

STATE OF OREGON



COVER PAGE

The Oregon Department of Human Services, by and through its
Office of Self-Sufficiency Programs, Refugee Program

Is issuing this Request For Proposals (RFP) under OregonBuys Bid
Number S-10000-00016969 for

REFUGEE EMPLOYMENT AND PRE-EMPLOYMENT TRAINING SERVICES

Date of Issue: June 16, 2026

Opening Date and Time: July 16, 2026, 3:00 PM Pacific Time

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You can get this document in other languages, large print, braille, or a format you prefer free of charge. Contact the SPC at the contact information found above. We accept all relay calls.

The State of Oregon promotes equal opportunity for all individuals without regard to age, color, disability, marital status, national origin, race, religion or creed, sex or gender, sexual orientation, or veteran status.

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LIST OF ATTACHMENTS

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ATTACHMENT D REFERENCE CHECK FORM

ATTACHMENT E BUDGET AND JUSTIFICATION TEMPLATE

ATTACHMENT F RESPONSIBILITY INQUIRY

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ATTACHMENT C TECHNICAL PROPOSAL

SECTION 1: GENERAL INFORMATION

1.1 INTRODUCTION

The State of Oregon, acting by and through the Oregon Department of Human Services ("Agency"), is issuing this Request for Proposal under the provisions of ORS 279B.060 for Refugee Employment and pre-Employment Training Services.

Additional details on the Scope of Services are included in section **2.4 Scope of Work**.

Agency anticipates awarding one Contract from this RFP for each of the following areas:

- **Area 1:** Portland-Metro area shall cover Multnomah, Washington, and Clackamas counties. The award amount for Area 1 shall not exceed \$3,000,000.
- **Area 2:** Salem-Corvallis-Eugene area shall cover Benton, Lane, Linn, Marion, Polk, and Yamhill Counties. The award amount for Area 2 shall not exceed \$400,000.

In-person Services shall be provided in the service area. Both awarded Contracts shall also be responsible for providing virtual Services statewide to eligible clients who cannot access in-person Services. Funding for these Services are already included in the not-to-exceed amounts listed for each area above.

Only one area per Proposal is allowed. The Technical Proposal (Attachment C) will specify whether it covers Area 1 or Area 2. Proposer may submit more than one Proposal.

Federal Funding for these Services through Assistance Listing ("AL") 93.566 Office of Refugee Resettlement, Social Services and AL 93.558 Temporary Assistance for Needy Families.

The initial term of the Contract is anticipated to be one year; Agency reserves the option to renew up to a cumulative maximum of five years, based on Agency's satisfaction of the provision of Services and funding availability.

1.2 SCHEDULE

The following table represents a tentative schedule of events. All times are listed in Pacific Time. All dates listed are subject to change.

Event	Date	Time
Pre-Proposal Conference (See Section 4.2 “Pre-Proposal Conference” for additional information, including meeting link.)	July 1, 2026	10:00 AM
Questions / Requests for Clarification Due	July 6, 2026	10:00 AM
Answers to Questions / Requests for Clarification Issued (approx.)	Provided approximately within three business days of receipt	
RFP Protest Period Ends	7 calendar days prior to RFP Opening	
Opening (Proposal Due)	See RFP cover page	
Issuance of Notice of Intent to Award (approx.)	August 17, 2026	By Close of Business Day
Award Protest Period Ends	7 calendar days after Notice of Intent to Award	

1.3 SINGLE POINT OF CONTACT (SPC)

The SPC for this RFP is identified on the Cover Page, along with the SPC’s contact information. Proposer shall direct all communications related to any provision of the RFP only to the SPC, whether the technical requirements of the RFP, contractual requirements, the RFP process, or any other provision.

SECTION 2: AUTHORITY, OVERVIEW, AND SCOPE

2.1 AUTHORITY AND METHOD

2.1.1 Authority

Agency is issuing this RFP pursuant to its authority under **ORS 279A.050** and **OAR 125-246-0170(2)**.

2.1.2 Method

Agency is using the Competitive Sealed Proposal method, pursuant to ORS 279B.060 and OAR 125-247-0260. Agency may use a combination of the methods for Competitive Sealed Proposals, including optional procedures: a) Competitive Range; b) Discussions and Revised Proposals; c) Revised Rounds of Negotiations; d) Negotiations; e) Best and Final Offers; and f) Multistep Sealed Proposals.

2.2 DEFINITION OF TERMS

For the purposes of this solicitation, capitalized words will refer to the following definitions.

2.2.1 General Definitions

Capitalized terms not specifically defined in this document are defined in OAR 125-246-0110.

2.2.1.1 Addendum or Addenda means an addition to, deletion from, a material change in, or general interest explanation of, a Solicitation Document.

2.2.1.2 Affected Proposer means a Proposer whose ability to participate in a Procurement is adversely affected by an ODHS decision.

2.2.1.3 Close of Business Day means 5:00 pm Pacific time.

2.2.1.4 OregonBuys means the State of Oregon's eProcurement system which replaced the Oregon Procurement Information Network (ORPIN) on July 1, 2021. This web-based system automates Oregon's procurement process.

2.2.1.5 Personal Services means Services that require specialized skills, knowledge and resources in the application of technical or scientific expertise, or the exercise of professional, artistic or management discretion or judgment, including, without limitation, the Services of an accountant, physician or dentist, educator, information technology professional, Consultant, broadcaster, or artist (including a photographer, filmmaker, painter, weaver or sculptor).

2.2.1.6 Proposal means a written response to a Request for Proposals.

2.2.1.7 Proposer means an individual, corporation, partnership, limited liability company, association, joint venture, governmental agency, public corporation, or any other legal or commercial entity who submits a Proposal in response to a Request for Proposals.

2.2.1.8 Responsible means meeting the standards set forth in OAR 125-247-0640 or 125-249-0390(2) and not debarred or disqualified by the Authorized Agency under OAR 125-247-0575 or 125-249-0370.

2.2.1.9 Responsive means having the characteristic of substantial compliance in all material respects with applicable solicitation requirements.

2.2.1.10 Services means Personal Services.

2.2.1.11 Scope means the extent or range of view, outlook, application, operation, or effectiveness.

2.2.2 Project Specific Definitions

2.2.2.1 Cash Assistance means Refugee Cash Assistance ("REFC") and Temporary Assistance to Needy Families ("TANF").

2.2.2.2 Client means an individual who meets the eligibility criteria as described in section **2.4 Scope of Work**.

2.2.2.3 Community-Based Organization ("CBO") means a public or private nonprofit organization that is representative of a community, or significant segments of a community, and engaged in meeting that community's needs in the areas of social, human, or health services.

2.2.2.4 Database of Oregon Refugees ("DOOR") means the web-based application used for data collection and reporting by the Agency

2.2.2.5 Digital Literacy means a person's ability to find, evaluate, and communicate information by utilizing typing or digital media platforms.

2.2.2.6 English as a Second Language ("ESL") Classes means instruction to teach English language skills, which may include listening, speaking, reading, writing, study skills and content vocabulary.

2.2.2.7 Family Self-Sufficiency Plan ("FSSP") means a plan that addresses the employment-related Service needs of the employable members in a family for the purpose of enabling the family to become self-supporting through the employment of one or more family members. FSSPs are required for both REFC recipients and individuals not receiving any Cash Assistance.

2.2.2.8 Faith-Based Organization means a charitable or nonprofit organization

affiliated with a religious group or inspired by religious beliefs.

- 2.2.2.9 Families** means a family unit comprised of individuals who are eligible for ORR Services.
- 2.2.2.10 Federal Office of Refugee Resettlement (“ORR”)** means the office under the Federal Department of Health and Human Services that promotes the health, well-being, and stability of refugees, unaccompanied children, and other eligible individuals and families through culturally responsive, trauma-informed, and strengths-based Services.
- 2.2.2.11 GED Program** means a program to give an individual an opportunity to demonstrate the level of achievement usually acquired through the completion of a traditional United States (“U.S.”) high school course of study. The GED is an equivalent certificate to a U.S. high school diploma.
- 2.2.2.12 Individual Employment Plan (“IEP”)** is an individualized written plan for a Refugee registered for employment services that sets forth a program of Services intended to result in the earliest possible employment of the Refugee. This is to be created for all Refugee Employment Program (“REP”) participants.
- 2.2.2.13 Matching Grant enrollees** means Refugees who have signed up for the federal Matching Grant program and are within their Matching Grant period of eligibility.
- 2.2.2.14 Needs Assessment** means an evaluation completed with a Client seeking Services to determine their goals, barriers, strengths, resources, and Services needed in order for the Client to reach their goals.
- 2.2.2.15 Other Local Service Providers** means local service providers that do not receive funding from ORR.
- 2.2.2.16 Personal Development Plan (“PDP”)** is defined in OAR 461-001-0025(6) as a written outline, developed in partnership by the participant and family coach, with input from community partners as appropriate, listing activities and goals for the individual. PDPs are required for TANF recipients.
- 2.2.2.17 Pre-Employment Training (“PET”)** means a training program that is provided by the awarded Contractor to Clients as part of their

employability Services. PET Services include English Language Instruction (“ELI”), Vocation Training (“VT”), On the Job Training (“OJT”), and other training that provides the Client with employment skills.

2.2.2.18 Refugee Cash Assistance (“REFC”) is a federal assistance program administered by Agency. REFC is cash assistance provided to low-income Refugees, who are not eligible for the TANF program.

2.2.2.19 Refugee Employment Services (“RES”) is a collection of Services provided by the awarded Contractor which focuses on creating an employment plan that supports the Client’s FSSP/PDP and includes career development training and job search and placement Services.

2.2.2.20 Refugees mean all eligible populations listed in section 2.4.1.1.

2.2.2.21 Resettlement Agencies (“RA”) are agencies who have contracted with the Agency as an affiliate of a recognized national resettlement agency to provide initial resettlement Services to Refugees during the initial resettlement period. RAs may also be referred to as local resettlement providers (LRPs).

2.2.2.22 Service Plan means a Service delivery plan completed with a Client seeking Services, to support the Client in achieving their identified goals. The Service Plan shall be informed by the Client’s Needs Assessment. An example of a Service plan is an FSSP.

2.2.2.23 State Agencies means agencies that are created by the state government to carry out specific functions or Services on behalf of the state.

2.2.2.24 Temporary Assistance to Needy Families (“TANF”) means the federal cash assistance program administered by Agency, that provides financial assistance to families with children who are experiencing low income.

2.2.2.25 Program of Initial Resettlement (PIR)”: means the federal program administered by the [Office of Refugee Resettlement \(ORR\)](#) that provides newly arrived refugees and Special Immigrant Visa (SIV) holders with essential, short-term support during their first 30 to 90 days in the United States. PIR services are provided by RAs.

2.2.3 OregonBuys Terminology

2.2.3.1 An Addendum to an RFP is a written change to the RFP.

2.2.3.2 An Amendment is a change or addition to the electronic Bid Solicitation. An Amendment includes Applicant List, Intent to Award Notice, Questions and Answers, and Written Addendums.

2.2.3.3 The Attachments described in subsection 3.3 of this RFP are Attachments in OregonBuys or Attachments that need to be created by Proposer. Attachments in OregonBuys must be downloaded from OregonBuys in addition to this RFP Document.

2.2.3.4 Bid or Bid Solicitation is the same as Request for Proposals. The Bid Solicitation number S-10000-000016969 is Agency's Request for Proposals from qualified Vendors to provide project management Services.

2.2.3.5 Bid Availability Date is the date and time the Bid Solicitation will be visible in OregonBuys for vendors to respond.

2.2.3.6 Bid Opening Date is the date and time after which vendor Proposals will no longer be accepted in OregonBuys.

2.2.3.7 A Quote is a Vendor's response to a Bid Solicitation. The Vendor submits a Quote in OregonBuys using the Attachment documents provided by Agency in OregonBuys, and the Attachment documents that must be created by Vendor, if any.

