively responsible for receipt of the proposal by the Procurement Manager. Late proposals will not be evaluated. See also **Section 2.9.1**.

4.1.2 Electronic Transmittal of Proposals Not Accepted

Facsimile or electronic transmissions of proposals will not be accepted.

4.1.3 Proposal Amendments

Any amendments to the proposal as originally submitted by the Vendor, not required by the Department, must comply with the requirements of this section and must be received by the deadline specified in **Section 2.5 Schedule of Events and Deadlines**.

4.1.4 Number of Copies Required and Format for Submittal

Vendors shall submit **one (1) original** and **three (3) hard copies** of the Programmatic Proposal and **one (1) original** and **one (1) hard copy** of the Financial Proposal. The original Programmatic Proposal and the Financial Proposal submitted to the Department must contain an original signature of an official authorizer to bind the Vendor to the proposal. **Two (2) electronic copies** (on CD-ROM or USB flash drive) of the proposal, each containing both parts of the proposal (Programmatic and Financial), identical to the hard copies, must also be submitted with the hard copies.

4.1.5 Proposals to be in Sealed Container

All original, hard copies, and electronic copies of the Vendor proposal must be submitted in a sealed container. The container must be clearly marked with the title of the proposal, the RFP number, the Vendor's name, and identification of enclosed documents (i.e., Programmatic Proposal and Financial Proposal for Employment Services for Refugees and Entrants in Pinellas County). The original proposal must be clearly marked as the original, and the copies identified and numbered (i.e., original, copy #1 of 3, etc.).

4.1.6 Hard-copy Proposal Format

Proposals must be typed, single-spaced, on 8-1/2" x 11" paper. Pages must be numbered in a logical, consistent fashion. Figures, charts and tables should be numbered and referenced by number in the text. The proposal must be bound, labeled and submitted in **Section 4.2** for the Programmatic Proposal and **Section 4.3** for the Financial Proposal.

4.1.7 Electronic Copy Format

The required electronic format of the proposal must be on non-rewritable CD-ROM or USB flash drive. The software used to produce the electronic files must be Adobe portable document format ("pdf"), version 6.0 or higher. The Department must be able to open and view the proposal utilizing Adobe Acrobat, version 9.0. The electronic copies must be identical to the original proposal submitted, including the format, sequence and section headings identified in this RFP. The electronic media must be clearly labeled in the same manner as the hard copies and submitted with the corresponding hard copies. The hard copy marked

“original” shall take precedence over the electronic version(s) of the proposal and all non-“original” hard copy versions of the proposal in the event of any discrepancy. If a discrepancy is found between the hard copy proposal marked “original” and any of the electronic versions submitted on CD-ROM or USB flash drive, the Department reserves the right, at its sole discretion, to reject the entire proposal.

4.2 Content of the Programmatic Proposal

4.2.1 Programmatic Proposal Title Page

The first page of the proposal shall be a Title Page that contains the following information:

- A. Title of proposal;
- B. RFP number;
- C. Prospective Vendor’s name and federal tax identification number;
- D. Name, title, telephone number, mailing and address of person who can respond to inquiries regarding the proposal; and
- E. Name of program coordinator (if known).

4.2.2 TAB 1: OTHER MANDATORY REQUIREMENTS

The following are the Mandatory Requirements for this RFP:

4.2.2.1 Certificate of Signature Authority

The proposal must include a signed certificate (**APPENDIX II**), completing either Section A (or providing a corporate resolution or other duly executed certification issued in the Vendor’s normal course of business) or Section B, demonstrating the person signing the proposal and its statements and certifications is authorized to make such representations and to bind the Vendor.

4.2.2.2 Mandatory Certifications

The proposal must include a Mandatory Certifications - Master Certification (**APPENDIX III**) signed by the person named in the Certificate of Signature Authority as the Authorized Representative of the Vendor and the “true” box must be checked next to each of the Certifications (a) through (l).

4.2.2.3 Tie Breaking Certifications

The proposal may include the Master Certification - Tie Breaking Certifications (also in **APPENDIX III**). The Vendor may check the “true” box for any or all Tie Breaking Certifications identified in **APPENDIX III** (m) through (p) for which a Vendor qualifies. Any Tie Breaking Certifications the Vendor can make aid the Department in resolving ties for purposes of contract award.

4.2.3 TAB 2: TABLE OF CONTENTS

4.2.4 TAB 3: EXECUTIVE OVERVIEW

The Vendor shall provide a brief executive overview demonstrating an understanding of the RFP purpose stated in **Section 1.2**, and the needs specified in this RFP. The Vendor shall also demonstrate a strong understanding of the overall goals of the program. The Executive Overview should include a brief description of the Vendor’s organization, leadership

credentials, approach for Scope of Work services, management of Performance Specifications and completing Deliverables as defined in this RFP.

4.2.5 TAB 4: SERVICES APPROACH AND SOLUTION

The Vendor shall describe its approach to performing the **Service Component Tasks** described in **Sections 3.2.9** and the **Performance Measures** and **Vendor Unique Activities** found in **Sections 3.2.22 - 3.2.25** and how it will meet all of the Department's detailed requirements. Specifically, the Vendor must explain in detail the methods it will use to develop, implement, and manage an employment service system that includes all of the services outlined in this RFP. If the Vendor will be utilizing subcontractors to deliver certain services, the Vendor must describe in detail how these subcontracted Vendors will also be capable of meeting the Department's detailed requirements. The Vendor must outline how various services and subcontracts will be managed throughout Pinellas County and how subcontractors will be held accountable if performance standards are not met.

To facilitate the RFP evaluation process, Vendors should format their proposals in a way that clearly delineates each employment service area. Please ensure that responses to each of the sections below (**Sections 4.2.5.1-4.2.5.30**) are clear, thorough, and concise.

4.2.5.1 Outreach

Describe the types of outreach activities the Vendor will conduct to familiarize potentially eligible individuals and local organizations with the services being offered in the area and to facilitate access to those services. Detail the frequency with which these activities will take place. Explain and justify the geographical areas that the Vendor will focus on when conducting outreach efforts. Describe the Vendor's plan for providing outreach activities to non-resettlement populations (e.g. eligible entrants, asylees, etc.). How will the Vendor reach out to the local community to raise awareness among the local professionals and service community regarding the refugee and entrant populations, educate the larger local community, and create linkages that will expand and facilitate client access to resources? This could include contact and exchange with the local school district and business communities. Include contact names, titles, and contact information for entities for which the Vendor will reach out.

4.2.5.2 Intake

Describe the Vendor's process for determining program eligibility based on an individual's immigration status, country of origin, and date of entry into the United States using original immigration documentation provided by the client. Describe the proposed intake process as well as the types of information that will be collected. Describe how the Vendor will distribute the Client Release of Information Form. Illustrate how the Vendor will conduct intake. Outline how the Vendor will determine clients' economic status as part of the intake process.

Describe how the Vendor will work with clients without employment authorization at the time of intake. Include how the Vendor will refer clients to services to obtain authorization, as well as the types of orientation and work readiness services that will be provided in the period awaiting employment authorization.

Describe how clients requesting employment services will be screened to determine which services clients are in need of, including Refugee Cash Assistance and WT services, CL services, self-employment assistance, etc.

4.2.5.3 Employability Plan

Describe how the Vendor will develop the Employability Plan and how the plan will be used to assist clients' attainment of both short term and long term employment goals. Include how employment goals will be established and attainment tracked and measured.

Provide at least two (2) examples of an employability plan for a client with no English language skills or literacy and limited work history. What steps will the Vendor take to assist the client in obtaining employment?

Provide at least two (2) examples of an employability plan for a newly arrived refugee without employment, but with professional credentials and/or higher education.

4.2.5.4 Family Self-Sufficiency Plan

Describe how the Vendor will develop a Family Self-Sufficiency (FSSP) for each client's family unit. Describe the information that will be included in the FSSP and explain how it will be used to assist clients in becoming self-sufficient. Detail how the Vendor will determine when a family has reached economic self-sufficiency and how that determination will be documented. Include the Vendor's template for the FSSP.

Describe the assessment process for clients in the Refugee-Entrant Employment Service Program. Explain how the assessment results will assist the Vendor in identifying clients' strengths and barriers regarding employment. Include any tools or forms to be used to conduct assessments.

4.2.5.5 Orientation Services

Explain the content and delivery system for orientation services that the Vendor intends to provide (e.g. group or individual sessions). Include how the information will be presented in a way that is engaging and culturally appropriate.

4.2.5.6 Refugee Integration and Self-Sufficiency Annual Survey

Describe how the Vendor will ensure it meets the Department's requirements of participation in the Refugee Integration and Self-Sufficiency Annual Survey.

4.2.5.7 Case Notes

Describe how the Vendor will ensure client files are kept up to date and how clients will receive regular contact.

4.2.5.8 Survey Local Job Market

Describe how the Vendor will analyze the local job market. Include an overview of the process or steps to be taken to conduct the analysis, the resources the Vendor will use, the information to be reported as a result, and how the Vendor will use the information to establish employer lists.

