



REFUGEE ESSENTIAL CASE MANAGEMENT & INITIAL EMPLOYMENT SERVICES

Request for Proposal:
Prospective Bidders Presentation

September 4, 2026

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HOUSEKEEPING

This presentation is intended to provide an overview of the RFP and is for informational purposes only. Live transcript and the recording will be posted after this webinar.

We are unable to answer questions on today's conference. All prospective bidders can **submit questions in writing** as outlined in the RFP by email no later than **11:59 PM ET on September 15, 2026** to DHS-CO.rfp@dhs.nj.gov

Use of the chat box is to report technical difficulties.

Any additional information about the RFP, including dates that are currently TBD and answers to submitted questions, will be posted on [DHS' Request for Proposals/Information Webpage](#).

ANTICIPATED RFP SCHEDULE

Activity	Date
Notice of Funding Availability	August 25, 2026
Prospective Bidder Presentation	September 4, 2026, 1:00 PM ET
Prospective Bidder Questions on RFP	September 15, 2026, no later than 11:59 PM ET
Deadline for receipt of proposals	October 30, 2026, no later than 11:59 PM ET
Preliminary award announcement	TBD
Appeal deadline	TBD
Final award announcement	TBD

RFP PURPOSE AND INTENT

RFP PURPOSE

This Request for Proposals (RFP) is issued by the New Jersey Department of Human Services (DHS), Office of New Americans (ONA), to provide initial employment services and essential case management to refugees and other populations eligible for services through the federal Office of Refugee Resettlement (ORR). The purpose of these services is to support effective resettlement, rapid economic self-sufficiency, and meaningful integration into New Jersey communities as soon as possible after enrollment in services.

The State of New Jersey's Refugee Resettlement Program administers ORR-funded Refugee Support Services (RSS) for ORR-eligible populations in New Jersey. This RFP, comprising initial employment and essential case management services, is one component of the broader RSS program in New Jersey. The central purpose of New Jersey's RSS program is to help ORR-eligible individuals become economically self-sufficient and integrated into their communities as quickly as possible, and to support their long-term workforce advancement towards higher-skill, higher-wage jobs.

RFP PURPOSE

This RFP is one component of New Jersey's broader RSS program.

Through this RFP, selected bidder(s) will provide Essential Case Management and Initial Employment Services and will coordinate access to related workforce development and adult education resources.

English language training, job readiness training, vocational training, skills recertification, and other career advancement supports may be provided through one or more ONA-approved referral pathways, including current or future ONA-determined providers, workforce development partners, One-Stop Career Centers, community colleges, adult education providers, community-based organizations, or other resources identified or approved by ONA.

Selected bidder(s) must assess client need, make timely referrals, support and facilitate access, document participation and outcomes, and avoid duplication of services or payments. When no appropriate no-cost, low-cost, subsidized, or otherwise already-funded option is reasonably available, selected bidder(s) may request prior written ONA approval to use budgeted client-specific Training and Career Advancement Support Costs as described in the Allowable Costs section.

RFP PURPOSE

For purposes of this RFP, the terms "refugee" and "ORR-eligible" are used interchangeably and refer broadly to refugees and other ORR-eligible individuals with qualifying immigration statuses or categories, including refugees, asylees, Cuban and Haitian Entrants, Special Immigrant Visa holders, Amerasians, certified victims of human trafficking, Afghan Humanitarian Parolees, Ukrainian Humanitarian Parolees, Cuban and Haitian sponsor-based parolees, and any other individuals or categories made eligible by federal law, ORR policy, or ONA guidance during the contract period.

RFP PROGRAM OBJECTIVES

- Support rapid economic self-sufficiency for ORR-eligible individuals through initial employment services designed to help employable clients obtain employment as soon as possible and, whenever feasible, within one year of enrollment.
- Conduct sustained follow-up towards job upgrades into higher wage, higher skill jobs.
- Contribute to the long-term career and workforce advancement and integration of ORR-eligible individuals by identifying needs for English language training, job readiness training, vocational training, skills recertification, credential evaluation, and other career advancement supports, and by connecting clients to appropriate ONA-approved referral pathways.
- Provide essential case management that identifies and reduces barriers to employment, self-sufficiency, and integration.
- Develop, maintain, and update Family Self-Sufficiency Plans (FSSPs) for all clients enrolled in RSS, and Individual Employability Plans (IEPs) for clients receiving employment services as required by ONA.