2.2.3.8 As used in OregonBuys, **Seller** or **Seller Administrator** may be the same entity as a Vendor, Supplier, or the Proposer.

2.2.3.9 Vendor refers to the public or private entity that registers in OregonBuys to respond to Bid Solicitations or view awarded contracts and agreements.

2.2.4 OregonBuys Resources:

2.2.4.1 For Assistance with OregonBuys (Vendor Help Desk):

Email: support.oregonbuys@das.oregon.gov

Phone: 1-855-800-5046 (Support Hours: 7 am – 6 pm, PT, Monday – Friday, closed state holidays)

2.2.4.2 For information on **how to register** as a Vendor in OregonBuys:

[How to Register](#)

2.2.4.3 For guidelines on **how to find** an open or closed Bid Solicitation in OregonBuys:

[How to Find](#)

2.2.4.4 Detailed instructions on **how to submit** a Proposal (“Quote”) in OregonBuys:

[How to Submit](#)

2.3 OVERVIEW AND PURPOSE

2.3.1 Agency Overview and Background

2.3.1.1 Oregon Department of Human Services

The Oregon Department of Human Services is Oregon’s principal agency for helping Oregonians achieve well-being and independence. We provide direct Services to more than one million Oregonians each year. These Services are a key safety net for people in diverse communities across Oregon. Through our Building Well-being Together initiative, we’re working to ensure that people, families and communities across Oregon have the Services and supports they need.

Our vision, mission and goals

Vision: Safety, health and independence for all Oregonians.

Mission: To help Oregonians in their own communities achieve well-being and independence through opportunities that protect, empower, respect choice and preserve dignity.

Goals:

- People are safe and living as independently as possible.
- People are able to support themselves and their families through stable living wage employment.
- Children and youth are safe, well and connected to their families, communities and cultural identities.
- Choices made by seniors and people with disabilities about their own lives are honored.
- Partners, clients and community members are actively engaged in a variety of collaborative and cultural identities.
- Culturally specific and responsive Services are provided by highly qualified and diverse staff.

- The department is committed to equal access, Service excellence and equity for all Oregonians.

2.3.1.2 Office of Oregon Self-Sufficiency Programs

Oregon's Self-Sufficiency Programs ("SSP") provide resources, like cash and food assistance, as well as targeted Services to help people move out of poverty and toward whole well-being. Programs include food benefits (SNAP), cash assistance (TANF), Services for domestic violence survivors, resources for refugees, and support for youth experiencing homelessness. People can apply for these programs by phone, in person or online at one.oregon.gov.

2.3.1.3 Refugee Program

The Refugee Program is Oregon's main program that supports refugees. It provides Refugee Cash Assistance and Refugee Medical Assistance. It also manages state and federal funding to offer social Services that help eligible refugees and other humanitarian immigrants in Oregon become independent and successfully adjust to life in the United States.

2.3.2 Project Overview and Background

2.3.2.1 Cash Recipients

Oregon has had over 14000 cash recipients with an ORR eligible status in the past 5 years. These individuals have received cash assistance on over 8000 unique cases. One third of these cash recipients have arrived through the refugee resettlement program. The remaining two thirds are Cuban/Haitian Entrants, Ukrainian Humanitarian Parolees and other ORR eligible individuals who have resettled in Oregon on their own. All these individuals are potentially eligible Clients to be served through up to two Contracts awarded because of this RFP.

2.3.2.2 Breakdown by Country of Origin

These arrivals and cash recipients were from 94 countries. The table below shows the percentage breakdown by the largest countries.

Countries	% of Total Cash recipients
Ukraine	34%
Cuba	23%

Countries	% of Total Cash recipients
Afghanistan	14%
Haiti	5%
Venezuela, Bolivarian	
Republic Of	3%
Myanmar (Burma)	3%
Democratic Republic of	
the Congo	2%
Other Countries	16%

2.3.2.3 Breakdown by Immigration Status

Immigration Status	% of Total Cash recipients
Asylum Granted	1%
Cuban/Haitian Entrant	28%
Humanitarian Parolees	40%
Refugees	21%
Special Immigrant Visa	
Holders from	
Afghanistan and Iraq	10%

2.3.2.4 Breakdown by County of Residence

Counties	% of Total Cash recipients
Multnomah county	61%
Washington county	13%
Clackamas county	12%
Marion county	10%
Lane county	2%
Benton county	1%
Other Counties	1%

2.3.2.5 Top Spoken Languages

Languages	% of Total Cash recipients
Spanish	29%

Languages	% of Total Cash recipients
Russian	19%
Ukrainian	14%
Dari	8%
English	7%
Haitian	3%
Rohingya	2%
Central Pashto	2%
Swahili	2%
Standard Arabic	1%
Farsi / Persian	1%
Other	12%

2.3.3 Purpose

The purpose of this RFP is to award up to two Contracts to provide Refugee Employment and Pre-Employment Services under the Refugee Employment Program to Clients that have resettled in Oregon and require assistance to adapt to living and working in the U.S.

2.4 SCOPE OF WORK

The Agency is seeking proposals from qualified Proposers to provide Services with at least the levels of experience, abilities and expertise identified in this RFP. For purposes of this section **2.4 Scope of Work**, Contractor means the Apparent Successful Proposer(s).

2.4.1 Eligibility Criteria

2.4.1.1 To be eligible for Services under the awarded Contract, the individual must hold one of the following immigration statuses:

2.4.1.1.1 Refugee: An individual who is admitted to the U.S. as a refugee under section 207 of the Immigration and Nationality Act (INA) (8 U.S.C. 1157);

2.4.1.1.2 Asylum Granted: An individual who is granted asylum under section 208 of the INA (8 U.S.C. 1158);

2.4.1.1.3 Cuban or Haitian Entrant: A "Cuban entrant" or "Haitian entrant" (as defined in section 501(3) of the Refugee Education Assistance Act of 1980);

2.4.1.1.4 Iraqi and Afghan SIV holders: An Iraqi or Afghan individual granted SIV status under section 101(a)(27) of the INA. These individuals are lawfully admitted for permanent residence under the INA;

2.4.1.1.5 Amerasians: An individual who is granted immigration status under section 584 of Public Law 100-202; the Foreign Operations, Export Financing, and Related Program Appropriations Act of 1988; as amended by Public Law 100-461. These individuals are lawfully admitted for permanent residence under the INA;

2.4.1.1.6 Certified Foreign-Born Victim of Human Trafficking:

- An individual who is a "victim of a severe form of trafficking in persons" certified under the Victims of Trafficking and Violence Protection Act of 2000 (22 U.S.C. 7101 to 7112), or
- An individual who is a family member of a "victim of a severe form of trafficking in persons" who holds a visa for family members authorized by the Trafficking Victims Protection Reauthorization Act of 2003 (22 U.S.C. 7101 to 7112).

2.4.1.1.7 Afghan Special Immigrant Conditional Permanent Resident:

- An individual who is a citizen or national of Afghanistan who was granted Special Immigrant Conditional Permanent Resident status on or after July 31, 2021;
- An unmarried child under the age of 21 or spouse of an individual listed in section **2.4.1, "Eligibility Criteria"**, subsection **2.4.1.1**, paragraph **2.4.1.1.7**, first bullet; or
- A parent or legal guardian of an individual listed in section **2.4.1, "Eligibility Criteria"**, subsection **2.4.1.1**, paragraph **2.4.1.1.7**, first bullet, who is determined to be an unaccompanied child as defined by 6 U.S.C. § 279(g)(2).

2.4.1.1.8 Afghan SQ/SI Parolee:

- An individual who is a citizen or national of Afghanistan who was granted Special Immigrant SQ/SI Parole status on or after July 31, 2021;
- An unmarried child under the age of 21 or spouse of an

individual listed in section **2.4.1, "Eligibility Criteria"**, subsection **2.4.1.1**, paragraph **2.4.1.1.8**, first bullet; or

- A parent or legal guardian of an individual listed in section **2.4.1, "Eligibility Criteria"**, subsection **2.4.1.1**, paragraph **2.4.1.1.8**, first bullet, who is determined to be an unaccompanied child as defined by 6 U.S.C. § 279(g)(2).

2.4.1.1.9 Afghan Humanitarian Parolees:

- Citizens or nationals of Afghanistan paroled into the U.S. under section 212(d)(5) of the INA between July 31, 2021, and September 30, 2023;
- Spouse or child of any Afghan humanitarian parolee described in **2.4.1, "Eligibility Criteria"**, subsection **2.4.1.1**, paragraph **2.4.1.1.9**, first bullet; or
- Parent or legal guardian of any individual described in **2.4.1, "Eligibility Criteria"**, subsection **2.4.1.1**, paragraph **2.4.1.1.9**, first bullet, who is determined to be an unaccompanied child as defined by 6 U.S.C. § 279(g)(2), who is paroled into the U.S. after September 30, 2023.

2.4.1.1.10 Ukrainian Humanitarian Parolees;

- An Individual paroled into the U.S. between February 24, 2022, and September 30, 2024, and meets one of the following:
 - Is a citizen or national of Ukraine; or
 - Last habitually resided in Ukraine.
- Paroled after September 30, 2023, and who is one of the following:
 - An unmarried child under the age of 21 of an individual listed in **2.4.1, "Eligibility Criteria"**, subsection **2.4.1.1**, paragraph **2.4.1.1.10**, first bullet. An unmarried child is an individual as defined in section 101(b) of the INA (8 U.S.C. § 1101(b)); or
 - The spouse of an individual listed in Section in **2.4.1**,

“Eligibility Criteria”, subsection 2.4.1.1, paragraph 2.4.1.1.10, first bullet.

- An individual who was paroled into the U.S. after September 30, 2023, and is the parent, legal guardian, or primary caregiver of one of the following:
 - An individual listed in **2.4.1, “Eligibility Criteria”, subsection 2.4.1.1, paragraph 2.4.1.1.10, first bullet**, who is an unaccompanied refugee minor, as defined in section 412(d)(2)(B) of the INA (8 U.S.C. § 1522(d)(2)(B)); or
 - An individual listed in **2.4.1, “Eligibility Criteria”, subsection 2.4.1.1, paragraph 2.4.1.1.10, first bullet** who is an unaccompanied child, as defined in section 462(g)(2) of the Homeland Security Act of 2002 (6 U.S.C. § 279(g)(2)).

2.4.1.1.11 Any other statuses eligible under OAR 461-120-0125(5); or

2.4.1.1.12 Individuals defined in 45 Code of Federal Regulation (CFR) 400.208(a).

2.4.1.2 Eligibility Date:

2.4.1.2.1 For all individuals listed in **2.4.1, “Eligibility Criteria”, subsection 2.4.1.1, paragraph 2.4.1.1.1 through 2.4.1.1.11**, their eligibility date starts from the date they receive their first eligible immigration status; or

2.4.1.2.2 For a child found eligible in accordance with **2.4.1, “Eligibility Criteria”, subsection 2.4.1.1, paragraph 2.4.1.1.12**, their eligibility date starts from the most recent eligibility date of their parent(s) who qualifies for ORR services.

2.4.1.3 Eligibility Period:

2.4.1.3.1 Individuals listed in **2.4.1, “Eligibility Criteria”, subsection 2.4.1.1, paragraph 2.4.1.1.1 through 2.4.1.1.1.8**, are eligible for Service up to 60 months from the date the individual received their first eligible immigration status;

2.4.1.3.2 Individuals listed in **2.4.1, “Eligibility Criteria”, subsection 2.4.1.1, paragraph 2.4.1.1.9 through 2.4.1.1.1.10** are eligible for Services

until the end of the individual's parole term or 60 months, whichever is earlier. If the individual receives another eligible immigration status, they may be eligible for Services up to 60 months from the date of their first eligible immigration status;

2.4.1.3.3 If any of the individuals in **2.4.1, "Eligibility Criteria"**, subsection **2.4.1.1**, paragraph **2.4.1.1.9** through **2.4.1.1.10** obtains Temporary Protected Status (TPS), the individual will remain eligible for ORR benefits and Services until the end of the individual's parole term. An individual with only TPS and no underlying humanitarian parole is not eligible; and

2.4.1.3.4 For a child found eligible in accordance with **2.4.1, "Eligibility Criteria"**, subsection **2.4.1.1**, paragraph **2.4.1.1.12**, their eligibility period will match the eligibility period of their parent(s) who most recently qualified for ORR Services.