4.2.5.9 Job Development Services

Describe the Vendor's approach to job development services, including the following: how the Vendor will identify employers that offer employment opportunities relevant to the experience base of the target population, how new employers will be recruited,

how the Vendor will establish relationships with potential employers, and the different approaches the Vendor will use to identify job openings which are not already advertised in job banks. If the Vendor currently provides employment or job development services, explain how effective and successful past efforts have been by describing at least three (3) examples of job opportunities successfully created for refugee clients that were not drawn from an existing job bank.

Describe the job bank that will be maintained by the Vendor, including advertised and Vendor-developed jobs.

Describe how the Vendor will work with employers to create group placements, placements with built-in promotional opportunities, and placements related to clients' CL plans. Detail how the Vendor will work with employers to identify employment opportunities that will ensure clients have access to health insurance.

Describe how the Vendor will engage in the development of job opportunities for clients who are the most difficult to place (e.g. no English language skills, no work history).

4.2.5.10 Pre-Job Placement Services

Describe the pre-job placement services that will be offered. Include the process whereby clients will be identified as needing these services and the orientation and counseling services to be offered, including topics and subject matter to be covered. Which topics and services will be provided individually or in groups? Give ideal and typical timeframes between intake, orientation, and pre-job placement services.

Describe how the Vendor will document that specific clients received certain skills which matched their needs.

Provide at least two (2) examples of pre-job placement services for a client with no English language skills or literacy and limited work history. How will pre-job placement services assist the client to become ready for employment?

4.2.5.11 Career Laddering Services

Describe which clients will be targeted to receive CL services, including referrals from vocational education.

Identify how much of the Vendor's effort will be devoted to CL clients and why this is appropriate by providing supporting documentation on the need for these services in the community among the target population.

Describe the assessment process for clients in the CL program. Explain how the assessment results will assist the Vendor in establishing the clients' career goals and identifying the necessary steps to attain the goal. Describe any tools to be used to conduct CL assessments.

Describe how the Vendor will develop the CL Plan and how the plan will be used to assist clients in attainment of career goals. Include how CL goals will be established and how attainment will be tracked and measured.

Describe the CL Services that will be developed and implemented. Include details regarding the specific services to be offered, how clients will be linked to specific services, and how services provided will be congruent with the clients' career goals. Describe industries in the community with available jobs currently and anticipated in

the near future. Identify training requirements for these positions and the process that will be used to identify appropriate clients and connect them to training. Include information on salary scales and long-term job outlook. The Vendor should demonstrate knowledge of recertification and re-credentialing processes and identify resources available in Florida.

4.2.5.12 Client Education and Training Services

Describe how the Vendor will develop short-term training programs for local job openings from which unskilled refugees/entrants might benefit.

Describe any OJT activities the Vendor intends to undertake. Describe how the Vendor will work with employers to create opportunities and the Vendor's experience creating opportunities and/or placing clients in OJT. Describe the steps the Vendor will take to ensure that OJT will lead to a permanent unsubsidized placement.

Describe any vocational education the Vendor intends to utilize. If the Vendor chooses to assist clients in participating in such programs, how will the Vendor identify vocational education programs that promote job acquisition, retention, or advancement?

Describe any vocational education the Vendor intends to offer. How will those courses prepare clients for the local job market? Provide a sample list of vocational courses the Vendor will offer and a comparison to the local job market.

4.2.5.13 Re-certification/Re-credentialing

Describe how the Vendor will assist clients in skills re-certification, diploma/degree evaluation, translation of documents, and other credentialing activities.

4.2.5.14 Job Placement

Describe how the Vendor will manage and incentivize placement activities to ensure that clients are placed as quickly as possible in quality placements which are matched to client skills. Describe the Vendor's experience with placing clients, including the types of job placements and how they matched client skills and attributes.

Describe the Vendor's approach to emphasizing full-time placement, and the expected rates of part-time and full-time placements. What wages are expected from both types of placements in the area? How will the Vendor analyze and prioritize which part-time placements may be beneficial for clients? What percentage of clients are anticipated to be placed through employee leasing or other professional employer organizations rather than the owner of the business?

Detail how support will be provided to clients during the application and interviewing processes, including the information clients will receive about specific jobs; assistance clients might receive to prepare resumes and/or complete applications; and what coaching will be provided to improve interviewing skills. Include how the Vendor will take into consideration special needs (including child care needs, access to transportation, and appropriate work hours) when matching clients with jobs.

Describe how the Vendor will prioritize job placement activities based on the clients who are most in need, and how staff efforts will be assigned to priorities. Describe how the Vendor will work to place clients who are the most difficult to place (e.g. no

English language skills, no work history). How will services differ to lower priority clients? Are there any efforts the Vendor may take to provide less intensive services to lower priority clients, such as employment leads?

How will the Vendor identify clients who have not been placed after a certain period of time? Are there any other proposed special activities to assist these clients further? What time frame will be the trigger for engaging clients in special activities, if any?

4.2.5.15 Self-Employment Assistance

Describe if and how the Vendor will develop and provide self-employment assistance. Include information on basic knowledge that the Vendor can provide, as well as any contacts with other community organizations who may be willing to provide culturally appropriate assistance in this capacity.

Describe which clients will be targeted to receive self-employment assistance services. How will clients be screened and determined to be an ideal candidate for such work? Detail how the Vendor will follow up with and continue to provide services to clients who are self-placed.

4.2.5.16 Employment Authorization Update

Describe how the Vendor will identify and update changes in the employment authorization status of clients.

4.2.5.17 Refugee Cash Assistance (RCA) Job Search

Describe how the Vendor will work with RCA clients and the Vendor's experience in providing employment services to RCA clients. Explain how it will ensure that RCA clients comply with federal regulations regarding their participation in employment services; the Vendor should demonstrate knowledge of those regulations in its response.

Describe how the Vendor will facilitate prioritization of cash assistance clients for employment services and describe how RCA and WT recipients will be identified.

Describe the Vendor's current relationship with the local ESS office specifying how required information will be exchanged with the local ESS office.

4.2.5.18 Coordination with Welfare Transition Program and Local Agreements

Describe the Vendor's current relationship with the local Regional Workforce Board (RWB) and the Department of Economic Opportunity (DEO) and provide a narrative explaining any discussions or agreements the Vendor has established with them. If a letter of support or Memorandum of Understanding (MOU) is available, include it as an Appendix to the Vendor's proposal. Describe the steps the Vendor is currently taking to establish a working relationship for serving WT clients, if one is not currently in place. Please provide details and dates as to what has taken place and what still needs to be done for a formal relationship to be established.

Propose a plan of how employment services will be available to WT clients in the area, and if this plan was developed with consultation of the RWB. The plan shall outline:

- a. Whether employment services for refugee TANF recipients will be provided by the RWB or by the Vendor, and if there is any differentiation in responsibility for refugee clients who have been in the country for less than five (5) years and more than five (5) years.

- b. If employment services are to be delivered by the Vendor, the process by which an MOU shall be developed and how it will be kept current between the two parties.
- c. Which party is responsible for intake, tracking of client and countable activities, job orientation, job placements, access to training and supportive services, follow-up activities, and data entry into RSDS and other relevant data systems.

If the Vendor will be providing employment services for WT clients, describe some of the methods the vendor and/or local partners will use to assist clients (especially single parents, clients with little or no job experience, and clients with limited language skills) in meeting countable work activity requirements. Explain what organization will be responsible for ensuring that exempt WT clients meet the exemption requirements outlined in Florida Statutes.

4.2.5.19 Uptake Analysis

Describe how the Vendor will conduct timely and accurate uptake analysis on the number of clients who arrive in the county and are receiving employment services through the Vendor and through other programs.

4.2.5.20 Job Placement Follow-up Contact

Describe how the follow-up contact with the employer shall be scheduled, conducted, and documented, with at least one follow-up with the employer being made in person. Specify the documentation that will be maintained in clients' files to verify ninety (90)-day follow-ups and explain how that documentation will be obtained in a timely manner.

Illustrate how the Vendor will maintain contact with clients on a regular basis and provide case management services resulting in detailed case notes and documented progression through the clients' employability or CL plans.

4.2.5.21 Child Care Services

Describe how the Vendor will provide or coordinate subsidized child care services to eligible refugees and participating in the employment and/or Matching Grant programs. Explain how the Vendor will provide these services directly, subcontract with an outside organization, or employ some other method of providing child care services. Justify the cost effectiveness of the Vendor's chosen method of service delivery. Describe how the Vendor will ensure that child care services are safe, convenient, and family-friendly. Explain how the Vendor will ensure that child care is provided in licensed centers, licensed homes, or public school-based programs. Detail how the Vendor will verify eligibility both at enrollment and again at the six (6) month follow-up. Describe how the Vendor will ensure that RS-subsidized child care is a funding of last resort.