RFP PROGRAM OBJECTIVES

- Connect clients with mainstream benefits, community resources, and public or community-based services so that clients become actively engaged in their communities and can access publicly available resources and supports.
- Refer clients, as appropriate, to ONA-approved referral pathways for English language training, job readiness training, vocational training, skills recertification, credential evaluation, employment retention, job upgrades, and other supports that may promote employment, advancement, higher wages, and integration.
- Coordinate with ONA, Resettlement Agencies, Refugee Cash Assistance (RCA) providers, workforce development partners, One-Stop Career Centers, adult education providers, legal services providers, healthcare providers, employers, and other ONA-approved partners, as appropriate and as allowed by confidentiality requirements.

RFP PROGRAM OBJECTIVES

- Request ONA approval to use budgeted client-specific Training and Career Advancement Support Costs when such costs are appropriate to the client's employment, job retention, or career advancement goals and no appropriate no-cost, low-cost, subsidized, or otherwise already-funded option is reasonably available.
- Ensure culturally and linguistically appropriate, trauma-informed, client-centered services for clients with limited English proficiency and diverse cultural backgrounds.
- Document service delivery and outcomes accurately and timely in ONA-designated systems and/or reporting templates.

RFP ANTICIPATED AWARDS

ONA anticipates making available up to \$5,000,000 in total funding. Individual awards are anticipated to range from approximately \$300,000 up to \$5,000,000, subject to proposed capacity, allowable costs, available funding, and final budget negotiations. All funding is subject to federal appropriations and satisfactory contract performance.

The contract resulting from this RFP is anticipated to include a transition and onboarding period immediately upon contract execution, during which selected agencies will be onboarded and trained. Onboarding is anticipated to begin in March 2027, following contract execution. The anticipated service period is through September 30, 2028, subject to contract execution, onboarding, available funding, and ONA approval. The contract may be renewable for up to three (3) additional one-year terms, pending available funding at ONA's sole discretion, with the agreement of the successful bidder(s).

RFP ANTICIPATED AWARDS

Bidders should propose their maximum client service capacity per month and describe the assumptions underlying that proposed capacity.

ONA anticipates that services may be needed for up to 5,000 clients during any given month statewide. Actual numbers served will depend on the flow of ORR-eligible arrivals to New Jersey, secondary migration, client needs and length of time enrolled in services, and location of resettlement within the state.

Arrivals can fluctuate, and no guarantee of serving the full number of proposed clients can be made.

RFP SERVICE AREAS

ONA will consider statewide access and coverage, client need, and service delivery modality across counties when making awards. Counties and preferred service modalities are determined based on anticipated caseload volume and geographical proximity.

Strong preference may be given to bidders that can serve multiple counties through multiple service delivery modalities for broad areas of regional/statewide coverage. For example, a bidder may propose to serve multiple counties through in-person service delivery and multiple counties for remote service delivery.

The estimated percentage share of statewide caseload per county group is approximate and does not limit client eligibility for ORR services or constitute firm enrollment numbers.

RFP SERVICE AREAS

Allowable Service Delivery Modalities	Preferred Service Delivery Modalities and Geographic Coverage	County Group	Estimated Approximate Percentage Share of Statewide Caseload*
In-Person/Remote	Strong preference may be given to bidders who can provide services to multiple counties. Strong preference may be given to bidders who can provide in-person services in counties with the highest concentrations of ORR-eligible clients. It is expected that limited remote services would supplement but not supplant in-person services.	Essex	55%
		Union	
		Hudson	23%
		Mercer	
	Strong preference may be given to bidders who can provide services to multiple counties. In-person services are permitted and encouraged where possible (ex. pre-existing office or physical presence).	Middlesex	11%
		Bergen	
		Passaic	11%
		Camden	
		Monmouth	
		Cumberland	
		Atlantic	
		Burlington	
		Somerset	
		Gloucester	
		Morris	
		Ocean	
		Salem	
		Sussex	
		Hunterdon	
		Warren	
		Cape May	
			100%

RFP COMPONENTS AND REQUIREMENTS

RFP BACKGROUND

Refugee Support Services (RSS) is funded by ORR and administered by states to help eligible populations resettle effectively and achieve economic self-sufficiency as quickly as possible. Employment services have been established as a priority in accomplishing the purpose of the RSS program. RSS-funded services must be aligned with the rules and objectives outlined in 45 CFR Part 400 and other ORR guidelines and regulations and must be culturally and linguistically appropriate.