2.4.1.4 Immigration Documents: To establish eligibility the Contractor must verify the Client's immigration documents. Contractor shall review more than one immigration document if necessary to establish eligibility. Immigration documents are listed in ORR Policy Letter [16-01](#), [22-02](#), [22-13](#) or [Oregon Programs Eligibility Notebook \(OPEN\) Chapter 6 Non-Citizens](#).

2.4.1.5 Residency: The individual must be a resident of Oregon.

2.4.1.6 Clarification: Agency shall have the authority to issue clarifications regarding eligibility and immigration documents as necessitated by changes in Federal policies.

2.4.2 Service Area

Contractor shall provide in-person Services in either Area 1 – Portland-Metro area, or Area 2 – Salem-Corvallis-Eugene area. The Contractor shall also provide virtual Services statewide to eligible clients who cannot access in-person Services.

2.4.3 Services to be Provided

2.4.3.1 RES

Contractor shall provide RES Services to all individuals referred to Contractor by ODHS and work closely with PET to serve Refugees and help them towards self-sufficiency.

2.4.3.1.1 Intake for RES

Contractor shall complete a RES intake with all Refugees requesting Services. A RES intake determines if the Refugee is eligible to receive RES Services, provides an overview of Services, and collects demographic information. Intake with Refugees shall require completion of the following steps:

Contractor shall:

2.4.3.1.1.1 Ensure that all Refugee applicants meet project eligibility per section **2.4.1, Eligibility Criteria;**

2.4.3.1.1.2 Complete an Agency approved information intake form for each referral with a copy sent to Agency branch office and Agency central office;

2.4.3.1.1.3 Provide each Refugee an overview of Services;

2.4.3.1.1.4 Inform Refugees at the time of intake of the Client's Employment Rights and Responsibilities:

- Client's rights:
 - Regarding fair, respectful, and equitable treatment;
 - Regarding receiving interpretation in the language of their choice;
 - Clients are made aware that women have the same rights as men to all Services; and
 - To file a complaint or request a hearing.
- Client's Responsibilities:
 - To participate in employment planning and in the creation of the Client's IEP.
 - To participate in the IEP activities to move them towards self-sufficiency;
 - Joint responsibility with Contractor to seek employment; and

- To communicate about job placement, any limitations to employment and jobs participation, any need of accommodations to participate in activities, or any other concern or issue related to these Services;

2.4.3.1.2 FSSP or PDP

2.4.3.1.2.1 If the Client is receiving Cash Assistance, the Contractor shall receive a copy of the FSSP or PDP from Agency.

2.4.3.1.2.2 If a Client is not receiving Cash Assistance, the Contractor shall create a new FSSP for the client.

2.4.3.1.3 Individual Employment Plan

Contractor shall:

2.4.3.1.3.1 Create an IEP with the participation of each Client enrolled in RES Services. The IEP shall include:

- Information from FSSP for REFC Clients or PDP for TANF Clients;
- Steps to meet the needs of each Client after reviewing personal work skills, employment goals, and training needs with reasonable time frames; and
- Short term and long-term employment goals with the Client's input and participation. Contractor shall explain the concept of short and long-term goals. If after consultation with Client, no goal can be identified then that must be documented.

2.4.3.1.3.2 If the Client has a non-employment need, refer Client to Agency and, if applicable, to extended case management or other available community resources;

2.4.3.1.3.3 Assure that English language acquisition is provided to Clients concurrently with Employment Services and is described in their IEP;

2.4.3.1.3.4 Obtain a work history from each Client to establish goals in their IEP and help to create a resume. The focus is to obtain as

much information as possible from past work, Client's transferable skills, or other information that will be helpful in setting IEP goals for each Client;

- 2.4.3.1.3.5** Explain the Client's rights and responsibilities regarding participation in the IEP activities and explain what is required if Client is unable to follow the plan;
 - 2.4.3.1.3.6** Explain the next steps for the completion of the IEP and describe the Services available from the Contractor and other service providers within the area;
 - 2.4.3.1.3.7** Provide details such as the time of day and days of the week the Services shall be provided;
 - 2.4.3.1.3.8** Keep in mind the differing requirements of the REFC and the TANF programs when creating an IEP for each Client and the unique needs that each Client may have;
 - 2.4.3.1.3.9** Assist Client with PET activities, which may be at the Contractor's site, online, or at local English as a Second Language (ESL) program provider or vocational training center. Contractor shall make connections for the Client and collect information on attendance if the activities are at other locations;
 - 2.4.3.1.3.10** Update IEP any time there is a change in the Client's situation, or upon a Client's request. The updated IEP still needs to fit the requirements of the ODHS FSSP or the PDP; and
 - 2.4.3.1.3.11** If the Client is receiving Cash Assistance, the Contractor shall send any recommendations to Agency to update the FSSP or PDP and changes to the IEP to Agency.
- 2.4.3.1.4** Client Referral to Employment and Career Development Training
- Contractor's RES worker shall discuss PET, Education, and Career Training options with the Client. Depending on where they reside, and on their preferences, the Contractor shall either refer them to the in-house PET and vocational training or to an external training. Contractor shall discuss available possibilities with the Client and the methods of collecting attendance if attending a training at a different location.

- 2.4.3.1.4.1** Contractor shall emphasize that the initial training with PET should include information on the U.S. employment market and how to seek and obtain work in the U.S;
- 2.4.3.1.4.2** Contractor shall work jointly with mainstream vocational training providers to explore opportunities which fit the employment goals of the Client;
- 2.4.3.1.4.3** Vocational training for REFC Clients who are professionals in need of professional refresher training and other recertification Services in order to qualify to practice their profession in the U.S., may consist of full-time attendance in a college or professional training program, provided that such training: is approved as part of the individual's employability plan; does not exceed one year's duration; and, if completed, can realistically be expected to result in such relicensing. This training may only be made available to individuals who are employed; and
- 2.4.3.1.4.4** Contractor shall track the Client's attendance in Employment and Career Development Training.
- 2.4.3.1.5** Employment Outreach Services
 - Contractor shall conduct outreach to encourage local employers to hire Refugees.
 - 2.4.3.1.5.1** The Outreach shall include collecting information to determine current employment markets for Refugees;
 - 2.4.3.1.5.2** Contractor shall complete specialized employment market research when there are more skilled Refugees coming into the U.S. with work history that match employer's demands for a particular skilled labor force;
 - 2.4.3.1.5.3** Contractor's outreach shall consist of providing potential employers with information regarding Refugees and the support that the Contractor will provide to the employer if they hire a Refugee, and encourage them towards hiring Refugee workers; and
 - 2.4.3.1.5.4** Contractor shall maintain a resource list of employers who are open to hiring Refugees.

2.4.3.1.6 Job search and Job Placement Services

Contractor shall assist those Refugee Clients whose IEP lists finding employment as a goal.

2.4.3.1.6.1 Job Search

Requires Contractor's assistance and shall include:

- Collecting information on local job openings and providing such information to Clients;
- Outreach to employers to advocate for the hiring of Refugee Clients;
- Assisting Clients who show an interest in a particular vacancy to apply for the position. Contractor shall be responsive to the Client's request for assistance to apply at particular job sites, even if in the Contractor's opinion, the Client is not qualified for the position;
- Assisting Clients in completing online applications for positions they are interested in;
- Following up on the results of the applications with the employer;
- If the employer is interested in interviewing a Client, evaluate the Client's interview skills, and provide coaching if needed prior to the interview;
- Providing transportation assistance if requested by the Client;
- Assisting the Client at the interview if allowed by the prospective employers.
- Following up after the interview to seek the results of the interview; and
- Advising the Client based on the observed interview or information received from the interviewer.

2.4.3.1.6.2 Job Placement

Contractor shall assist a newly employed Client with the following:

- Understanding the requirements of the job;
- Making a transportation plan;
- Stressing the importance of punctuality and calling the employer if there is an issue preventing the employee from reaching the job site;
- Explaining the Client's rights and responsibilities at work;
- Providing interpretation and other assistance requested by the Client upon placement; and
- Contractor shall complete job Placement forms and send to the Agency worker handling the case and to Agency Central office.

2.4.3.1.6.3 Job Retention Services

Contractor shall follow up with the newly placed Client and their employer at regular intervals.

- Job retention Services shall be provided for a period of up to 90 days after job placement, to ensure that the new placement is proceeding smoothly; and
- The objective of job retention Services is to ensure issues and complaints are resolved equitably between the employer and Client minimizing any disruption to the employment.

2.4.3.1.6.4 Coordination of Services.

Maintaining communication with Agency: Contractor shall maintain regular communication with Agency regarding Clients who are receiving Cash Assistance and have been referred by Agency for RES. The purpose is to keep the Agency

worker handling the case updated regarding the Client's participation and progress in RES activities. At a minimum the following information is to be conveyed to the Agency worker handling the case:

- Client's job placement, including hours of work, wage, and employer information;
- Client's medical limitations which limit class attendance or employment work search activities, which were not included in the PDP or the FSSP;
- Client medical statements limiting participation in activities;
- Changes in the IEP;
- Changes in activities; and
- Client's participation and attendance

2.4.3.1.7 Youth Employment Services

Contractor shall assist youth Refugees, who are 16 years old or older, to find summer or after school employment. Contractor shall ensure:

2.4.3.1.7.1 The youth Refugee is not leaving or missing school to join employment; and

2.4.3.1.7.2 Youth Employment Services consist of outreach, job search, job placement and job retention as per the description above. In addition Contractor shall provide Services with special emphasis on the youth's safety. This shall include but not be limited to:

- Making sure transportation is available to the youth employee from the work site;
- Ensuring the parent(s) are informed of the youth's employment Services;
- Ensuring that the details of the youth's employment

including the address; hours of work, transportation arrangements, and supervisor's name are provided to the parents, and are in written format with the youth; and

- That the youth knows what to do in case of an emergency or if they have a question.

2.4.3.1.8 Case Closure

Contractor shall close an Employment case in the following instances:

- 2.4.3.1.8.1** Completing 90-day retention of job placement if the Client is no longer receiving Services;
- 2.4.3.1.8.2** If the Client withdraws from Services. This information shall be conveyed to the Agency worker handling the case;
- 2.4.3.1.8.3** Receipt of an updated PDP or FSSP which removes finding employment as a goal for the Client;
- 2.4.3.1.8.4** In case of loss of contact, Contractor shall inform Agency if there is a Cash Assistance case open at Agency. If a Cash Assistance Case is open, Contractor shall wait for the Agency Cash Assistance case to close prior to closing the Employment Service case. If there is no Agency Cash Assistance case open, then the Contractor shall mail a 10-day notice at the last known address and close the Employment Service case at the end of the notice period;
- 2.4.3.1.8.5** Lack of participation on the part of the Client shall be reported to the Agency Family Coach, if there is an open Agency Cash Assistance case. The Employment Service case shall be closed after consultation with the Agency worker handling the Cash Assistance case. If there is no Agency Cash Assistance case open and the Client is not participating, then the Employment Service case closure shall occur after an in-house staffing. The Contractor shall mail a 10-day notice at the last known address and keep a copy on file; and
- 2.4.3.1.8.6** Contractor shall provide all information; and participate upon request, if there is an Agency staffing.