4.2.5.22 Limited English Proficiency (LEP) Policy.

Describe how the Vendor will meet LEP requirements in compliance with Title VI of the Civil Rights Act of 1964.

4.2.5.23 Termination of Client Services

Describe the Vendor's proposed client termination procedures, including the manner in which clients who are perceived to have left the program are identified, how clients will be notified of case closure, and the identification of a successful closure.

4.2.5.24 Client Case File

Describe how the Vendor will ensure client files are kept up to date and how clients will receive regular contact.

4.2.5.25 Support Services

Describe the Vendor's existing support services network; include a list of the current service providers in the network and detail how these support services are beneficial to client success, the services they provide, and how the Vendor will facilitate clients' access to support services.

Describe how additional service providers will be identified and collaborative relationships established. This should include how the project will reach out to traditionally non-refugee-serving agencies to create linkages in the community.

4.2.5.26 Referrals

Explain the Vendor's referral process and how, once needs are identified, clients will be referred to the appropriate provider. Describe how the Vendor will maintain documentation of all referrals made.

4.2.5.27 Additional Tasks

With Department approval, the Vendor may provide additional tasks to eligible refugees. Examples of additional tasks include transportation and AE services. Describe in great detail any additional tasks deemed essential to clients achieving economic self-sufficiency and which the Vendor is willing to perform. For each additional task that will be offered, describe in detail the way in which the Vendor will provide that service. For example, if the Vendor decides to distribute bus passes, thoroughly describe how that process would occur. If the Vendor intends to provide sub contractual work, or make direct tuition payments for AE services, present a plan outlining the following: the reasoning for consolidating this service with employment services, any discussions or agreements the Vendor has initiated with AE providers, and any experience the Vendor has in delivery of AE services. Describe how and what elements of the AE services outlined in Section 3.2.9.30 will be provided.

4.2.5.28 Deliverables / Service Units

The service tasks described in **Sections 3.2.9 and 4.2.5** shall be used to establish service units in any resulting contract, taking the Vendor's proposed members into consideration. Deliverables/service units will be further negotiated with the Vendor. The proposal must include a Service Unit Table (**see next page**), which includes, at a minimum, the type of information included in the sample table below. The Vendor is encouraged to propose additional tasks and deliverables/service units.

Also, the proposal must include a narrative describing how the number of service units was determined, the Vendor's past experience in achieving proposed service units, and the project management/monitoring activities that will be used to ensure the Vendor will deliver the proposed number of service units.

Service Unit Table			
Service Units to be Delivered During Contract Period	Estimated Number of Service Units		
	Year 1 (Oct. 1, 2018 to Sept. 30, 2019)	Year 2 (Oct. 1, 2019 to Sep. 30, 2020)	Year 3 (Oct. 1, 2020 to Sep. 30, 2021)
Intake/Screening			
Verified Job Placements			
Health Insurance Access			
90-day Follow-up Contact			
Employed at 90-day Follow-up			
Economic Self-Sufficiency			
Children Enrolled Into Child Care			

CL Service Units to be Delivered During Contract Period	Estimated Number of Service Units		
	Year 1 (Oct. 1, 2018 to Sept. 30, 2019)	Year 2 (Oct. 1, 2019 to Sep. 30, 2020)	Year 3 (Oct. 1, 2020 to Sep. 30, 2021)
CL Assessment and Plan			
CL Job Placement			
Health Insurance Access			
90-day Follow-up Contact			
Employed at 90-day Follow-up			

4.2.5.29 Performance Measures

Sample performance measures are indicated in **Sections 3.2.22 and 3.2.24** of this RFP. The Vendor is encouraged to propose additional performance measures. All final performance measures will be negotiated with the Vendor. As stated in **Section 3.2.22**, the Department requests that the Vendor propose appropriate percentages for each of the performance measures listed in **Sections 3.2.22 and 3.2.24**. The Vendor must justify its reasoning for each of those proposed percentages. The Vendor's proposal should include the following for the sample performance measures and any other performance measures which the Vendor develops:

- 4.2.5.29.1 The percent that can be achieved by the Vendor for each performance measure. The Vendor must justify its reasoning for each proposed percentage;
- 4.2.5.29.2 How the Vendor will monitor service delivery to ensure the required performance measures are met;
- 4.2.5.29.3 The Vendor's experience tracking performance and adjusting program service delivery to ensure performance standards are met;
- 4.2.5.29.4 The Vendor's method for collecting and analyzing data to ensure credible documentation of service delivery;
- 4.2.5.29.5 Historical evidence of the Vendor's ability to meet required performance standards. Prospective Vendors should emphasize previous experience with Department contracts, if possible. If the Vendor does not have past experience with Department contracts, emphasize a similar experience with other government or comparable organizations. In particular, the Department is interested in evaluating past performance in regards to performance measures related to tasks listed in this RFP; and
- 4.2.5.29.6 The Vendor's proposed performance measures.

4.2.5.30 Management Information System Capability

Explain in detail the Vendor's electronic management information systems capability that is necessary to complete all reporting requirements as outlined in **Sections 3.2.20 - 3.2.21**. Outline any additional technological capabilities that may be beneficial to program performance. Describe any specialized technology, computer training, or capabilities personnel have that will assist in helping meet program requirements.

4.2.6 TAB 5: COMPANY QUALIFICATIONS AND EXPERIENCE

The Vendor shall respond to the below questions in a clear, organized, and thorough fashion. The proposal must explicitly describe the Vendor's qualifications and experience.

- 4.2.6.1 The Vendor shall describe its organization and governance structure, depicting clear lines of authority including corporate affiliations; describe how the structure represents a lean, efficient and effective administrative model; and describe experience and achievements in developing a governance model designed to avoid conflicts of interest.
- 4.2.6.2 The Vendor must describe any experience in providing similar services as requested in this RFP. The experience should include work done by the individuals who will be assigned to the work described in this RFP, as well as the overall experience of the organization. State whether the Vendor was the prime contractor or a subcontractor and whether it worked in cooperation with a subcontractor. Where applicable, clearly note the Vendor's related experience which includes individuals who will be assigned and their role on the past project. Provide a detailed description of any work to be subcontracted, including information describing the qualifications and relevant experience of any proposed subcontractors.
- 4.2.6.3 Describe the Vendor's history working with refugees and entrants. Describe the Vendor's history providing employment services or other refugee-related services.

Describe any attributes that make the Vendor capable of providing the proposed services to the target population. Describe the Vendor's history working with multicultural, multilingual client populations. Include information about caseload, breadth of service in the county identified or in a geographical area of comparable size, and success rate in achieving positive outcomes for clients.

- 4.2.6.4 Considering past experience and results, please provide information on prior costs of delivering employment services. Detail the cost per client and the cost per verified job placement. These numbers shall be obtained by dividing the total budget for the service by each category.
- 4.2.6.5 Provide a summary of past audits, reviews, and monitoring results, as well as the Vendor's response to addressing any issues revealed by them. If the Vendor has worked on a Department contract previously, present any performance reviews or feedback from the Department (positive or negative), focusing especially on the last two (2) years of that contract.
- 4.2.6.6 Provide a copy of the Vendor's verification of Liability Insurance Coverage as provided in **Section 4.5 of the Standard Integrated Contract Part 1**.
- 4.2.6.7 The Vendor must list all identified subcontracts, or the plan and approach to vet, identify, recruit, and retain subcontractors who will provide proposed services.
- 4.2.6.8 The Vendor must ensure that it operates in accordance with **2 CFR, Part 200**, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Grant Guidance). The Vendor shall describe how it will ensure compliance with these federal regulations. The Department requests that the Vendor submit the following items as evidence of compliance:
 - 4.2.6.8.1 Written Procurement Policies and Procedures;
 - 4.2.6.8.2 Written Monitoring Policies and Procedures;
 - 4.2.6.8.3 DUNS Number;
 - 4.2.6.8.4 Financial Statements (Please include in **Section 4.3.2.1**, Financial management);
 - 4.2.6.8.5 Suspension and Disbarment Information from the Federal Government's "Federal Awardee Performance and Integrity Information System" (FAPIIS) website. The Vendor shall visit the following website (<https://www.fapiis.gov/fapiis/index.action>), enter its DUNS number, print the results, and include them in the Vendor's proposal.
- 4.2.6.9 Provide the requested information below which will demonstrate the Vendor's and subcontractor(s)' ability to successfully complete the work described in this RFP and its appendices, attachments, exhibits and referenced supporting documentation. The Vendor's and any proposed subcontractor(s)' information shall be shown separately.