The State of New Jersey Refugee Resettlement Program serves refugees and other ORR-eligible populations resettling in New Jersey by providing or coordinating services such as Domestic Medical Screening, employment services, English language training, and other social services. ONA works with local organizations providing initial refugee resettlement services upon arrival, Federally Qualified Health Centers and other community-based organizations to support access to resources and services for new arrivals and other ORR-eligible populations.

RFP BACKGROUND

Refugee resettlement is a combination of federal, state, local and non-profit community-based organizations. RSS funding is a funding source of last resort and must not duplicate services funded by other federal programs or other ORR-funded programs. Selected bidder(s) must coordinate with ONA and other relevant providers to ensure seamless service delivery, avoid duplication, and connect clients to mainstream benefits and community resources whenever available and appropriate to ensure that clients resettle effectively and achieve economic self-sufficiency as quickly as possible, leaning on mainstream options when available.

The Family Self-Sufficiency Plan (FSSP) is the cornerstone of RSS service planning, documentation, and follow-up and is required to be completed for all clients enrolling in the program. ONA will provide required FSSP templates, reporting tools, and related training during onboarding.

Selected bidder(s) must comply with all applicable federal and State requirements, including, but not limited to, 45 CFR Parts 400 and 401, 2 CFR Part 200, applicable ORR Policy Letters and Dear Colleague Letters, DHS/ONA contract requirements, and any additional guidance issued by ONA during the contract period.

RFP POPULATION TO BE SERVED

Services under this RFP may be provided only to individuals who are eligible for ORR-funded benefits and services and who meet all applicable program requirements. Eligible populations include:

- Refugees;
- Asylees*;
- Cuban and Haitian Entrants;
- Iraqi and Afghan Special Immigrants, including Special Immigrant Visa (SIV) holders;
- Amerasians;
- Victims of human trafficking certified by ORR;
- Afghan Humanitarian Parolees;
- Ukrainian Humanitarian Parolees;
- Cuban and Haitian sponsor-based parolees.

*An applicant for asylum/asylum seeker is not eligible for assistance unless the individual also falls within an ORR-eligible status or category or is otherwise made eligible by federal law. Asylum seekers who are successfully adjudicated for their asylum status will become eligible for services under this RFP.

RFP POPULATION TO BE SERVED

Selected bidder(s) must verify and document ORR eligibility before providing RSS-funded services.

Eligible populations and acceptable eligibility documentation may change based on federal law, regulation, or ORR guidance. Statuses not listed previously are not eligible for these services as per ORR policy. ONA will inform selected bidder(s) of updates and any changes as they become applicable to this program.

Services funded under this RFP are limited to individuals who are within 60 months, or five years, of their initial date of eligibility for ORR services.

Initial employment services may be provided to ORR-eligible individuals who are 16 years of age or older and who are not full-time students in elementary or secondary school. A full-time elementary or secondary school student may receive employment services only to obtain part-time or temporary employment while a student, or full-time permanent employment upon completion of schooling.

RFP POPULATION TO BE SERVED

Clients enrolled in RSS may live anywhere in New Jersey, and selected bidder(s) must support reasonable access to services, including through remote service delivery when appropriate and approved by ONA.

RSS clients often have limited English proficiency and may have experienced extreme, repeated, or ongoing trauma before, during, or after migration. Services must be delivered in a culturally competent, trauma-informed, and language-accessible manner, with consistent and effective interpretation and translation whenever necessary.