2.4.3.2 PET

Contractor shall provide PET and mainstream Education Connection Services to all new RES Clients whose IEP requires participation in these Services; and career development Services to all those Clients who request it. Those Clients whose cases are being reopened shall be screened to see if they need the in-house trainings, or if they can be referred to mainstream services. New Clients who are already enrolled in mainstream ESL classes shall be evaluated to see if they need to receive Contractor's PET as well. Contractor's PET shall cover the following basics:

2.4.3.2.1 English as a Second Language

- 2.4.3.2.1.1** Contractor shall provide ESL classes with an emphasis on English as it relates to obtaining and retaining a job;
- 2.4.3.2.1.2** To avoid interference with refugee employment, ESL classes must be provided to the fullest extent feasible outside normal working hours; and
- 2.4.3.2.1.3** ESL classes must be provided in a concurrent, rather than sequential, time period with employment or with other employment-related Services.

2.4.3.2.2 Introduction to U.S. Employment

- 2.4.3.2.2.1** Explaining how the U.S. employment market works;
- 2.4.3.2.2.2** Job search steps such as reading job announcements, networking, dropping off resumes, and other job search related tasks;
- 2.4.3.2.2.3** Explaining how to complete Job Applications, such as understanding the terminology, and defining one's skills and past experience;
- 2.4.3.2.2.4** Learning basic English terms to complete employment applications, and understanding interview questions; and
- 2.4.3.2.2.5** Any other areas where the Contractor thinks instruction would be helpful to the Client.

2.4.3.2.3 Mass Transit Training (MTT) Provision to Clients in the Use and Understanding of Public Transportation.

Contractor shall provide MTT to the Client. MTT shall include, but not be limited to:

- 2.4.3.2.3.1** An overview of the city geographical divisions;
- 2.4.3.2.3.2** Reading street signs;
- 2.4.3.2.3.3** Reading a city map;
- 2.4.3.2.3.4** How to find out bus arrival and departure times;
- 2.4.3.2.3.5** Bus fares, zones, and how to pay for transportation;
- 2.4.3.2.3.6** How to use public transportation – including learning to use the bus and the light rail system;
- 2.4.3.2.3.7** Rights and Responsibilities while using public transit;
- 2.4.3.2.3.8** Contractor shall ensure that the Client has a basic idea of how to use the public transportation system at the end of the class training; and
- 2.4.3.2.3.9** For Clients residing outside the Tri-County area, Contractor shall refer Clients to the RA who resettled the Client, or to the Agency Family Services and Connections Project for transportation training.

2.4.3.2.4 Child Care Training (CCT)

Contractor shall provide a Child Care training to all those enrolled Clients whose children are under 13 years old or have special needs which require childcare until age 18. The training shall cover, but is not limited to:

- 2.4.3.2.4.1** Choosing a childcare provider;
- 2.4.3.2.4.2** What to expect from a childcare provider;
- 2.4.3.2.4.3** Addressing safety concerns, including provision of medication, children's allergies, and other safety concerns;

2.4.3.2.4.4 Client responsibilities;

2.4.3.2.4.5 When childcare can be used and reimbursed by Agency;

2.4.3.2.4.6 Submission of childcare expenses to Agency;

2.4.3.2.4.7 What happens once the Client is employed; and

2.4.3.2.4.8 Assistance that is available for children with special needs.

2.4.3.2.5 Occupational Training Modules

Contractor shall create and provide short training modules on entry level occupations. These shall be designed to assist and develop quick skills for entry level occupations such as Janitorial/Housekeeping; Food Handler's Card; Math Conversion skills, and other such skills. The Occupational Training shall be provided in-house, and a schedule prepared based on the demand for the training.

2.4.3.2.6 Vocational Training

Contractor shall explore the possibility of short-term Vocational Training with the Client if it meets the IEP requirements.

Contractor shall:

2.4.3.2.6.1 Review with the Client any additional areas where they determine that the Client may benefit from specific training or instruction that would be helpful to the Client;

2.4.3.2.6.2 Research or otherwise assist the Client who has an interest in an occupation where a short-term vocational training, of less than one (1) year in length, can help them achieve their long-term career goal. Assist by connecting them with vocational training opportunities locally;

2.4.3.2.6.3 Work with the Client to see if the training is part of their employment plan; how the Client will support themselves while receiving vocational training; and available resources to pay for the training;

2.4.3.2.6.4 Research with mainstream agencies to see if the Client can

access the training through WorkSource Oregon, Local Community Colleges or other providers. If the Client receives TANF, the Contractor shall reach out to the Agency worker to see if the training can fit into the Client's PDP; and

2.4.3.2.6.5 Contractor shall provide support to the Client to create a vocational training plan. Client specific training needs may be paid for depending on the project funds available as stated in the Budget Summary of the awarded Contract. If funds are available, the Contractor may only pay for approved vocational training for Clients.

2.4.3.2.7 Education Connection Services

2.4.3.2.7.1 Contractor shall work actively with the local community colleges or other ESL providers to enroll the Client into mainstream ESL classes; and

2.4.3.2.7.2 Contractor will decide to complete Comprehensive Adult Student Assessment Systems (CASAS) testing in order to assist early enrollment in local colleges.

- Contractor shall collect Client attendance from the mainstream community colleges either directly from the college office, after getting a Release of Information from the Client, or directly from the Client at regular intervals as needed to track participation;
- Contractor shall work out times when the Client shall attend classes and when the Client shall be available for work search;
- Clients who are volunteers for employment or are secondary wage earners unwilling to participate in community college ESL due to the timing of ESL Services are available, may be referred to the RAs for connection to smaller local language acquisition resources; and
- Clients who are receiving Cash assistance need to meet participation requirements where attendance information is required.

2.4.3.2.8 Career Development Services

Contractor shall ensure that Employment is the primary outcome for all enrollees as per OAR 461-130-0315. Contractor's assistance shall primarily focus on the PDP for TANF families or FSSP for REFC participants.

2.4.3.2.8.1 Clients may request career development Services, or Contractor staff may determine that a Refugee Client would benefit from career development Services. In such cases, Contractor shall work to concurrently find employment along with career development Services for the Refugee so that participants reach self-sufficiency; and

2.4.3.2.8.2 Career development Services may include researching the steps needed to reach particular goals, exploration of the costs, connection Services to re-certification or educational centers, mentorship through someone who is already working in the position that the Client desires; and trying to find an entry level position in the same occupation which allows the Client to learn more about the job requirements.

2.4.3.2.9 Referral to Career development Services through WorkSource Oregon

Contractor shall connect Clients, especially those who desire skill training to WorkSource Oregon.

2.4.3.2.10 Digital Literacy

Contractor shall provide digital literacy classes to the Clients.

2.4.3.2.11 Computer Labs

Contractor may:

2.4.3.2.11.1 Offer computer lab Services to enrolled Clients, as determined by the Contractor, to overcome barriers to access of Services; and

2.4.3.2.11.2 The Contractor shall develop and provide safe and effective direction to Clients on how to utilize online learning resources.

- Contractor shall ensure that the lab has a technician or instructor who can assist the Client; and
- Computer labs shall be geared towards introducing new Clients to computers, assisting more experienced Clients to create resumes, and help move all Refugee Clients towards self-sufficiency.

2.4.3.2.12 Tracking Participation

Contractor shall collect information and log participation hours as per Agency requirements for all those Clients who are receiving either TANF or REFC assistance. This information shall be provided to Agency at least, on a monthly basis.

Contractor shall:

- 2.4.3.2.12.1** Maintain regular contact with mainstream ESL Service Providers to ensure that Refugee Clients are enrolled in mainstream ESL and have access to other resources which may assist them; and
- 2.4.3.2.12.2** Create an effective measure of estimating participation for Clients who participate in online PET learning, for completion of any virtual activities.

2.4.3.3 Employment Support Services

- 2.4.3.3.1** Contractor may aid with transportation for eligible Clients per OAR 461-120-0125(5) that are not work authorized but engaged in approved activities not directly related to work. English Language Acquisition is one such example of an approved activity;
- 2.4.3.3.2** Contractor may provide employment support Services to Clients not receiving REFC and TANF. Contractor provided support Services shall be in accordance with OAR 461-190-0215; and
- 2.4.3.3.3** REFC and TANF Clients shall be referred to Agency for accessing support Services.
- 2.4.3.4** Contractor may provide any other employability Services listed under [45 CFR 400.154](#).

- 2.4.3.5** Clients may concurrently participate in more than one type of Service.
- 2.4.3.6** Services shall be responsive to changes in ORR eligibility criteria, to changes in the number of refugee arrivals and to changes in communities where refugee arrivals are resettling.
- 2.4.3.7** Services shall be provided in accordance with the Code of Federal Regulations, [45 CFR Part 400](#) (Refugee Resettlement Program), ORR Policy Letters, Federal laws and State of Oregon rules and laws.
- 2.4.3.8** Contractor shall collaborate with CBOs, RAs, Agency, other state agencies, faith-based organizations, ORR Service providers, and other local service providers to ensure Service coordination and to avoid duplication of Services.
- 2.4.3.9** Contractor shall provide Services to Clients within their eligibility period, as listed in **2.4.1, “Eligibility Criteria”**, subsection **2.4.1.3 “Eligibility Period”** subsection **2.4.1.3.1** through **2.4.1.3.4**, but shall prioritize Clients who are within their first 12 months of arrival in the U.S. The Contractor shall also prioritize Clients with the most persistent, pressing, or underserved needs.
- 2.4.3.10** Contractor shall participate in Agency meetings to ensure Client needs are addressed and Services are coordinated.

2.4.4 Safety

To ensure the safety of Clients who are under 18 years old, Contractor shall:

- 2.4.4.1** Obtain parent or legal guardian’s permission for the Client’s enrollment and participation in Services, prior to providing any Services.
- 2.4.4.2** Provide adult supervision of the Client during Service provision.

2.4.5 Transportation Services

Contractor may provide transportation services to Refugees as needed in order to facilitate participation in the Services described in Section 2.4.3. Agency prefers that all transportation services be provided using Contractor’s vehicles; however Contractor may provide these services

through its employees' personal vehicles if the employee's vehicle meets the standard requirements found in Subsection **2.4.5.5** below.

2.4.5.1 Policies and Procedures

Contractor shall create and adhere to written policies and procedures that describes the Contractor's practices for ensuring the safety of all involved during the provision of transportation services. Contractor's policies and procedures shall address all requirements of this Section **2.4.5, "Transportation Services"**. Contractor shall make such policies and procedures available to the Agency Contract Administrator or delegate upon request.

2.4.5.2 Driving Record Evaluation and Risk Assessment

Contractor's policies and procedures must include a process for conducting a driving record evaluation and risk assessment ("Assessment") for each individual who will be performing the duties of a driver in providing transportation services under the awarded Contract. The Contractor's Assessment process must include (1) the requirement that the Assessment must be conducted before the individual begins performing the duties of a driver, and (2) verification of each individual's current and valid driver's license confirmed through a review of a current personal driving record from the Department of Motor Vehicles in all states in which the driver has held a license in the past three years. Contractor shall conduct an Assessment for each individual who will be performing the duties of a driver pursuant to Contractor's policies and procedures. Contractor shall keep a copy of the completed Assessment in the driver's personnel file and make available to Agency upon request.

2.4.5.3 Verification

Prior to performing transportation services, Contractor shall provide the Agency Contract Administrator a completed "Contractor Staff Roster", or other written document as approved by the Agency Contract Administrator, verifying that each individual who will be performing the duties of a driver has been determined to be suitable to perform transportation services per the Contractor's driving record evaluation and risk assessment process and procedure.

2.4.5.4 Transportation Standards

2.4.5.4.1 Contractor shall ensure that each individual performing the duties of driver as part of providing transportation services under the awarded Contract follows all applicable traffic laws at all times when operating a vehicle.