Specifically, in addition to the other information described above, the Vendor and the subcontractor(s) must provide:

- 4.2.6.9.1 Full, legal name;
- 4.2.6.9.2 Federal Employer Identification Number;
- 4.2.6.9.3 Proof of legal entity and authorization to do business with the State of Florida;
- 4.2.6.9.4 Country and State of incorporation;
- 4.2.6.9.5 Principal place of business;
- 4.2.6.9.6 Description of the Vendor's organization, including number of years in business, subsidiaries, parent corporations, officers; include organizational charts and details concerning the number of facilities by geographic location;
- 4.2.6.9.7 Brief description of the Vendor's principal type of business and history and what uniquely qualifies the Vendor for the work described in this RFP;
- 4.2.6.9.8 Statement of whether the Vendor has filed for bankruptcy protection in the past five (5) years or is currently in the process of filing or planning to file for bankruptcy protection or financial restructuring or refinancing. If so, provide court and case number;
- 4.2.6.9.9 Identification of any potential or actual conflicts of interest that might arise for the Vendor as a result of contract award to the Vendor, and describe in detail the plan to eliminate or mitigate them. Such conflicts include, but are not limited to, those covered by Section 6 of the PUR 1001. Address both personal and organizational conflicts; and
- 4.2.6.9.10 Reservations the Vendor must make if unable to certify completely all of the items in Section 9 of the PUR 1001 entitled "Representation and Authorization." If no reservations are made in this section of the proposal, the Vendor shall be deemed to attest to the truth of all of listed items and the Department may rely upon them.

The following specifically apply to the prime Vendor and should be addressed as such:

- 4.2.6.9.11 Names and addresses of all affiliated or related companies, partnerships or associations (including subcontractor, if any) and a brief description of its relationship to the Vendor; and
- 4.2.6.9.12 If the Vendor is proposing to use any subcontractors to perform the work described in this RFP.

4.2.7 TAB 6: CORE TEAM QUALIFICATIONS

- 4.2.7.9 The Vendor shall describe the qualifications and credentials of their leadership team with an explanation of why the leadership team is qualified to lead their organization in meeting the needs of this RFP. In addition, the Vendor must include résumés for key leadership personnel describing their work experience, education, and training as it relates to the requirements of this RFP and the Department's Standard Integrated Contract Part 1 and Part 2.

- 4.2.7.10 The proposal shall include the Vendor's operational approach to the recruitment, training, supervision and retention of qualified personnel as described in the RFP and in the Department's Standard Integrated Contract Part 1 and Part 2. Identify the number (indicate Full Time Equivalents or FTEs) and type of staff to be used in the project. Describe the rationale for the number and types of staff to be used. Provide an expected client caseload for all positions involved in direct service. Describe the cultural and linguistic background of staff in relation to the service population. Since it is unrealistic to maintain staff for all potential ethnic groups, explain how the project intends to serve those ethnic groups outside of the cultural and linguistic capabilities of project staff.
- 4.2.7.11 The Vendor shall demonstrate the approach to recruitment of staff able to meet any unique cultural needs described in the RFP and in the Department's Standard Integrated Contract Part 1 and Part 2. The solution should address all applicable personnel grievances and conflict resolution practices. The Vendor shall explain how the organization, subcontractors, and staffing levels will best meet the performance standards required to perform properly. It is also important to describe the credentials for human resources, quality assurance, financial, information technology, and other key professional level employees.
- 4.2.7.12 Describe the activities that each staff member will be performing on a day to day basis. What will a typical day look like? How will employees balance their workload?
- 4.2.7.13 Describe the Vendor's employee turnover rate over the last three (3) years? Does the Vendor foresee staff turnover being an issue in the future?

4.3 Content of the Financial Proposal

4.3.1 Financial Proposal Title Page

The first page of the proposal shall be a Title Page that contains the following information:

- 4.3.1.1 Title of proposal;
- 4.3.1.2 RFP number;
- 4.3.1.3 Prospective Vendor's name and federal tax identification number;
- 4.3.1.4 Name, title, telephone number and address of person who can respond to inquiries regarding the proposal; and
- 4.3.1.5 Name of program coordinator (if known).

4.3.2 TAB A: FINANCIAL INFORMATION

4.3.2.1 Financial Management

The Vendor must describe its current financial management and accounting systems and capability by submitting copies of their independent financial and compliance audit report and/or certified financial statements for the two (2) most recent fiscal years. These documents must be contained in a 3-ring binder, separate from the rest of the proposal. The copies shall include all applicable financial statements, auditor's reports, management letters, and any corresponding re-issued audit components. If the Vendor does not have audit reports for the two (2) most recent years, reviewed or compiled financial statements with the applicable Certified Public Accountant's report

shall be submitted. A newly created entity shall submit the requested financial reports from each of the founding collaborative partners.

The purpose of these criteria is to provide the Department with a basis for evaluating the Vendor's financial capabilities for undertaking this project. Examples include:

- 4.3.2.1.1 How well does the Vendor demonstrate the financial stability required to fulfill the terms and conditions of the contract?
- 4.3.2.1.2 Does the Vendor have adequate financial resources for performance of the proposed project or have the ability to obtain necessary financial resources before beginning performance?
- 4.3.2.1.3 What is the Vendor's ratio of current assets to liabilities?
- 4.3.2.1.4 Does the Vendor possess adequate cash or operating capital to meet projected monthly operating expenses pending receipt of first and subsequent contract payments?
- 4.3.2.1.5 What is the Vendor's net worth?
- 4.3.2.1.6 Has the Vendor satisfactorily completed all corrective actions related to finding in previous audits or areas brought to management's attention in management letters?
- 4.3.2.1.7 Can the Vendor conduct business with the Department without relying on advances, especially if the project is not a new one?
- 4.3.2.1.8 Has the Vendor had any previous financial difficulties in performing contracts for the State?
- 4.3.2.1.9 Does the proposal provide two (2) years of financial information including any of the applicable statements: (1) Statements of Financial Position; (2) Statements of Activities; (3) Dun and Bradstreet Comprehensive Report; (4) Statements of Cash Flow; (5) Statements of Changes in Financial Position; (6) Auditors' Reports; (7) Notes to Financial Statements; (8) Summaries of Significant Accounting Policies; (9) Federal Income Tax Return; and/or (10) Any other relevant statistical information.

4.3.2.2 Proposed Service Efficiencies and Re-investment

The Vendor shall provide information on how they plan to develop efficiencies in the services being provided. From this plan, the Vendor shall show how the cost reduction or added services that are realized from these efficiencies will be re-invested into the required services.

4.3.2.3 Ongoing Approach to Reduce Administrative Costs and Expand Services

The Vendor shall provide an ongoing approach to reduce administrative cost, without affecting the quality of the services.

4.3.3 TAB B: BUDGET

The Vendor must submit detailed budget information. A Line Item Budget (Project Budget Summary), a Budget Narrative, a Fixed Price Budget Worksheet, and a Cost Allocation Plan must all be submitted with the proposal to the RFP. Each of these categories is described below.

The actual budget documents can also be found in **Appendix VII, VIII, IX, X and XI**. Please contact the Procurement Manager listed in **Section 1.4** to request Word or Excel versions of any of the forms found in the Appendices.

4.3.3.1 Line Item Budget – This includes a line item budget (as detailed in the “Project Budget Summary and Detail Instructions” and the “Project Budget Summary”). These documents can be found in **Appendix VII and Appendix VIII**. This budget shows proposed total costs for the entire proposed contract period and renewal years with specific breakouts by contract year (October – September) within the entire proposed contract period, as well as the allowable renewal period. Any missing year budgets, for the initial term, will be assumed to be a duplicate of the earliest year submitted. The budget for each renewal year must be submitted, or, though the proposal will not be rendered non-responsive, the resulting contract will not be eligible for renewal. In the Line Item Budget, the Vendor must include only costs identified as allowable (*Allowable Costs*) in accordance with the appropriate federal regulations governing cost principles and audit requirements for federal awards. See C.F.R. Chapters 1 and 2, Part 200, 215,225, and 230 as applicable. The Office of Management and Budget (OMB) Circulars A-21, A-87, A-110, and A-122 were superseded, 78 FR 78590-01 (Dec. 2013). Also, *Administrative Costs*, including any indirect costs that are administrative in nature, must not exceed ten percent (10%) of the total operating costs of the proposed program budget.

4.3.3.2 Service Units – In an attached narrative, provide a detailed justification for determining the proposed number of service units. Any additional services proposed by the Vendor may be added to the provided sample table (**Section 4.2.5.28**). Include any available data and analysis in the narrative which reflects current services provided (if any) and how they justify the number of proposed service units. Provide the number of service units the Vendor proposes to provide, in line with what was presented in the service unit table. The Department reserves the right to determine final service unit numbers with any Vendor.

4.3.3.3 Budget Narrative – The Vendor must submit a complete budget narrative to explain each budget item and include all of the information required by **Appendix VII and VIII**. All amounts must match those in the line item budget and shall be broken out by contract year as with the Line Item Budget. If the Vendor has had previous contracts with the Department in the past, the Vendor must also disclose any issues with unused funds in prior years and provide an explanation of how all funds awarded through this contract will be dedicated to services or returned to the Department. Any missing year narratives will be assumed to be a duplicate of the last year submitted.

Within the budget narrative, the Vendor shall also describe in detail the Vendor methodology for arriving at the proposed indirect cost rate and justify the reasonableness of the Vendor’s proposed indirect cost rate.