RFP POPULATION TO BE SERVED

Selected bidder(s) must provide services in the following order of priority, in accordance with 45 CFR 400.147 and per ONA guidance:

1. All newly arriving ORR-eligible individuals during their first year in the United States who apply for services;
2. ORR-eligible individuals who are receiving cash assistance;
3. Unemployed ORR-eligible individuals who are not receiving cash assistance; and
4. Employed ORR-eligible individuals who need services to retain employment or attain economic independence.

RFP POPULATION TO BE SERVED

Employable clients are individuals who are authorized and able to work and are not exempt from employment-related requirements.

Non-employable clients include individuals who are not authorized and able to work, including certain non-employable entrants, and individuals who are otherwise eligible for ORR benefits but exempt from employment-related requirements.

Non-employable clients may not receive employability services that require job search or representation to employers as employable but may receive case management and other services under this RFP.

WHO CAN APPLY?

To be eligible for consideration for this RFP, the bidder must satisfy the following requirements:

- Be a non-profit, or governmental entity;
- Have the staffing, supervision, fiscal systems, and organizational capacity to perform the Scope of Work and comply with all reporting and monitoring requirements;
- Have the technological resources needed to access ONA-designated databases, reporting systems, email, web-based platforms, and remote meeting technology such as Zoom or Microsoft Teams;
- Have the technological resources needed to provide high-quality remote services based on their proposed capacity;
- Be able to provide or arrange free, timely, and reliable language interpretation and translation for clients with limited English proficiency, including in-person, telephonic, and/or video interpretation;

WHO CAN APPLY?

To be eligible for consideration for this RFP, the bidder must satisfy the following requirements:

- Be able to provide culturally and linguistically appropriate, trauma-informed services;
- Be able to document client eligibility, services, referrals, outcomes, expenditures, and case notes in accordance with ONA requirements;
- Be able to begin onboarding when contracts are finalized and begin service delivery by the date specified by ONA;
- Be fiscally viable based upon an assessment of the bidder's audited financial statements. If a bidder is determined, in ONA's sole discretion, to be insolvent or to present insolvency within the twelve (12) months after bid submission, ONA will deem the proposal ineligible for contract award;
- Must not appear on the State of New Jersey Consolidated Debarment Report or be suspended or debarred by any other State or federal entity from receiving funds;

WHO CAN APPLY?

To be eligible for consideration for this RFP, the bidder must satisfy the following requirements:

- Pursuant to DHS Contract Policy and Information Manual Policy Circular 8.05, the bidder shall not have a conflict, or the appearance of a conflict, between the private interests and the official responsibilities of a person in a position of trust. Persons in a position of trust include Provider Agency staff members, officers and Governing Board Members. A bidder must have written Conflict of Interest policies and procedures that satisfy the requirements of P8.05, thereby ensuring that paid Board members do not participate in transactions except as expressly provided in the P8.05 circular; and
- Pursuant to N.J.S.A. 52:32-44, a for-profit bidder and each proposed subcontractor must have a valid Business Registration Certificate on file with the Division of Revenue. This statutory requirement does not apply to non-profit organizations, private colleges and universities, or State and municipal agencies. The bidder must meet all other requirements outlined in the Scope of Work, this RFP, the contract, federal award terms, and ONA guidance.

PREFERRED EXPERIENCE AND QUALIFICATIONS

Preference may be given to bidders that demonstrate one or more of the following:

- Experience providing employment, workforce development, job placement, job readiness, job retention, or employer engagement services;
- Experience providing case management, referral navigation, and service coordination;
- Experience serving New Americans, refugees, asylees, parolees, survivors of human trafficking, mixed-status households, or other immigrant populations;
- Experience determining, screening for, or referring clients for non-citizen benefits eligibility, including TANF, SSI, SNAP, Medicaid, and other mainstream benefits;

PREFERRED EXPERIENCE AND QUALIFICATIONS

Preference may be given to bidders that demonstrate one or more of the following:

- Knowledge of work authorization issues, Employment Authorization Documents, immigrant eligibility categories, and referral pathways to qualified legal services providers;
- Experience with culturally responsive and trauma-informed service delivery;
- Existing partnerships with local community colleges, local adult education providers, local employers, local legal services providers, local healthcare providers, Resettlement Agencies, and/or relevant local community-based organizations;
- Experience providing successful remote service delivery;
- A strong record of timely data reporting, fiscal management, and participation in program monitoring.