2.4.5.4.2 Contractor shall ensure that each individual performing transportation services, whether the individual is performing the duties of driver or not:

2.4.5.4.2.1 Receives a copy of Contractor's policies and procedures that addresses all requirements of this Section **2.4.5, "Transportation Services";**

2.4.5.4.2.2 Does not carry on their person, nor shall the vehicle transport, guns, knives, or weapons of any type, or any potentially hazardous material while providing transportation services;

2.4.5.4.2.3 Carry a fully charged and operational cellular telephone while providing transportation services and shall follow all applicable laws regarding use of telephonic devices while driving pursuant to ORS 811.507;

2.4.5.4.2.4 Does not smoke, vape, or use any tobacco products while providing transportation services;

2.4.5.4.2.5 Requires all occupants properly use seat belts in accordance with Oregon law. This includes child safety systems pursuant to ORS 811.210; and

2.4.5.4.2.6 Immediately notifies Contractor if involved in an accident, receives a traffic citation, or is convicted of a traffic violation at any time.

2.4.5.4.3 Violations

2.4.5.4.3.1 Contractor's policies and procedures must include a process for addressing concerns if there is reason to believe an individual providing transportation services under the awarded Contract has violated any of the transportation standards listed in Subsections **(1)** or **(2)** of this Subsection **2.4.5.4, "Transportation Standards";**

- 2.4.5.4.3.2** Contractor discovers that an individual who performs the function of driver under the awarded Contract has been convicted of any new traffic violations, Contractor shall immediately remove the individual from performing the function of driver under the awarded Contract until the Contractor has conducted a new driving record evaluation and risk assessment pursuant to the Contractor's policies and procedures; and
- 2.4.5.4.3.3** If there is credible reason to believe that a new conviction or condition may be found during a criminal history check of an individual providing transportation services, whether performing the function of driver or not, Contractor shall initiate a new background check pursuant to OAR 407-007-0220.

2.4.5.5 Vehicle Standards

Contractor shall ensure each vehicle being used for transportation services under the awarded Contract meets the following standards:

- 2.4.5.5.1** Vehicle is properly registered;
- 2.4.5.5.2** Vehicle is maintained in a safe operating condition;
- 2.4.5.5.3** Vehicle has an uncluttered passenger compartment;
- 2.4.5.5.4** Vehicle is covered by an insurance policy that is in full force and effect as required in **Attachment I, "Sample Contract", Exhibit C, "Insurance Requirements"**;
- 2.4.5.5.5** Vehicle is equipped with a first aid kit;
- 2.4.5.5.6** Vehicle contains vehicle manufactured seats and seat belts that are properly installed and maintained; and
- 2.4.5.5.7** Vehicle has an appropriate and properly installed child safety seat if transporting children who are required to be in one based on the child's age, weight, and height pursuant to ORS 811.210.

2.4.6 Service File

- 2.4.6.1** Contractor shall create and maintain a Contract Service file for

each household served under the awarded Contract.

2.4.6.2 Service file shall contain:

2.4.6.2.1 A copy of the immigration documentation that demonstrates the Client is eligible to receive Services under the awarded Contract;

2.4.6.2.2 For Clients who are under 18 years old, a permission slip for Service enrollment and participation signed by the Client's parent or legal guardian;

2.4.6.2.3 Basic Client information:

2.4.6.2.3.1 Full legal name;

2.4.6.2.3.2 Address and phone number;

2.4.6.2.3.3 Date of birth;

2.4.6.2.3.4 Date individual gained eligible immigration status;

2.4.6.2.3.5 Alien number;

2.4.6.2.3.6 Household size;

2.4.6.2.3.7 Preferred language; and

2.4.6.2.3.8 Household income.

2.4.6.2.4 Specific Services requested by Client;

2.4.6.2.5 Needs assessment;

2.4.6.2.6 A Service plan created with the participation of the Client. The Service plan shall be informed by the needs assessment and shall include specific Services to be provided; referrals needed and shall identify who is responsible for each action and the follow-up date;

2.4.6.2.7 Case notes. Case notes shall summarize all interactions with the Client and shall include:

2.4.6.2.7.1 Referrals provided;

2.4.6.2.7.2 Actions taken;

- 2.4.6.2.7.3** Dates of contact with the Client;
- 2.4.6.2.7.4** Scheduled follow-up dates;
- 2.4.6.2.7.5** Need assessment results; and
- 2.4.6.2.7.6** Provision of interpreting or translation Services.
- 2.4.6.2.8** Outcomes of Services provided by Contractor;
- 2.4.6.2.9** Copies of financial records, including checks, receipts, or vouchers for Services, if financial assistance was provided;
- 2.4.6.2.10** Any legal agreements (e.g. releases of information); and
- 2.4.6.2.11** Case closure, and documented communication with Client of case closure.
- 2.4.6.3** Documentation requirements for pre-employment training Services, in addition to the Service file documentation requirements outlined above;
 - 2.4.6.3.1** Documentation of Services provided;
 - 2.4.6.3.2** Documentation regarding communication of Client's activities to partner agencies;
 - 2.4.6.3.3** Attendance information and participation information from other providers where the Client is meeting the requirements of the IEP;
 - 2.4.6.3.4** Vocational Training offered and their results; and
 - 2.4.6.3.5** Any other activity undertaken for the Client.
- 2.4.6.4** Documentation requirements for employment related Services, in addition to the Service file documentation requirements outlined above:
 - 2.4.6.4.1** Agency referrals along with a PDP for TANF Client or an FSSP for other participants;
 - 2.4.6.4.2** Employment Intake form;
 - 2.4.6.4.3** A completed IEP and Work History; and

2.4.6.4.4 Job Placement and Retention form.

2.4.6.4.5 6 month and 12-month follow-up forms.

2.4.7 Data Entry In-State Mandated Systems

2.4.7.1 Contractor shall enter all case and Service-related information (FSSP, Services, outcomes, case notes) in DOOR for all Clients; and

2.4.7.2 Contractor shall also enter attendance and JOBS related information for TANF Clients in TRACS.

2.4.8 Reporting Requirements

2.4.8.1 Contractor shall provide a monthly report of all related Contract Services as detailed by Agency in a format approved by Agency. The report shall be due by the 8th day of the following month when Services were provided.

2.4.8.2 Contractor shall submit bi-annual reports following the format required by Agency. These bi-annual reports will be provided after the end of each six-month period. These will be submitted by April 15th and October 15th. The two six-month periods are from October 1st through March 31st; and April 1st through September 30th.

2.4.8.3 Contractor shall submit annual reports following the format required by Agency. The annual reports are due October 15th.

2.4.9 Training Requirements

The Contractor shall complete all trainings required by Agency. Agency shall inform the Contractor of specific trainings required under the awarded Contract, staff roles required to complete the trainings, and deadlines for completion. The Contractor shall maintain records to document the trainings required for the awarded Contract, the personnel employed within the duration of the awarded Contract period that meet the staff role definition(s) of required participants set forth by Agency and will document the course title and completion dates of trainings completed by personnel.

2.4.10 Specifications or Performance Standards

Agency requires that Contractor meets the highest standards prevalent in the industry or business most closely involved in providing the appropriate goods and Services.

SECTION 3: PROCUREMENT REQUIREMENTS

3.1 MINIMUM QUALIFICATIONS

To be considered for evaluation, Proposal must demonstrate how Proposer meets all requirements of this section:

3.1.1 Proposer and Information Certification Sheet (Attachment A)

Submit a completed Proposer and Information Certification Sheet:

3.1.1.1 It must be signed by an individual that is an authorized representative of Proposer; and

3.1.1.2 In Exhibit A:

3.1.1.2.1 Provide your organization's years of experience working with eligible populations listed in Section 2.4.1.1, for a minimum of three (3) years; and

3.1.1.2.2 Provide your organization's years of experience providing employment services for a minimum of two (2) years.

3.1.1.1 and 3.1.1.2 are pass/fail requirements. If any of the above requirements are not met, the Proposal will not be evaluated.

3.2 MINIMUM SUBMISSION REQUIREMENTS

3.2.1 Proposal Submissions

To be considered for evaluation, Proposal must contain each of the following elements (further detailed in Proposal Requirements section below):

- Proposer Information and Certification Sheet (Attachment A)
- Key Persons Summary, Project Organizational Chart, and Key Persons' Resumes (Attachment B)
- Technical Proposal (Attachment C)

- Reference Checks (Attachment D)
- Budget and Justification (Attachment E)
- Responsibility Inquiry (Attachment F)
- Certified Disadvantaged Business Outreach Plan (Attachment G)
- Disclosure Exemption Affidavit (Attachment H)

3.2.2 Proposal Page Limits

Proposal is limited to 20 pages. Any pages exceeding this limit will not be provided to the evaluation committee or considered in the evaluation. The following items do not count toward the page limit:

- Proposer Information and Certification Sheet (Attachment A)
- Key Persons' Summary, Project Organizational Chart, and Key Persons' Resumes (Attachment B)
- Reference Checks (Attachment D)
- Budget and Justification (Attachment E)
- Responsibility Inquiry (Attachment F)
- Certified Disadvantaged Business Outreach Plan (Attachment G)
- Disclosure Exemption Affidavit (Attachment H)

3.2.3 Proposal Format and Quantity

Proposal should follow the format and reference the sections listed in the Proposal Requirements section. Responses to each section and subsection should be labeled to indicate the item being addressed.

Proposer is solely responsible for ensuring its Proposal is received by the SPC in accordance with the RFP requirements before Opening. Agency is not responsible for any transmission errors or delays. A Proposal submitted by any other means will be rejected.

OregonBuys Electronic Response. Proposer should submit its Proposal electronically through OregonBuys at: OregonBuys.gov.

Detailed instructions on how to submit a Proposal can be found at [OregonBuys Vendor Formal Solicitation Response.pdf](#).

Proposer shall submit one copy of its Proposal and all other submittal requirements, with Attachment C - Proposer Information and Certification Sheet bearing the Proposer's authorized representative's Signature, in one of the following formats: Adobe Acrobat (pdf), Microsoft Word (docx), or

Microsoft Excel (xlsx). If Proposer believes any of its Proposal is exempt from disclosure under Oregon Public Records Law (ORS 192.311 through 192.478), Proposer shall complete and submit the Disclosure Exemption Affidavit (Attachment B). Proposer shall also mark as “Confidential” in OregonBuys all attachments to its Proposal that Proposer believes are exempt from disclosure. Proposer also shall submit a fully redacted version of its Proposal, clearly identified as the redacted version.

The Proposer Information and Certification Sheet (Attachment C) must bear the Proposer’s authorized representative’s Signature.

3.2.4 Authorized Representative

Failure of Proposer’s authorized representative to sign the Proposal may result in rejection of the Proposal by Agency.

3.3 PROPOSAL REQUIREMENTS

Proposal must address each of the items listed in this section and all other requirements set forth in this RFP. Proposer shall describe the Goods to be provided or the Services to be performed or both. A Proposal that merely offers to provide the goods or Services as stated in this RFP may be considered non-Responsive to this RFP and will not be considered further.

Proposal should not include extensive artwork, unusual printing or other materials not essential to the utility and clarity of the Proposal. Do not include marketing or advertising material in the Proposal, unless requested. Proposal should be straightforward and address the requests of the RFP. Proposal containing unsolicited marketing or advertising material may receive a lower evaluation score if required information is difficult to locate.

3.3.1 Minimum Qualifications: Proposer Information and Certification Sheet (Attachment A)

Proposer shall download from OregonBuys, complete the Proposer Information and Certification Sheet (Attachment A), and upload as part of the Quote, to OregonBuys as **Attachment A – Proposer Information and Certification Sheet**.

Failure to demonstrate compliance with Oregon Tax Laws, or the years of experience required in section 3.1.1.2, and having an authorized representative sign the Proposer Information and Certification Sheet may result in a finding of non-Responsibility. This attachment is not scored; it is used to determine 1) if the minimum qualifications have been met, and 2) to determine if the Proposal is

Responsive and Responsible.