4.3.3.4 Fixed Price Budget Worksheet –The Fixed Price Budget Worksheet (**Appendix XI**) must be completed according to the attached instructions (**Appendix X**) and its totals must match the amounts from the Line Item Budget. Please be detailed and realistic when completing the Fixed Price Budget Worksheet. The service components that the Vendor must use as the column headings for the RFP are:

- 4.3.3.4.1 Employment Placement
- 4.3.3.4.2 Career Laddering
- 4.3.3.4.3 Short Term Training
- 4.3.3.4.4 Self-Employment Assistance
- 4.3.3.4.5 On-the-Job Training
- 4.3.3.4.6 Child Care
- 4.3.3.4.7 Adult Education - Optional.

The Department reserves the right to determine final service unit rates with any Vendor and to determine the purchase of particular services from Vendors with lower rates. If the needs of the program change in the future, the Department reserves the right to shift funds from one component to another.

- 4.3.3.5 **Cost Allocation Plan** – The Cost Allocation Plan (**Appendix IX**) must identify the distribution of costs between the proposed services and any other programs or funding sources the Vendor has for each year of the proposed contract. It must also identify by line item any cost in the proposed budget which will be charged at less than one hundred percent (100%) to the Employment Services contract. The Vendor’s Cost Allocation Plan must include any indirect costs included in the Cost Proposal, the indirect rate, and the allocation methodology used to determine the indirect rate.

The budget totals should be based on available funding projections, if any, and if different, the Vendor should explain the differences.

4.4 Public Records and Trade Secrets

4.4.1 Proposals and Other Submissions Are Property of the State

These provisions supplement Section 19 of Form PUR 1001. All materials submitted in response to this RFP become the property of the State of Florida, which shall have the right to use such ideas or adaptations of those ideas without cost or charge, regardless of selection or rejection of a proposal.

4.4.2 Proposals and Other Submissions Are Subject to Public Inspection

Unless exempted by law, all public records are subject to public inspection and copying under Florida’s Public Records Law, Chapter 119, F.S. A time-limited exemption from public inspection is provided for the contents of a proposal and other submittals pursuant to subsection 119.071(1)(b), F.S. Once that exemption expires, all contents of a proposal and other submittals become subject to public inspection unless another exemption applies. Any claim of trade secret exemption for any information contained in a Vendor’s proposal or other submittal to this solicitation will be waived upon opening of the proposal or other submittal by the Department, unless the claimed trade secret information is submitted in accordance with this Section. This waiver includes any information included in the Vendor’s proposal or other submittal outside of the separately bound document described below.

4.4.3 How to Claim Trade Secret Protection

If the Vendor considers any portion of the documents, data or records submitted in its proposal to be trade secret and exempt from public inspection or disclosure pursuant to Florida's Public Records Law, the Vendor must submit all such information in a separately bound document (or in the case of electronic media, a separate CD or USB flash drive, with the words "Trade Secret" included in the file name) clearly labeled "Attachment to Proposal, RFP No. 020118KSET1 Trade Secret Material". Appropriate cross-references should be included in nonexempt materials. The first page of the electronic file or hard copy document must explain why the information in the electronic file or hard copy document is a trade secret. This submission must be made no later than the proposal submittal deadline. Where such information is part of material already required to be submitted as a separately bound or enclosed portion of the proposal, it shall be further segregated and separately bound or enclosed and clearly labeled as set forth above in addition to any other labeling required of the material. If the Vendor considers any portion of a submission made after its proposal to be trade secret the Vendor must clearly label the submission as containing trade secret information (or in the case of electronic media, include "Trade Secret" in the relevant file names).

4.4.4 Vendor's Duty to Respond to Public Records Requests

In response to any notice by the Department that a public records request received by the Department encompasses any portion of the separately bound part of the Vendor's proposal or other submissions labeled as "trade secret," the Vendor shall expeditiously provide the Department, or the public pursuant to subsection 119.0701(2), F.S., with a redacted version of the document(s) and identify in writing the specific statutes and facts that authorize exemption of the information from the Public Records Law. If different exemptions are claimed to be applicable to different portions of the redacted information, the Vendor shall provide information correlating the nature of the claims to the particular redacted information. The redacted copy must only exclude or obliterate only those exact portions that are claimed confidential or trade secret. If the Vendor fails to promptly submit a redacted copy and justification in response to the notice of a public records request, the Department is authorized to produce the records sought without any redaction.

4.5 Department not Obligated to Defend Vendor Claims

The Department is not obligated to agree with the Vendor's claim of exemption, and by submitting a proposal or other submission the Vendor agrees to be responsible for defending its claim that each and every portion of the redactions is exempt from inspection and copying under Florida's Public Records Law. Further, the Vendor agrees that it shall protect, defend, and indemnify, including attorney's fees and costs, the Department for any and all claims and litigation (including litigation initiated by the Department) arising from or relating to Vendor's claim that the redacted portions of its proposal are confidential, proprietary, trade secret, or otherwise not subject to disclosure or the scope of the Vendor's redaction.

SECTION 5. THE SELECTION METHODOLOGY

The Department intends to award the contract to the responsible and responsive Vendor(s) whose proposal is determined to be the most advantageous to the state, taking into consideration price and other criteria set forth in **Section 5.1**.

5.1 Criteria

The following shall apply for this RFP:

Criteria
<ul style="list-style-type: none">• The Vendor’s articulation of its approach to providing the required services through the initial term and any renewal period and the ability of the approach to meet the requirements of this RFP and provide additional value.
<ul style="list-style-type: none">• The Vendor’s experience and capability to deliver its proposed services including the Vendor track record providing services similar to the ones specified in this RFP.
<ul style="list-style-type: none">• The Vendor’s company structure and the skills and experience of the Vendor’s leadership team, staff, and resources the Vendor will use in implementing its services.
<ul style="list-style-type: none">• The Vendor’s financial management approach, proposed budget and related financial information.

The Department may consider any information or evidence which comes to its attention and which reflects upon a Vendor’s capability to fully perform the contract requirements and/or the Vendor’s demonstration of the level of integrity and reliability which the Department determines to be required to assure performance of the contract.

5.2 Application of Mandatory Requirements

A Vendor must meet all Mandatory Requirements (defined herein) in order to be considered for evaluation under this RFP. The Mandatory Requirements for this RFP are set forth in **APPENDIX V**.

5.2.1 The Procurement Manager will examine each proposal to determine whether the proposal meets the Mandatory Requirements specified herein and in **APPENDIX V**. A proposal that fails to meet the Mandatory Requirements is nonresponsive and will not be evaluated.

5.2.2 An initial determination that a proposal meets the Mandatory Requirements does not preclude a subsequent determination of non-responsiveness.

5.3 Evaluation Phase Methodology

All proposals meeting the Mandatory Requirements and are determined to be otherwise responsive will be evaluated using the following process:

5.3.1 Scoring

The Department’s Evaluators will independently evaluate each Programmatic Proposal in accordance with the following criteria:

Criteria	Relative Value	Possible Points
<ul style="list-style-type: none"> The Vendor's articulation of its approach to providing the required services and the ability of the approach to meet the requirements of this RFP and provide additional value. 	25%	250
<ul style="list-style-type: none"> The Vendor's experience and capability to deliver its proposed services including the Vendor track record providing services similar to the ones specified in this RFP. 	40%	400
<ul style="list-style-type: none"> The Vendor's company structure and the skills and experience of the Vendor's leadership team, staff, and resources the Vendor will use in implementing its services. 	15%	150
TOTAL	80%	800

The Department's Financial Evaluator and Procurement Manager will independently evaluate each Financial Proposal in accordance with the following criteria:

Criteria	Relative Value	Possible Points
<ul style="list-style-type: none"> The Vendor's financial management approach, proposed budget and related financial information. 	20%	200
TOTAL	20%	200

5.3.2 Total Score of Proposals

The Procurement Manager will average the total point scores by each person performing an evaluation to calculate the points awarded for each section. The Procurement Manager will use total points to rank Vendors. For example:

Firm	Raw Points Received	Rank
Company A	900	2
Company B	1000	1
Company C	800	3*
Company D	750	5
Company E	800	3*

**In the event that multiple Vendors have the same raw point score, the rank positions needed to cover those firms are the same. Each firm receives a rank of 3.*

This ranking will serve as the recommended ranking of the Department's Evaluators.

5.3.3 Report of the Procurement Manager

After developing the recommended ranking in accordance with **Section 5.3**, the Procurement Manager will provide to the Department a report on proposals deemed nonresponsive and, as to those deemed responsive, a report on the evaluation process and the recommended ranking of the Evaluators.

5.4 Final Selection and Notice of Intent to Award Contract

5.4.1 Selection of Vendors

Absent a prior decision to reject all proposals or withdraw this procurement, the Department shall notice, in writing, an intent to award to the responsible and responsive Vendor(s) whose proposal(s) are determined in writing to be the most advantageous to the state, taking into consideration the price and other criteria as set forth in the request for proposals. In so doing, the Department is not required to score the proposals, and will base determination solely on which proposal is the most advantageous to the state.