SCOPE OF WORK – ESSENTIAL CASE MANAGEMENT

Selected bidder(s) shall perform, at minimum, the following activities:

- Intake, eligibility, and enrollment
- Initial assessment and service planning
- Family Self-Sufficiency Plan and related requirements for completion
- Mainstream benefits and cash assistance referrals
- Information, referral, and service navigation
- Basic community orientation
- Internal referral to Initial Employment Services
- Progress monitoring and case closure
- Language access in case management services
- Additional allowable referrals by case manager based on client need

SCOPE OF WORK – INITIAL EMPLOYMENT SERVICES

Selected bidder(s) shall perform, at minimum, the following activities:

- Initial employment intake and employability assessment
- Individual Employability Plan
- English language training and job readiness training coordination
- Employer engagement and job development
- Job search, placement, and follow-up
- Job upgrades
- Career Advancement referrals
- Language access in employment services

SCOPE OF WORK –

CROSS-CUTTING REQUIREMENTS FOR ALL ACTIVITIES AND SERVICES

Other RFP requirements include and are not limited to:

- Provide assistance and services without regard to race, religion, nationality, sex, or political opinion.
- Ensure that women have the same opportunities as men to participate in all services, including job placement services.
- Provide refugee-specific services designed to meet refugee needs.
- Take into account services provided by Resettlement Agencies and other ORR-funded programs to ensure services are seamless, coordinated, and not duplicative.
- Coordinate with ONA, other current or future ONA-contracted or ONA-approved referral pathways, Resettlement Agencies, providers of RCA, providers of English language training and vocational training, other ORR-funded programs, legal services providers, healthcare providers, workforce development partners, One-Stop Career Centers, adult education providers, community colleges, employers, and other relevant entities, as appropriate and as permitted by confidentiality rules.

SCOPE OF WORK – CROSS-CUTTING REQUIREMENTS FOR ALL ACTIVITIES AND SERVICES

Other RFP requirements include and are not limited to:

- Provide services to the maximum extent feasible in a manner that is culturally and linguistically compatible with the client's language and cultural background.
- Utilize bilingual and bicultural staff, including bilingual/bicultural women, to the maximum extent feasible to ensure adequate service access by refugee women.
- Provide trauma-informed services that recognize the potential impact of displacement, persecution, war, family separation, human trafficking, and other traumatic experiences.
- Maintain confidentiality and obtain consent for information sharing as required by ONA.
- Use ONA-provided or ONA-approved forms, templates, consent forms, eligibility documentation tools, FSSP templates, and reporting templates.
- Participate in ONA-required onboarding, training, technical assistance, meetings, monitoring, corrective action processes, and program improvement activities.

SCOPE OF WORK – **CROSS-CUTTING REQUIREMENTS FOR ALL ACTIVITIES AND SERVICES**

Other RFP requirements include and are not limited to:

- Participate in ONA-required onboarding, training, technical assistance, meetings, monitoring, corrective action processes, and program improvement activities.
- Ensure that staff delivering services are appropriately trained, supervised, and, where required by the contract or agency policy, subject to criminal background checks.
- Notify ONA of significant staffing changes within two weeks or sooner if the change affects service delivery, reporting, fiscal management, or compliance.
- Comply with all applicable federal and State statutes, ORR regulations, ORR policy letters, ONA contract provisions, and ONA guidance.

SCOPE OF WORK – LANGUAGE ACCESS REQUIREMENTS

Other RFP requirements include and are not limited to:

Selected bidder(s) must provide free, timely, reliable, accurate and culturally competent interpretation and translation services whenever needed to ensure meaningful access to the program for individuals with limited English proficiency. Language access must be available for all client-facing activities, including intake, eligibility screening, assessment, service planning, community orientation, employment counseling, job placement activities, referrals, follow-up, grievance processes, and written notices, forms and other vital documents.

Selected bidder(s) must translate vital documents and information that affect access to, participation in, termination of, or exclusion from program services or benefits.