3.3.2 Key Persons' Summary, Project Organizational Chart, and Key Persons' Resumes (Attachment B)

Proposer shall provide a Key Persons Summary, Project Organizational Chart, and Key Persons' Resumes (Attachment B) and upload as part of the Quote to OregonBuys as **Attachment B – Keys Persons Summary, Project Organizational Chart, and Key Persons' Resumes**.

Attachment B should contain the following:

- 3.3.2.1** A Summary describing the key person(s) that will be performing the allowable activities, their roles and responsibilities, and experience working with Refugees.
- 3.3.2.2** A Project Organizational Chart showing all personnel proposed for this RFP's Scope of Work, including name, title, role on this project, reporting relationships, percentage of time allocated to the work, work location, and primary responsibilities. Include backup personnel for key roles.
- 3.3.2.3** A resume for each key person demonstrating their education and work experience. Each resume should not exceed two pages.

3.3.3 Technical Proposal (Attachment C)

Proposer shall create their Technical Proposal (Attachment C) using a 12-point font, and upload as part of the Quote to OregonBuys as **Attachment C – Technical Proposal**.

Attachment C should be set up with the same titles and in the same order as the following:

3.3.3.1 Organization, Experience, and Proposed Service Location

3.3.3.1.1 Organization

Describe the structure of your organization, including your organization's core ethics, mission, and values. Describe how your organization is engaged with the Refugee Community.

3.3.3.1.2 Experience

Describe your organization's experience of working with eligible populations listed in section 2.4.1.1, the experience and understanding of non-citizen eligibility determination, your experience in providing employment services, and details of what your employment services program entailed. Include a list of your past and current employment services projects. Please provide an example of at least one contract that is similar in size, complexity and scope of this RFP's Scope of Work.

3.3.3.1.3 Proposed Service Location

Please specify which area the Proposal is for: Area 1 – Portland-Metro area, or Area 2 – Salem-Corvallis-Eugene Area (Section 1.1 "Introduction" Bulleted section of paragraph three). Only one area per Proposal is allowed. Proposer may submit more than one Proposal.

3.3.3.2 Project Management and Reporting Plan

Describe the project management plan and capacity for providing each of the Services listed in section **2.4 "Scope of Work"**, subsection **2.4.3., "Services to be provided"**, subsection **2.4.3.1** through **2.4.3.10, Section 2.4.4, "Safety"**, and specify if the Proposal will include Transportation, if so describe how you will provide and ensure compliance with **Section 2.4.5 "Transportation"**. Please use the same section numbers from the Scope of Work as you describe your project management plan for each of these Services.

3.3.3.3 Collaboration Plan

Explain the collaborations you have in place with Community Based organizations, refugee resettlement agencies, Department of Human Services, State Agencies, Faith-Based Organizations, Other Local Service Providers and ORR Service Providers. Also include details for expansion of collaboration, and how your organization will ensure that duplicate Services are not provided.

3.3.3.4 Documentation, Reporting, and Training Plan

Describe your organization's plans for documentation, reporting and

Training as listed in **Section 2.4 “Scope of Work”**, subsections: **2.4.6 “Service File”**, **2.4.7 “Data Entry In State Mandated Systems”**, **2.4.8 “Reporting Requirements”**, and **2.4.9 “Training Requirements”**.

Please use the same section numbers as you describe the Documentation, Reporting and Training Plan.

3.3.4 References (Attachment D)

Proposer shall download the Reference Check Form (Attachment D) from OregonBuys.

Provide two references from current or former client firms for similar projects performed for any clients within the last five years. References must be able to verify the quality of previous, related Work.

Agency may check to determine if references provided support Proposer’s ability to comply with the requirements of this RFP. Agency may use references to obtain additional information, or verify any information needed. Agency may contact any reference (submitted or not) to verify Proposer’s qualifications.

Proposer shall send the Reference Check Form (Attachment D) to its references. Reference forms must be completed by the reference, returned to the Proposer. Proposer shall upload as part of the Quote to OregonBuys as **Attachment D – Reference Checks**.

3.3.5 Budget and Justification (Attachment E)

Proposer shall download the Budget and Justification Template (Attachment E) from OregonBuys and complete all tabs in the Excel Worksheet. Proposers may include all relevant costs even if they are not listed on the template. All costs must fall within the defined budget categories. Proposer shall upload the completed Budget and Justification as part of the Quote, to OregonBuys as **Attachment E – Budget and Justification**.

3.3.6 Responsibility Inquiry (Attachment F)

Proposer shall download Responsibility Inquiry (Attachment F) from OregonBuys to complete and upload as part of the Quote through OregonBuys as **Attachment F – Responsibility Inquiry**. This attachment is not scored. Not submitting Attachment F may result in a finding of non-Responsive and non-Responsible.

3.3.7 Certified Disadvantaged Business Outreach Plan (Attachment G)

Proposer shall download Certified Disadvantaged Business Outreach Plan

(Attachment G) from OregonBuys to complete and upload as part of the Quote through OregonBuys as **Attachment G – Certified Disadvantaged Business Outreach Plan**. This attachment is not scored. Not submitting Attachment G may result in a finding of non-Responsive.

3.3.8 Disclosure Exemption Affidavit (Attachment H)

Proposer shall download Disclosure Exemption Affidavit (Attachment H) from OregonBuys if it applies.

Attachment H is required only if Proposer wants to exempt information in its Proposal from disclosure to the public under Oregon Public Records Law (ORS 192.311 through 192.478).

If Proposer believes any of its Proposal is exempt from disclosure under Oregon Public Records Law (ORS 192.311 through 192.478), Proposer shall complete and submit the Attachment H “Disclosure Exemption Affidavit,” including its Exhibit A, in OregonBuys as the seventh section of its response to this RFP.

Proposer shall also mark as “Confidential” in OregonBuys all attachments to its Proposal that Proposer believes are exempt from disclosure.

If Proposer does not have any information it wishes to exempt, then Attachment H is NOT required to be submitted as part of the Proposal. Non-receipt of Attachment H is verification and confirmation to Agency that the Proposer has no information it wishes to exempt, and Proposer has waived any future claims of non-disclosure of information contained within its Proposal.

Public disclosure of the information included on Exhibit A to Attachment H may depend on official or judicial determinations made in accordance with the Public Records Law.

If declaring an exemption of information in the Proposal, Proposer shall upload as part of the Quote to OregonBuys as **Attachment H – Disclosure Exemption Affidavit**. This attachment is not scored.

SECTION 4: SOLICITATION PROCESS

4.1 PUBLIC NOTICE

The RFP and attachments are published in the State of Oregon’s electronic procurement system OregonBuys at <https://oregonbuys.gov/>. Documents will not be mailed to prospective Proposers.

Modifications, if any, to this RFP will be made by written Amendment(s) published in

OregonBuys. Prospective Proposer is solely responsible for checking OregonBuys to determine whether or not any Amendment(s) have been issued. Amendment(s) are incorporated into the RFP by this reference.

4.2 PRE-PROPOSAL CONFERENCE

A Pre-Proposal conference will be held at the date and time listed in the Schedule. Prospective Proposers' participation in this conference is highly encouraged but not mandatory.

The purpose of the Pre-Proposal conference is to:

- Provide additional description of the project;
- Explain the RFP process; and
- Answer any questions Proposers may have related to the project or the process.

Statements made at the Pre-Proposal conference are not binding upon Agency. Proposers may be asked to submit questions in Writing.

Interested parties may participate in the Pre-Proposal Conference by:

Copying and pasting into your browser the link, to be directed to the Teams Meeting. It is highly encouraged that interested parties try this link no later than 10:00 a.m. on June 30, 2026, in advance of the Pre-Proposal Conference, to ensure your computer can access the meeting. If access cannot be achieved from your computer, please contact the SPC listed on page 1, for further support. If contact is made with less than 24 hours' notice, the SPC may not be available to provide technical assistance.

Pre-Proposal Conference Link: [Pre-Proposal Conference](#)

Meeting ID: 245 020 762 730 64

Passcode: jK6YW6C

Dial in by phone:

[+1 971-277-2343,,752332813#](#) United States, Portland

Find a local number: [Find a local number](#)

Phone Conference ID: 752 332 813#

4.3 QUESTIONS / REQUESTS FOR CLARIFICATIONS

All inquiries, whether relating to the RFP process, administration, deadline or method of award, or to the intent or technical aspects of the RFP must:

- Be delivered to the SPC via an OregonBuys submission, or email;
- Reference the OregonBuys bid number;
- Identify Proposer's name and contact information;
- Refer to the specific area of the RFP being questioned (i.e. page, section and paragraph number); and
- Be received by the due date and time for Questions/Requests for Clarification identified in the Schedule in Section 1.2.

4.4 SOLICITATION PROTESTS

4.4.1 Protests to RFP

Prospective Proposer may submit a Written protest of anything contained in this RFP, including but not limited to, the RFP process, Specifications, Scope of Work, and the proposed Sample Contract (Attachment I). This is prospective Proposer's only opportunity to protest the provisions of the RFP, except that Proposer may protest Amendment(s) as provided below and Proposer may take exception to the terms and conditions of the Sample Contract (Attachment I) marked as negotiable as set forth in the Negotiations Section.

4.4.2 Protests to Amendment(s)

Prospective Proposer may submit a Written protest of anything contained in an Amendment. Protests to an Amendment, if issued, must be submitted by 5:00 p.m. Pacific Time on the second Business Day following the issuance of the Amendment or the date/time specified in the Amendment, or they will not be considered. Protests of matters not added or modified by the Amendment will not be considered.

4.4.3 Requirements for Protests

All protests must:

- Be delivered to the SPC via email
- Reference the OregonBuys bid number;
- Identify prospective Proposer's name and contact information;
- Be sent by an authorized representative;

- State the reason for the protest, including:
 - the grounds that demonstrate how the Procurement Process is contrary to law, Unnecessarily Restrictive, legally flawed, or improperly specifies a brand name; and
 - evidence or documentation that supports the grounds on which the protest is based; and
- State the proposed changes to the RFP provisions or other relief sought.

Protests to the RFP must be received by the due date and time identified in the Schedule.

Protests to an Amendment must be received by the due date identified in the Amendment.

4.5 PROPOSAL DELIVERY OPTIONS

Proposer is solely responsible for ensuring its Proposal is received by the SPC in accordance with the RFP requirements before Opening. Agency is not responsible for any delays in mail or by common carriers or by transmission errors or delays, or for any mis-delivery for any reason. A Proposal submitted by any means not authorized below will be rejected. The following delivery options are permitted for this RFP:

Delivery through OregonBuys

Proposal submission should be electronically through OregonBuys, at: OregonBuys.gov. Detailed instructions on how to submit a Proposal can be found at [OregonBuys Vendor Formal Solicitation Response.pdf](#)

4.6 PROPOSAL MODIFICATION OR WITHDRAWAL

If a Proposer wishes to make modifications to a submitted Proposal, the Proposer must submit its modification in one of the authorized methods listed in Section 4.5 (Proposal Delivery Options). To be effective the modification must include the OregonBuys bid number and be submitted to the SPC prior to Opening.

If a Proposer wishes to withdraw the submitted Proposal, it must submit a Written notice signed by an authorized representative of its intent to withdraw to the SPC via email, prior to the Opening in accordance with OAR 125-247-0440. To be effective the notice must include the OregonBuys bid number.

4.7 PROPOSAL DUE

A Proposal (including all required submittal items) must be received by the SPC on or before Opening. All Proposal modifications or withdrawals must also be received prior to Opening.

A Proposal received after Opening is considered LATE and will NOT be accepted for evaluation. A late Proposal will be returned to the Proposer or destroyed.

4.8 PUBLIC OPENING

There will be no public Opening. A list of Proposer's will be made available on OregonBuys within three business days of the RFP Opening, Only the name of the Proposer will be provided, no other information will be made available at that time. Proposals received will not be available for inspection until after the evaluation process has been completed and the notice of Intent to Award is issued pursuant to OAR 125-247-0630.