If the Department determines that two or more proposals are most advantageous to the state and are equal with respect to all relevant considerations, including price, quality, and service, and chooses to neither make multiple awards per **Section 5.4.2**, nor to reject all proposals or withdraw this procurement per **Sections 2.11.3 or 2.11.4**, then the award will be made in accordance with section 295.187, Florida Statutes, and Rule 60A-1.011, Florida Administrative Code.

5.4.2 Reserved Rights

The Department reserves the right to:

- 5.4.2.1 Select one or more Vendors for the services encompassed by this solicitation, any addenda thereto and any request for additional or revised detailed written proposals or request for best and final offers;
- 5.4.2.2 Divide the work among Vendors by type of service or geographic area, or both;
- 5.4.2.3 Award contracts for less than the entire service area or less than all services encompassed by this solicitation, or both; and
- 5.4.2.4 Award a contract which includes one or more subcontractors proposed by any other Vendor(s).

5.4.3 Posting Notice of the Award

The Department will post the Notice of Intent to Award Contract, stating intent to enter into one (1) or more contracts with the Vendor or Vendors identified therein, on the VBS: http://www.myflorida.com/apps/vbs/vbs_www_main_menu.

5.4.4 Reserved Rights After Notice of Intent to Award

The Department reserves the right:

- 5.4.4.1 To post a notice of withdrawal or amendment of its Notice of Intent to Award at any time prior to execution of the contract.
- 5.4.4.2 To post a notice of withdrawal of award in the event that the selected Vendor fails to execute the contract or defaults in performance. In such event, the Department reserves the right to re-procure services in accordance with Rule 60A-1.006(3) Florida Administrative Code.

APPENDIX I: NOTICE OF INTENT TO SUBMIT A PROPOSAL

_____ (Vendor Name) wishes to inform the Florida Department of Children and Families of its intent to respond to the solicitation entitled " _____," RFP No. _____.

PLEASE PRINT OR TYPE REQUESTED INFORMATION

Name of Authorized Official:	
Title of Authorized Official:	
Signature of Authorized Official:	
Date:	
Address:	
City, State, Zip:	
Telephone No:	
Facsimile No:	
E-mail Address:	

APPENDIX II: CERTIFICATE OF SIGNATURE AUTHORITY

Check below and complete Section A or Section B	
<input type="checkbox"/>	Vendor is not a sole proprietorship (Complete Section A)
<input type="checkbox"/>	Vendor is a sole proprietorship (Complete Section B)
Section A	
<p>I, _____ (name), hold the office or position of _____ (title) with _____ (legal name of Vendor) and have authority to make official representations by said Vendor regarding its official records and hereby state that my examination of the Vendor's records show that _____ (name) currently holds the office or position of _____ (title) with the Vendor and currently has authority to make binding representations to the Department and sign all documents submitted on behalf of the above-named Vendor in response to RFP # _____, and, in so doing, to bind the named Vendor to the statements made therein.</p>	
Dated:	
Signature:	
Printed Name:	
Title:	
<p>NOTE: In lieu of the above, the Vendor may submit a corporate resolution or other duly executed certification issued in the Vendor's normal course of business to prove signature authority of the named Authorized Representative.</p>	
Section B	
<p>I, _____ (name) am a sole proprietor, personally doing business in the name of _____ (name of Vendor), and will be personally bound by the Proposal submitted in response to RFP # _____.</p>	
Dated:	
Signature:	
Printed Name:	

APPENDIX III: MANDATORY CERTIFICATIONS

MANDATORY CERTIFICATIONS		
MASTER CERTIFICATION		
<p>As the person named in the Certificate of Signature Authority as the Authorized Representative of the Vendor, _____ (legal name of Vendor), I confirm that I have fully informed myself of all terms and conditions of RFP #_____ (the RFP), the facts regarding the Proposal submitted by the Vendor in response to the RFP and the truth of each statement contained in Certifications (a) through (m) and certify, by checking the applicable "true" or "false" box below and affixing my signature hereto, that each statement in each checked certification is "true" or "false" as indicated.</p>		
Check the applicable box next to the title to each certification:		
True	False	
		a. Certification of Binding Proposal and Acceptance of Terms of RFP and Contract Document
		b. Certification of Representations Per Section 9 of PUR 1001
		c. Certification of Authority to Do Business in Florida
		d. Statement of No Involvement
		e. Conflict of Interest Statement (Non-Collusion)
		f. Certification Regarding Subcontractors and Other Providers
		g. Certification Regarding Lobbying
		h. Certification Regarding Scrutinized Companies List
		i. Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion for Contracts/subcontracts
		j. Certification Regarding Prior Contractual Obligations
		k. Certification of Representations Per sections 287.133, and 287.134, F.S.
		l. Certification of a Drug Free Workplace
<p>The content of each certification named above, set forth below, is incorporated into this Master Certification as if fully recited herein and, for each certification marked "true" above, the below signature is deemed to be affixed to each such certification. I agree that any certification not marked above will be deemed "false."</p>		
Signature of Authorized Representative:		Date:
<p>a. Certification of Binding Proposal and Acceptance of Terms of RFP and Contract Document</p> <p>By checking the "True" box in the Master Certification and signing the same, I hereby certify that the Vendor's Proposal is submitted in good faith in response to the Department of Children and Families Request for Proposals (the RFP) and is binding on the Vendor in accordance with the terms of the RFP, that I have read, understood and agree with the terms and conditions of the RFP and, if awarded any contract as a result of the RFP, the Vendor will comply with the requirements, terms, and conditions stated in the RFP and the contract document. The Vendor further agrees that any intent by the Vendor to deviate from the terms and conditions set forth therein may result, at the Department's exclusive determination, in rejection of the proposal.</p>		

b. Certification of Representations Per Section 9 of Form PUR 1001

By checking the “True” box in the Master Certification and signing the same, I hereby certify my understanding, acknowledgement, and representation all matters set forth in Section 9 of PUR 1001, only limited in the manner provided in that same section.

c. Certification of Authority to Do Business in Florida

By checking the “True” box in the Master Certification and signing the same, I hereby certify that the Vendor is an existing legal entity and satisfies all licensing and registration requirements of state law authorizing it to do business within the State of Florida.

d. Statement of No Involvement

By checking the “True” box in the Master Certification and signing the same, I hereby certify that no member of this firm or any person having interest in this firm has:
Been awarded a contract that was procured using procedures other than those described in subsections 287.057 (1-3), Florida Statutes, to perform a feasibility study of the potential implementation of a subsequent contract to support this project; Participated in drafting of a solicitation for this specific project; or
Developed a program for future implementation of this project.

e. Conflict of Interest Statement (Non-Collusion)

By checking the “True” box in the Master Certification and signing the same, I hereby certify that all persons, companies, or parties interested in the Request for Proposals as principals are named therein, that the Vendor’s Proposal is made without collusion with any other person, persons, company, or parties submitting a proposal; that it is in all respect made in good faith; and as the signer of the proposal, I have full authority to legally bind the Vendor to the provisions of this proposal.

f. Certification Regarding Subcontractors and Other Providers

By checking the “True” box in the Master Certification and signing the same, I hereby certify the Vendor’s Agreement to the following: 1) The Department may request, and any Vendor submitting a proposal to this RFP may propose, that such Vendor use any of the subcontractors or providers used or identified by any other Vendor submitting a proposal to this RFP; and 2) that the Vendor waives any contract provision to the contrary.

g. Certification Regarding Lobbying

By checking the "True" box in the Master Certification and signing the same, I hereby certify, to the best of my knowledge and belief,:

(1) No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or an employee of any agency, a member of congress, an officer or employee of congress, or an employee of a member of congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of congress, an officer or employee of congress, or an employee of a member of congress in connection with this federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, Title 31, United States Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

h. Certification Regarding Scrutinized Companies List

By checking the "True" box in the Master Certification and signing the same, I hereby certify, the Vendor is not listed on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List. Both lists are created pursuant to section 215.473, Florida Statutes. I understand section 287.135, Florida Statutes, prohibits Florida state agencies from contracting with companies on either list, for goods or services over \$1,000,000, and pursuant to section 287.135, Florida Statutes, the submission of a false certification may subject company to civil penalties, attorney's fees, and/or costs.

i. Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion for Contracts/subcontracts

By checking the "True" box in the Master Certification and signing the same, I hereby certify , in accordance with the debarment and suspension instructions listed below, the Vendor certifies neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this contract/subcontract by any federal department or agency. Where the prospective Vendor is unable to certify to any of the statements in this certification, such prospective Vendor shall attach an explanation to this certification.

INSTRUCTIONS REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION FOR CONTRACTS/SUBCONTRACTS

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, signed February 18, 1986. The guidelines were published in the May 29, 1987 Federal Register (52 Fed. Reg., pages 20360-20369). (See 2 C.F.R. Part 180)

- (1) Each provider whose contract/subcontract equals or exceeds \$25,000 in federal moneys must sign this certification prior to execution of each contract/subcontract. Additionally, providers who audit federal programs must also sign, regardless of the contract amount. The Department of Children and Families cannot contract with these types of Vendors if they are debarred or suspended by the federal government.
- (2) This certification is a material representation of fact upon which reliance is placed when this contract/subcontract is entered into. If it is later determined that the signer knowingly rendered an erroneous certification, the Federal Government may pursue available remedies, including suspension and/or debarment.
- (3) The Vendor shall provide immediate written notice to the contract manager at any time the Vendor learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
- (4) The terms "debarred," "suspended," "person," "principal," and "voluntarily excluded," as used in this certification, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the department's contract manager for assistance in obtaining a copy of those regulations.
- (5) The Vendor agrees by submitting this certification that, it shall not knowingly enter into any subcontract with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this contract/subcontract unless authorized by the Federal Government.
- (6) The Vendor further agrees by submitting this certification that it will require each subcontractor of this contract/subcontract, whose payment will equal or exceed \$25,000 in federal moneys, to submit a signed copy of this certification.
- (7) The Department of Children and Families may rely upon a certification of a Vendor that it is not debarred, suspended, ineligible, or voluntarily excluded from contracting/subcontracting unless it knows that the certification is erroneous.

Subcontractor's certification must be kept at the Vendor's business location.

j. Certification Regarding Prior Contractual Obligations

By checking the "True" box in the Master Certification and signing the same, I hereby certify the Vendor has not:

- (1) Failed to correct to the satisfaction of the Department any unsatisfactory performance in a previous contract after Department notice of unsatisfactory performance;
- (2) Had a contract terminated by the Department for cause; and
- (3) Failed to sign a certification regarding debarment, suspension, ineligibility and voluntary exclusion contract/subcontracts (**APPENDIX III**) prior to contract execution.

k. Certification of Representations Per Sections 287.133 and 287.134, Florida Statutes

By checking the "True" box in the Master Certification and signing the same, I hereby certify the Vendor is not listed on the Convicted Vendors List created and maintained pursuant to section 287.133, Florida Statutes, or on the Discriminatory Vendors List created and maintained pursuant to section 287.134, Florida Statutes.

l. Certification of a Drug Free Workplace

By checking the "True" box in the Master Certification and signing the same, I hereby certify the Vendor currently maintains a drug-free workplace environment in accordance with section 287.087, Florida Statutes, and will continue to promote this policy through implementation of that section.

THIS SPACE LEFT BLANK INTENTIONALLY

TIE BREAKING CERTIFICATIONS

Statutory Preferences When Awarding Contracts

Various provisions of Chapters 287 and 295, F.S., provide qualifying Vendors the advantage of "tie breakers" whenever two or more bids, proposals, or replies received by an agency are equal with respect to price, quality, and service. In order to take advantage of the below "tie breakers," a Vendor who meets the statutory qualifications for one or more of these "tie breakers" must certify that it qualifies for the cited preference. Completion of the certification is optional for qualifying Vendors, however, a Vendor waives all rights to consideration of a "tie breaker" if it fails to submit the certification on or before the deadline to submit its bid, proposal or reply.

MASTER CERTIFICATION - TIE-BREAKING CERTIFICATIONS

As the Authorized Representative of the Vendor, _____ (legal name of Vendor), I confirm that I have fully informed myself of all terms and conditions of RFP # _____ (the RFP), the facts regarding the Proposal submitted by the Vendor in response to the RFP and the truth of each statement contained in Certifications (m) through (p) and certify, by checking one or more of the boxes below and affixing my signature hereto, that each statement in each checked certification is true.

Check the box next to the title to each certification that is true:

- | | |
|--------------------------|---|
| <input type="checkbox"/> | m. Certification of a Certified Minority Business Enterprise |
| <input type="checkbox"/> | n. Certification of a Service Disabled Veteran’s Business Enterprise |
| <input type="checkbox"/> | o. Certification of a Florida Business |
| <input type="checkbox"/> | p. Certification of a Foreign Manufacturer with a Factory in Florida |

The content of each certification named above, set forth below, is incorporated into this Master Certification as if fully recited herein and, for each certification marked “true,” above, the below signature is deemed to be affixed to each such certification. I agree that any certification not marked above will be deemed “false.”

Signature of Authorized Representative:	Date:
---	-------

m. Certification of a Certified Minority Business Enterprise

By checking the “True” box in the Master Certification – Tie-Breaking Certifications and signing the same, I hereby certify that my organization is a Certified Minority Business Enterprise in accordance with section 287.0943, Florida Statutes.

n. Certification of a Florida Certified Veteran’s Business Enterprise

By checking the “True” box in the Master Certification – Tie-Breaking Certifications and signing the same, I hereby certify that my organization is a Service Disabled Veterans Business Enterprise in accordance with section 295.187, Florida Statutes.

o. Certification of a Florida Business

By checking the “True” box in the Master Certification – Tie-Breaking Certifications and signing the same, I hereby certify that my organization’s principal place of business is located within Florida in accordance with section 287.084, Florida Statutes.

p. Certification of a Foreign Manufacturer with a Factory in Florida

By checking the “True” box in the Master Certification – Tie-Breaking Certifications and signing the same, I hereby certify that my manufacturing organization has a factory in Florida that employs over 200 employees working in Florida in accordance with section 287.092, Florida Statutes.

APPENDIX IV: QUESTION SUBMITTAL FORM

Each Vendor shall complete the form provided based on its questions relating to this RFP. The completed form shall be submitted in accordance with the instructions provided in **Section 2.7** of the RFP. The electronic response must be submitted as a Microsoft Word 2007 version file format. This form may be expanded as needed to facilitate response to this requirement.

Vendor Name: [Enter Legal Name of Vendor]

Question Number	RFP Section Number	RFP Page Number	Question/Comment
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			

[Add rows as necessary.]

*Signature of Authorized Representative

[Enter Name and Title of Authorized Representative]

*Name and Title of Authorized Representative

*This individual must have the authority to bind the Vendor.

APPENDIX V: MANDATORY REQUIREMENTS CHECKLIST

MANDATORY CRITERIA CHECKLIST for: (enter name & reference # of solicitation)		
Print Vendor's Name (Agency):		
Print Name of Department Reviewer (Procurement Manager):		
Signature of Department Reviewer:		Date:
Print Name of Department Witness:		
Signature of Department Witness:		Date:
1. Was the proposal received by the date and time specified in the RFP and at the specified address?		
<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail Comments:		
2. Does the proposal include the following?		
a.	Signed Certificate of Signature Authority, naming the Vendor and its Authorized Representative (see note at bottom of Section A of Appendix II for acceptable alternatives)	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail
b.	Master Certification, including the names of Vendor and its Authorized Representative and signature of the Authorized Representative.	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail
3. Is the "True" box in the Master Certification checked for each of the following?		
(1)	The proposal includes a separate Programmatic Proposal as required by the solicitation?	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail
(2)	The proposal includes a separate Financial Proposal as required by the solicitation?	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail
The proposal includes the following required Vendors Statements and Certification Documents:		
a.	Certification of Binding Proposal and Acceptance of Terms of RFP and Contract Document	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail
b.	Certification of Representations Per Section 9 of PUR 1001	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail
c.	Certification of Authority to Do Business in Florida	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail
d.	Statement of No Involvement	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail
e.	Conflict of Interest Statement (Non-Collusion)	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail
f.	Certification Regarding Subcontractors and Other Providers	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail
g.	Certification Regarding Lobbying	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail
h.	Certification Regarding Scrutinized Companies List	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail
i.	Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion for Contracts/subcontracts	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail
j.	Certification Regarding Prior Contractual Obligations	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail
k.	Certification of Representations Per Sections 287.133 and 287.134, F.S.	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail
l.	Certification of a Drug Free Workplace	<input type="checkbox"/> (YES) = Pass <input type="checkbox"/> (NO) = Fail

The proposal includes the following "tie breaker" certification documents:		
Appendix III m. -Certification of a Certified Minority Business Enterprise	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Appendix III n. - Certification of a Service Disabled Veteran's Business Enterprise	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Appendix III o - Certification of a Florida Business	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Appendix III p - Certification of a Foreign Manufacturer with a Factory in Florida	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Comments:

4. Has the Department verified that the Vendor is not on the Convicted Vendor List or the Discriminatory Vendor List?

(YES) = Pass

(NO) = Fail

Comments:

APPENDIX VI: SUBCONTRACTOR LIST

The lists will identify the subcontractors who will perform work under the contract(s) resulting from this solicitation.

The Vendor shall have determined to its own complete satisfaction that a listed subcontractor has been successfully engaged in the related subcontracted services and is qualified to provide the services for which each subcontractor is listed.

In the event that no subcontractor(s) will be used, this list shall be returned indicating “No Subcontractors will be used.”