4.9 PROPOSAL REJECTION

Agency may reject a Proposal for any of the following reasons:

- Proposer fails to substantially comply with all prescribed RFP procedures and requirements, including but not limited to the requirement that Proposer's authorized representative sign the Proposal.
- Proposer has liquidated and delinquent debt owed to the State or any department or agency of the State.
- Proposer fails to meet the responsibility requirements of ORS 279B.110.
- Proposer makes any contact regarding this RFP with State representatives such as State employees or officials other than the SPC or persons authorized by the SPC, or inappropriate contact with the SPC.
- Proposer attempts to influence a member of the Evaluation Committee.
- Proposal is conditioned on Agency's acceptance of any other terms and conditions or rights to negotiate any alternative terms and conditions that are not reasonably related to those expressly authorized for negotiation in the RFP or Amendment(s).

4.10 EVALUATION PROCESS

4.10.1 Responsiveness and Responsibility Determination

4.10.1.1 Responsiveness determination

A Proposal received prior to Opening will be reviewed to determine if it is Responsive to all RFP requirements including compliance with Section 3.1 (Minimum Qualifications) and Section 3.2 (Minimum Submission Requirements). If the Proposal is unclear, the SPC may request clarification from Proposer. However, clarifications may not be used to rehabilitate a non-Responsive proposal. If the SPC finds the Proposal non-Responsive, the Proposal may be rejected; however, Agency may waive mistakes in accordance with OAR 125-247-0470.

4.10.1.2 Responsibility Determination

Agency will determine if an apparent successful Proposer is Responsible prior to award and execution of the Contract. Proposers shall submit a signed Responsibility Inquiry form (Attachment F) with Proposal.

At any time prior to award, Agency may reject a Proposer found to be not Responsible.

4.10.2 Evaluation Criteria

Each Proposal meeting all Responsiveness requirements will be independently evaluated by members of the Evaluation Committee. Evaluation Committee members may change, and Agency may have additional or fewer evaluators for optional rounds of competition. Evaluators will assign a score for each evaluation criterion listed below in this Section 4.10.2 up to the maximum points available as specified in Section 4.11 (Point and Score Calculation).

SPC may request further clarification to assist the Evaluation Committee in gaining additional understanding of a Proposal. A response to a clarification request may only clarify or explain portions of the already submitted Proposal and may not contain new information not included in the original Proposal.

Key for 4.10.2.1 – 4.10.2.6 (except 4.10.2.2.2 first question)

SCORE	EXPLANATION
10	OUTSTANDING - Response meets all the requirements and has demonstrated in a clear and concise manner a thorough knowledge and understanding of the subject matter and project. The Proposer provides insight into its expertise, knowledge, and understanding of the subject matter.
7-9	VERY GOOD – Response provides useful information, while showing experience and knowledge within the category. Response demonstrates above average knowledge and ability with no apparent deficiencies noted.
4- 6	ADEQUATE – Response meets all requirements in an adequate manner. Response demonstrates an ability to comply with guidelines, parameters, and requirements with no additional information put forth by the Proposer.
1-3	FAIR – Proposer meets minimum requirements but does not demonstrate sufficient knowledge of the subject matter.
0	RESPONSE OF NO VALUE – An unacceptable response that does not meet the requirements set forth in the RFP. Proposer has not demonstrated knowledge of the subject matter.

Key for 4.10.2.2.2 first question

SCORE	EXPLANATION
50	OUTSTANDING - Response meets all the requirements and has demonstrated in a clear and concise manner a thorough knowledge and understanding of the subject matter and project. The Proposer provides insight into its expertise, knowledge, and understanding of the subject matter.
31-49	VERY GOOD – Response provides useful information, while showing experience and knowledge within the category. Response demonstrates above average knowledge and ability with no apparent deficiencies noted.

SCORE	EXPLANATION
16-30	ADEQUATE – Response meets all requirements in an adequate manner. Response demonstrates an ability to comply with guidelines, parameters, and requirements with no additional information put forth by the Proposer.
1-15	FAIR – Proposer meets minimum requirements but does not demonstrate sufficient knowledge of the subject matter.
0	RESPONSE OF NO VALUE – An unacceptable response that does not meet the requirements set forth in the RFP. Proposer has not demonstrated knowledge of the subject matter.

4.10.2.1 Key Persons' Summary, Project Organizational Chart, and Key Persons' Resumes (Section 3.3.2) (up to 30 points)

- How well does the Proposer's summary describe the key person(s) role and responsibilities performing the allowable activities and their experience working with refugees? (up to 10 points)
- How well does the Project Organizational Chart show the people, their roles, reporting relationships, percentage of time allocated to the work, the work location, primary responsibilities, and back-up personnel for key roles? (up to 10 points)
- How well do the Proposer's resumes demonstrate each key person's education and work experience? (up to 10 points)

4.10.2.2 Technical Proposal (Section 3.3.3) (up to 170 points)

4.10.2.2.1 Organization Structure and Experience (Subsection 3.3.3.1) (up to 50 points)

- How well does the Proposal describe the organization's structure, including core ethics, mission, and values? (up to 10 points)
- How well does the Proposal demonstrate the Proposer's experience working with eligible populations listed in subsection 2.4.1.1 and their experience in determining non-citizen eligibility? (up to 10 points)
- How well does the Proposal demonstrate the Proposer's experience in providing employment Services like those listed in the scope of services in subsection 2.4.3? (up to 10 points)

- Does the Proposal list as experience at least one contract of similar size, complexity and scope? (10 points)
- How well does the Proposer's Proposal identify the area they are proposing to provide Services for and how long they have provided Services? (up to 10 points)

4.10.2.2.2 Project Management and Reporting Plan (Subsection 3.3.3.2) (up to 60 points)

- How well does the Proposer's Project Management Plan demonstrate how they will manage providing all the Services for RES Services, including intake, FSSP or PDP, IEP, Referral to Employment and Career Development Training, Employment Outreach Services, Job Search and Job Placement Services, Job Retention Services, Youth Employment Services, Case Closure, PET and Mainstream Education Connection Services, Employment Support Services, and Employability Services under 45 CFR 400.154? (Subsection 2.4.3) (up to 50 points)
- How well does the Proposer's Project Management Plan demonstrate how they will comply with ensuring safety for Clients under 18 years old, and if they are going to provide transportation Services how they will ensure compliance with Agency Requirements for providing transportation Services? (Subsection 2.4.3 and 2.4.4) (up to 10 points)

4.10.2.2.3 Collaboration Plan (Subsection 3.3.3.3) (Up to 20 points)

- How well does the Proposer's Collaboration Plan demonstrate how they will work on Coordination of Services with the Agency? (Subsection 2.4.3.1.6.4) (up to 10 points)
- How well does the Proposer's Collaboration Plan demonstrate how they will collaborate with CBOs, RAs, other state agencies, faith-based organizations, ORR Service providers, and other local service providers to ensure Service coordination and to avoid duplication of Services? (Subsection 2.4.3.8) (Up to 10 points)

4.10.2.2.4 Documentation, Reporting, and Training Plan (Subsection 3.3.3.4) (Up to 40 points)

- How well does the Documentation, Reporting, and Training Plan describe how the Proposer will maintain the Service File according to the requirements of Agency? (Subsection 2.4.6) (Up to 10 points)
- How well does the Documentation, Reporting, and Training Plan describe how the Proposer will ensure data is entered into the state's mandated systems? (subsection 2.4.7) (Up to 10 points)
- How well does the Documentation, Reporting, and Training Plan describe how the Proposer will ensure compliance with the Reporting Requirements? (subsection 2.4.8) (Up to 10 points)
- How well does the Documentation, Reporting, and Training Plan describe how the Proposer will ensure compliance with the Training Requirements? (subsection 2.4.9) (Up to 10 points)

4.10.2.2.5 References (Subsection 3.3.4) (Up to 20 points)

- How well do the Reference's answers demonstrate their satisfaction with the work Services provided, and their satisfaction with the business relationship and the Proposer's problem resolution skills? (up to 20 points)

4.10.2.2.6 Budget and Justification (Subsection 3.3.5) (Up to 30 points)

- How well does the Personnel costs align with the Key Person's identified to provide Services? (up to 10 points)
- How well do Proposer's costs align with Agency's knowledge of the costs required to provide the Services? (up to 10 points)
- How well do the Administration costs align with Agency's knowledge of the costs required to provide Services? (up to 10 points)

4.10.3 PREFERENCES

4.10.3.1 Reciprocal Preference

For evaluation purposes per OAR 125-246-0310, Agency shall add a percentage increase to each out-of-state Proposer's Proposal price that is equal to the percentage preference, if any, given to a Resident Proposer in the [Proposer's state](#).

4.11 POINT AND SCORE CALCULATIONS

Points are the total possible for each section as listed in the table below.

TOTAL POINTS POSSIBLE		250
POINTS POSSIBLE		
4.10.2.1	Key Persons' Summary, Project Organizational Chart, and Key Persons' Resumes	30
4.10.2.2	Technical Proposal	170
4.10.2.3	References	20
4.8.2.3	Budget and Justification	30

The SPC will average all scores for each criterion.

EXAMPLE:

Proposer A receives scores of 9, 7, and 5 for criterion worth up to 10 points. The SPC averages 9, 7, and 5 for a score of 7.

4.12 RANKING OF PROPOSERS

Area 1 Proposals will only be ranked with other Area 1 Proposals. Area 2 Proposals will only be ranked with other Area 2 Proposals.

The SPC will average the scores for each Proposal in a given round of competition (calculated by totaling the points awarded by each Evaluation Committee member and dividing by the number of members).

After any applicable preference has been applied, the SPC will determine the rank of each Proposal, with the highest score receiving the highest rank, and successive rank order determined by the next highest score.

Agency may, in Agency's sole discretion, determine an apparent successful Proposer with no additional rounds of competition. If additional rounds are conducted, Agency will rank advancing Proposers at the conclusion of each subsequent round and may

determine an apparent successful Proposer at any time during the solicitation process.

NEXT STEP DETERMINATION

At the conclusion of a round of competition, Agency may choose to conduct additional round(s) of competition if in the best interest of the State. Additional rounds of competition may consist of, but will not be limited to:

- Interviews
- Presentations/Demonstrations/Additional Submittal Items
- Discussions and submittal of revised Proposals
- Serial or simultaneous negotiations
- Best and Final Offers

4.12.1 Competitive Range Determination

If Agency, in its sole discretion, determines that one or more additional rounds of competition is necessary, it will select a Competitive Range to indicate the Proposers that will be invited to participate in a subsequent round. The Competitive Range may include all, or at Agency's sole discretion, some (based primarily on a natural break in the distribution of scores), of the Proposers from a previous round. Agency will post a notice in OregonBuys of its Competitive Range Determination and provide details about the process and schedule for the subsequent round.

4.12.2 Competitive Range Protest

Proposers excluded from a round may submit a Written protest of Competitive Range. Protests must:

- Be emailed to the SPC;
- Reference the OregonBuys bid number;
- Identify Proposer's name and contact information;
- Be sent by an authorized representative
- State the reason for the protest; and
- Be received within 7 calendar days after issuance of the Notice of the Competitive Range unless a different due date and time is specified in such notice.

Agency will address all protests within a reasonable time and will issue a Written decision to the respective Proposer. Protests that do not include the required information may not be considered by Agency.

SECTION 5: AWARD AND NEGOTIATION

5.1 AWARD NOTIFICATION PROCESS

5.1.1 Award Consideration

Agency, if it awards a Contract, will award a Contract to the highest-ranking Responsible Proposer(s) based upon the scoring methodology and process described in Section 4. Agency may award less than the full Scope of Work described in this RFP.

5.1.2 Intent to Award Notice

Agency will notify all Proposers in Writing that Agency intends to award a Contract to the selected Proposer(s) subject to successful negotiation of any negotiable provisions.

5.2 INTENT TO AWARD PROTEST

5.2.1 Protest Submission

An Affected Proposer shall have 7 calendar days from the date of the Intent to Award notice to file a Written protest.

A Proposer is an Affected Proposer only if the Proposer would be eligible for Contract award in the event the protest was successful and is protesting for one or more of the following reasons as specified in ORS 279B.410:

- All higher ranked Proposals are non-Responsive.
- Agency has failed to conduct an evaluation of Proposals in accordance with the criteria or process described in the RFP.
- Agency abused its discretion in rejecting the protestor's Proposal as non-Responsive.
- Agency's evaluation of Proposal or determination of award otherwise violates ORS Chapter 279B or ORS Chapter 279A.

If Agency receives only one Proposal for Area 1, Area 2, or both, Agency may dispense with the evaluation process and Intent to Award protest period and proceed with Contract Negotiations and award.

5.2.1.1 Protest Requirements

Protests must:

- Be delivered to the SPC via email;
- Reference the OregonBuys bid number;
- Identify Proposer's name and contact information;
- Be signed by an authorized representative of Proposer;
- Specify the grounds for the protest; and
- Be received within 7 calendar days of the Intent to Award notice.

5.2.2 Response to Protest

Agency will address all timely submitted protests within a reasonable time and will issue a Written decision to the respective Proposer. Protests that do not include the required information may not be considered by Agency.

5.3 APPARENT SUCCESSFUL PROPOSER SUBMISSION REQUIREMENTS

Proposer(s) who are selected for a Contract award under this RFP will be required to submit additional information and comply with the following:

5.3.1 Insurance

Prior to award, Proposer shall secure and demonstrate to Agency proof of insurance as required in this RFP or as negotiated. Insurance Requirements are found in Exhibit B of Attachment I.

5.3.2 Taxpayer Identification Number

Proposer shall provide its Taxpayer Identification Number (TIN) and backup withholding status on a completed W-9 form when requested by Agency or when the backup withholding status or any other relevant information of Proposer has changed since the last submitted W-9 form, if any.

5.3.3 Business Registry

If selected for award, Proposer shall be duly authorized by the State of Oregon to transact business in the State of Oregon before executing the Contract. Visit <http://sos.oregon.gov/business/pages/register.aspx> for Oregon Business Registry information.

5.3.4 Pay Equity Certification

If selected for award and the Contract value exceeds \$500,000 and Proposer employs 50 or more full-time workers, Proposer shall submit to Agency a true and correct copy of an unexpired Pay Equity Compliance Certificate, issued to the Proposer by the Oregon Department of Administrative Services. For instructions on how to obtain the Certificate, visit <https://www.oregon.gov/das/Procurement/Pages/PayEquity.aspx>.

ORS 279B.110(2)(f) requires that Proposer provide this prior to execution of the Contract.

5.3.5 Nondiscrimination in Employment

As a condition of receiving the award of a Contract under this RFP, Proposer must certify by its Signature on Attachment C - Proposer Information and Certification Sheet, in accordance with ORS 279A.112, that it has in place a policy and practice of preventing sexual harassment, sexual assault, and discrimination against employees who are members of a protected class. The policy and practice must include giving employees a written notice that the policy both prohibits, and prescribes disciplinary measures for, conduct that constitutes sexual harassment, sexual assault, or unlawful discrimination.

5.4 CONTRACT NEGOTIATION

5.4.1 Negotiation

After selection of a successful Proposer, Agency may enter into Contract negotiations with the successful Proposer. By submitting a Proposal, Proposer agrees to comply with the requirements of the RFP, including the terms and conditions of the Sample Contract (Attachment I), with the exception of those terms listed below for negotiation.

Proposer shall review the attached Sample Contract and note exceptions.

Proposer must submit those exceptions to Agency during the Questions / Requests for Clarification period set forth in Section 1.2. If Agency agrees to make any requested changes to the Sample Contract, Agency will issue an Amendment to notify Proposers of such changes. Unless Agency issues an Amendment modifying any of the terms and conditions, Agency intends to enter into a Contract with the successful Proposer substantially in the form set forth in Sample Contract (Attachment I).

Following the selection of the apparent successful Proposer, Agency may agree to

negotiate changes to the negotiable provisions of the Sample Contract listed below. However, Agency is not required to make any changes, and many provisions cannot be changed. Proposer is cautioned that the State of Oregon believes modifications to the standard provisions constitute increased risk and increased cost to the State.

Any subsequent negotiated changes are subject to prior approval of the Oregon Department of Justice.

Agency is willing to negotiate all items, except those listed below:

- Choice of law
- Choice of venue
- Constitutional requirements
- Requirements of applicable federal and State law
- Commercial General Liability Insurance Coverage

In the event that the parties have not reached mutually agreeable terms within 60 calendar days, Agency may terminate Negotiations and commence Negotiations with the next highest-ranking Proposer.

SECTION 6: ADDITIONAL INFORMATION

6.1 COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION

The State of Oregon is committed to taking active steps toward increasing and promoting diversity, equity, and inclusion values across procurement processes for minority, women, emerging small, and service-disabled veteran owned businesses by reducing barriers to compete for and be awarded state contracts. All interested businesses are encouraged to submit proposals for this contracting opportunity.

6.2 CERTIFIED FIRM PARTICIPATION

Pursuant to Oregon Revised Statute (ORS) Chapter 200, Agency encourages the participation of small businesses, certified by the Oregon Certification Office for Business Inclusion and Diversity ("COBID") in all contracting opportunities. This includes certified small businesses in the following categories: disadvantaged business enterprise, minority-owned business, woman-owned business, a business that a service-disabled veteran owns or an emerging small business. Agency also encourages joint ventures or subcontracting with certified small business enterprises. For more information, visit:

<https://oregon4biz.diversitysoftware.com/FrontEnd/VendorSearchPublic.asp?XID=678>

If the Contract has potential subcontracting opportunities, the successful Proposer may be required to submit a completed Certified Disadvantaged Business Outreach Plan (Attachment G) prior to execution.

6.3 GOVERNING LAWS AND REGULATIONS

This RFP is governed by the laws of the State of Oregon. Venue for any administrative or judicial action relating to this RFP, evaluation and award is the Circuit Court of Marion County for the State of Oregon; provided, however, if a proceeding must be brought in a federal forum, then it must be brought and conducted solely and exclusively within the United States District Court for the District of Oregon. In no event shall this Section 6.2 be construed as a waiver by the State of Oregon of any form of defense or immunity, whether sovereign immunity, governmental immunity, immunity based on the eleventh amendment to the Constitution of the United States or otherwise, to or from any claim or consent to the jurisdiction of any court.

6.4 OWNERSHIP/PERMISSION TO USE MATERIALS

All Proposals are public records and are subject to public inspection after Agency issues the Notice of Intent to Award. Application of the Oregon Public Records Law will determine whether any information is exempt from disclosure.

All Proposals submitted in response to this RFP become the Property of Agency. By submitting a Proposal in response to this RFP, Proposer grants the State a non-exclusive, perpetual, irrevocable, royalty-free license for the rights to copy, distribute, display, prepare derivative works of and transmit the Proposal solely for the purpose of evaluating the Proposal, negotiating a Contract, if awarded to Proposer, or as otherwise needed to administer the RFP process, and to fulfill obligations under Oregon Public Records Law (ORS 192.311 through 192.478). Proposals, including supporting materials, will not be returned to Proposer, except in the case of Proposals that were submitted late and rejected by Agency.

6.5 CANCELLATION OF RFP; REJECTION OF PROPOSAL; NO DAMAGES.

Pursuant to ORS 279B.100, Agency may reject any or all Proposals in-whole or in-part, or may cancel this RFP at any time when the rejection or cancellation is in the best interest of the State or Agency, as determined by Agency. Neither the State nor any State agency is liable to any Proposer for any loss or expense caused by or resulting from the delay, suspension, or cancellation of the RFP or a Contract award, or the rejection of any Proposal.

6.6 COST OF SUBMITTING A PROPOSAL

Proposer shall pay all costs incurred in connection with its Proposal, including, but not limited to, the costs to prepare and submit the Proposal, costs of samples and other supporting materials, costs to participate in demonstrations, and costs associated with protests.

6.7 FULL WEBSITE LINKS

These are the full links which have been given just a title within the RFP.

6.7.1 Section 2.2 “Definition of Terms”, Subsection 2.2.3 “OregonBuys Terminology”

6.7.1.1 Section 2.2.4.2 “[How to Register](#)”

https://www.oregon.gov/das/ORBuys/Documents/OregonBuys_Registration_Guide.pdf

6.7.1.2 Section 2.2.4.3 “[How to Find](#)”

<https://www.oregon.gov/das/ORBuys/Documents/How-to-Find-Open-or-Closed-Bids.docx>

6.7.1.3 Section 2.2.4.4 “[How to Submit](#)”

<https://www.oregon.gov/das/ORBuys/Documents/OregonBuys%20Vendor%20Formal%20Solicitation%20Response.pdf>

6.7.2 2.4 Scope of Work, 2.4.1 Eligibility Criteria

6.7.2.1 Section 2.4.1.4 “[16-01](#)”

<https://acf.gov/orr/policy-guidance/documentation-requirements-refugee-resettlement-program>

6.7.2.2 Section 2.4.1.4 “[22-02,](#)”

<https://www.acf.hhs.gov/sites/default/files/documents/orr/ORR-PL-22-02-Additional-ORR-Eligibility-Categories-and-Documents-Requirements-for-Afghan-Nationals-Revised.pdf>

6.7.2.3 Section 2.4.1.4 “[22-13](#)”

<https://www.acf.hhs.gov/orr/policy/policy-letters/22-13>

6.7.2.4 Section 2.4.1.4 “[Oregon Programs Eligibility Notebook \(OPEN\) Chapter 6 Non-Citizens.](#)”

<https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/de2818.pdf>

6.7.3 Section 2.4 “Scope of Work”, subsection 2.4.3 “Services to be Provided”, subsection 2.4.3.3 “Employment Support Services”

6.7.3.1 Section 2.4.3.4 under “[45 CFR 400.154.](#)”

<https://www.ecfr.gov/current/title-45/subtitle-B/chapter-IV/part-400/subpart-I/subject-group-ECFR6a7655dd5c2f2a/section-400.154>

6.7.3.2 Section 2.4.3.7 “[45 CFR Part 400](#)”

<https://www.ecfr.gov/current/title-45/subtitle-B/chapter-IV/part-400>

6.7.4 Section 3.2 “Minimum Submission Requirements”, subsection 3.2.3 Proposal Format and Quantity, paragraph 4

[OregonBuys Vendor Formal Solicitation Response.pdf](#)

<https://www.oregon.gov/das/ORBuys/Documents/OregonBuys%20Vendor%20Formal%20Solicitation%20Response.pdf>

6.7.5 Section 4.2 “Pre-Proposal Conference”

Pre-Proposal Conference Link:

<https://teams.microsoft.com/meet/24502076273064?p=nXXSV583jGylIcpf3>

Find a local number: <https://dialin.teams.cloud.microsoft/2df0f08c-5e2f-4516-b2d9-ce7dd2663420?id=752332813>

6.7.6 Section 4.5 “Proposal Delivery Options”, second paragraph

6.7.6.1 Proposal submission should be electronically through OregonBuys, at: [OregonBuys.gov](https://oregonbuys.gov).

<https://oregonbuys.gov/bsa/view/login/login.xhtml>

6.7.6.2 Detailed instructions on how to submit a Proposal can be found at [OregonBuys Vendor Formal Solicitation Response.pdf](#)

<https://www.oregon.gov/das/ORBuys/Documents/OregonBuys%20Vendor%20Formal%20Solicitation%20Response.pdf>

6.7.7 Section 4.10 “Evaluation Process”, subsection 4.10.3 “Preferences”, subsection 4.10.3.1 “Reciprocal Preference”

in the [Proposer's state](#).

<https://www.naspo.org/reciprocity1>