CHECK HERE IF NO SUBCONTRACTORS WILL BE USED:

Subcontractor Name:	
Business Type:	
Subcontracted Services:	
Address:	
City, State Zip	
Phone #	
FEIN #	

Subcontractor Name:	
Business Type:	
Subcontracted Services:	
Address:	
City, State Zip	
Phone:	
FEIN #	

Subcontractor Name:	
Business Type:	
Subcontracted Services:	
Address:	
City, State Zip	
Phone #	
FEIN #	

Subcontractor Name:	
Business Type:	
Subcontracted Services:	
Address:	
City, State Zip	
Phone:	
FEIN #	

[Duplicate table as necessary for additional subcontractors.]

*Signature of Authorized Representative

[Enter Name and Title of Authorized Representative]

*Name and Title of Authorized Representative

*This individual must have the authority to bind the Vendor.

APPENDIX VII – BUDGET SUMMARY AND DETAIL INSTRUCTIONS

The project budget summary should display all costs that will be paid by the Department for the delivery of services resulting from this RFP. Use the Project Budget Summary format and list the appropriate amounts for all line items that will be expended during the budget period. The format displays the suggested line items to be covered for this project; other line items may be added, if necessary. “Miscellaneous” and “Other” are not acceptable line items.

In addition to and in support of the Project Budget Summary, a detailed description must be provided for each line item displaying the methodology used to calculate the total for the line item.

Documentation must show the percentage of costs being charged to the Department, if the Vendor has another source of income providing funding to this project. Items requiring *estimated* costs must be accompanied by sufficient documentation or explanation to support the estimation. An estimated number of units must be provided for each line item calculated using a unit rate x unit cost calculation. In addition;

- Salaries** provided must be comparable with similar positions in the surrounding labor market and a job description must be provided for each position listed. Include the number of FTEs that will be funded in whole or in part by this project.
- Fringe benefits** must display the calculation of costs, specifically the percentages or rates for each benefit being charged to this project.
- Staff Travel** is reimbursed as specified by Department travel policies and procedures in CFOP 40-1 and state statute (section 112.061 Florida Statutes).
- Office expenses** should be based on prior history, a reasonable estimated monthly expense or written Vendor policy.
- Rental or use of space** must show the address, the square footage and the rate per square footage.
- Rental equipment** necessary to carry out the delivery of services must include the unit cost (per month) and the number of months the item(s) will be used.
- Insurance** costs must provide sufficient documentation to explain the percentage of cost being charged to this project and/or the calculation of the cost and the insurance coverage being provided.
- Advertising/outreach** costs must show the estimated number of units (publications or media events) and the estimated cost for each publication or event.
- Membership fees and subscriptions** necessary for the delivery of services must show the estimated costs and number of units projected.
- Client education and training tools** must provide the types of services to be provided, the estimated number of clients to be served, and the estimated unit cost of each service.
- Information Resource Technology (IRT)** includes computers, monitors and other technology items costing less than \$1,000 each and must include a brief description of the item(s) to be purchased, the unit cost for each item and justification for each item. For recurring costs, must show the estimated unit cost for each recurring cost associated with the delivery of services, including internet access, computer/network/printer maintenance, system access, etc.
- Subcontracted services** such as janitorial services or security services must show the monthly rate and the number of months for which service is required.

- **Subcontracted client services** providing direct services to clients must include the Vendor to be subcontracted with, the services to be provided, the estimated number of clients to be served and the unit cost for service(s).
- **Financial audits** being covered in part or in whole with project funds must show the rate used to calculate this cost or the percentage of cost being allocated to this project.
- **Operating capital outlay (OCO)** to be purchased for use under this project must show the number of units to be purchased, the estimated cost for each unit and justification for the item(s) being purchased.
- **Office equipment (non-OCO)** to be purchased under this contract (costing less than \$1,000 each) for use under this project must show the number of units to be purchased, the estimated cost for each unit and justification for the item(s) being purchased. Purchased must be estimated in accordance with the State's guidelines found at http://www.myfloridacfo.com/aadir/reference_guide/
- **Indirect costs** being charged to the project must show the percentage of funding required by the Vendor to carry out the common or joint tasks covered by this line item. A summary of the expenditures covered by these funds is required.

APPENDIX VIII – PROJECT BUDGET SUMMARY

		Vendor Name	
		Contract Year (Insert Year) - (Insert Dates)	
Budget Line Item		Line Item Totals	Category Total
Personnel Category			
A.	Personnel	\$ -	
B.	Fringe Benefits	\$ -	
C.	Other Personnel Services (OPS)	\$ -	
D.	Background Checks	\$ -	
		Total Personnel Category:	\$ -
Travel Category			
E.	Staff Travel & Training	\$ -	
F.	Client Transportation	\$ -	
		Total Travel Category:	\$ -
Expense Category			
G.	Office Expenses		
1.	Utilities	\$ -	
2.	Telephone	\$ -	
3.	Postage/Shipping	\$ -	
4.	Copies/Printing	\$ -	
5.	Office Supplies	\$ -	
6.	Janitorial Supplies	\$ -	
7.	Building Maintenance/Repair	\$ -	
8.	Equipment Repair	\$ -	
9.	Security Services	\$ -	
10.	Office Equipment/Furniture	\$ -	
		Total Office Expenses:	\$ -
H.	Rental or Use of Space	\$ -	
I.	Rental Equipment	\$ -	
J.	Insurance	\$ -	
K.	Advertising/Outreach	\$ -	
L.	Membership Fees & Subscriptions	\$ -	
M.	Client Educational and Training Tools	\$ -	
N.	Fixed Price Services	\$ -	
O.	Information Resource Technology	\$ -	
P.	Subcontracted Services	\$ -	
Q.	Subcontracted Client Services	\$ -	
R.	Financial Audit	\$ -	
		Total Expense Category:	\$ -
Direct Costs Category			
S.	Operating Capital Outlay (OCO->\$1,000.00)		\$ -
T.	Indirect Costs	_____ % of Total Direct Costs	\$ -
		Subtotal Direct Costs:	\$ -
		Total Project Budget	\$ -

APPENDIX IX

Sample Format
Vendors may add columns and rows as needed.

REPLIED COST ALLOCATION PLAN for the 2019 CONTRACT YEAR

Line Item	This Application	Funding Source A	Funding Source B	Funding Source C	Total
Personnel Category					
<insert position title>					
<insert position title>					
<insert position title>					
<insert position title>					
<insert position title>					
<insert position title>					
Fringe Benefits					
Staff Travel					
Sub-Contracted Services					
Office Expenses					
Operating Capital Outlay					
Rental or Use of Space					
Rental of Equipment					
Maintenance Agreements					
Insurance					
Membership Fees and Subscriptions					
Advertising					
Client Education and Training Tools					
Indirect Costs					
SAVE System Access					
Total					

APPENDIX X

FIXED PRICE BUDGET WORKSHEET INSTRUCTIONS

This worksheet is a required part of the project budget, and will help the Vendor fairly account for costs when calculating a fixed price for a single or multiple service components. The line items are the same as in the Project Budget Summary in **Appendix VIII**. When calculating line item costs on this worksheet, consider the number of hours staff devote to each service component; the travel, space utilization, and program material costs for each component. For personnel costs, remember to include full-time or part-time administrative staff which support the different service components (which should have been included in the Project Budget Summary). For "cost of business" types of line items (e.g. janitorial costs, financial audit, indirect costs) it may be easier to spread the total costs evenly across all service components.

Clients & Hours

These calculations should be consistent with any proposed Service Presentation Tables in the proposal.

- **Unduplicated Client**: The number of individual clients served within the one-year timeframe. If twenty (20) clients are receiving a service for three (3) months out of the year, this only counts as twenty (20) clients, not sixty (60).
- **Duplicated Placements**: The number of actual job placements. This may be duplicated if a single client requires more than one placement.

FIXED PRICE BUDGET WORKSHEET

APPENDIX XI

Budget Line Items	Service Components							Total
	Employment Placement	Career Laddering	Short Term Training	Self-Employment Assistance	On-the-Job Training	Child Care	Adult Education (Optional)	
Personnel								
Fringe Benefits								
Other Personnel Services (OPS)								
Background Checks								
Staff Travel & Training								
Client Transportation								
Utilities								
Telephone								
Postage/Shipping								
Copies/Printing								
Office Supplies								
Janitorial Supplies								
Building Maintenance/Repair								
Equipment Repair								
Security Services								
Office Equipment/Furniture								
Rental or Use of Space								
Rental Equipment								
Insurance								
Advertising/Outreach								
Membership Fees & Subscriptions								
Client Education and Training Tools								
Fixed Price Services								
Information Resource Technology								
Subcontracted Services								
Subcontracted Client Services								
Financial Audit								
Operating Capital Outlay (> \$1,000)								
Indirect Costs								
Total Cost for Service								
Approx. # of Clients to Be Served (Unduplicated)								
Approx. # of Placements (Duplicated)								