At minimum, selected bidder(s) must maintain written protocols for reliable access to telephonic, video or in-person interpretation in major target languages, including Arabic, Dari, Spanish, French, Haitian Creole, Pashto, Russian, Swahili, Ukrainian, and other languages as needed based on client demographics. Clients must be notified that language assistance services are free of charge.

SCOPE OF WORK – IN-PERSON AND REMOTE SERVICE DELIVERY

Other RFP requirements include and are not limited to:

In-person service delivery is preferred where feasible and appropriate. Selected bidder(s) may provide services remotely or through a combination of in-person and remote services when necessary to reach isolated individuals, clients with transportation barriers, or clients in lower-volume service areas. Remote services may include web-based, video, telephonic, text-based, or other accessible communication methods, provided that services remain confidential, linguistically accessible, trauma-informed, and appropriately documented.

Bidders proposing remote services must describe how they will verify identity and eligibility, obtain consent, protect confidentiality, provide language access, maintain regular contact, complete service plans, connect clients to local resources, and document services in ONA-designated systems.

SCOPE OF WORK – OTHER REQUIREMENTS

Other RFP requirements include and are not limited to:

ONA reserves the right to prioritize and adjust program activities, service areas, reporting requirements, performance measures, contract requirements, and funding allocations based on federal and State requirements, available funding, client need, community need, provider capacity, data quality, monitoring findings, and other program considerations. ONA may issue additional guidance, templates, technical assistance, or instructions during the contract period, and selected bidder(s) must comply with such guidance as a condition of continued funding.

SCOPE OF WORK – PUBLICATIONS

Other RFP requirements include and are not limited to:

Any and all publicity and/or public announcements relating to this RFP shall be reviewed and approved in writing by DHS prior to release or distribution. DHS must provide written approval prior to any release or distribution unless required as part of a legal proceeding.

Nothing in this RFP or resulting contract shall be construed as limiting the bidder in the delivery of allowable services to the clients funded through this RFP. Nothing in this RFP shall be construed as limiting the bidder in making public statements about refugee support services in general, and individual client successes and advocacy in particular or any refugee resettlement work funded and conducted outside the scope of the RFP.

SCOPE OF WORK – PUBLIC OUTREACH AND COMMUNICATIONS

Other RFP requirements include and are not limited to:

Selected bidder(s) shall coordinate with ONA on public outreach, communications, and messaging related to the program. Public-facing materials, announcements, educational materials, media engagement, and other communications regarding the program or activities funded through this award shall be developed in coordination with ONA and consistent with ONA guidance and program priorities.

Nothing in this RFP is intended to limit an applicant's independent activities that are unrelated to funded activities under this award.

SCOPE OF WORK – PROGRAM DELIVERABLES AND REPORTING REQUIREMENTS

Other RFP requirements include and are not limited to:

Selected bidder(s) shall adhere to the program deliverables in order to ensure the adequate provision of services and compliance in the administration of the program. All specified timelines shall be adhered to for timely quarterly payments and in order to remain in good standing with ONA.

SCOPE OF WORK – PROGRAM OUTCOME REPORTING

Other RFP requirements include and are not limited to:

Selected bidder(s) must collect and report data required by ONA for federal and State reporting, program monitoring, performance management, and fiscal oversight. Required data may include, but is not limited to:

- Number of clients enrolled and served, by service component, eligibility category, county, language, age, gender, household status, and other ONA-required categories;
- Number of clients receiving Essential Case Management, Initial Employment Services, and referrals to English language training, job readiness training, vocational training, skills recertification, or other ONA-approved referral pathways;
- Number of clients with FSSPs completed within the timeframe specified by ONA;
- Number of clients with completed FSSP updates at specific intervals required by ONA;
- Number and type of referrals made and referral outcomes;
- Number of clients placed in full-time, part-time, or temporary/other employment;
- Wage at job placement, weekly hours, employer, occupation or industry, health benefits eligibility, and federal cash assistance status at placement;

SCOPE OF WORK – PROGRAM OUTCOME REPORTING

Other RFP requirements include and are not limited to:

Selected bidder(s) must collect and report data required by ONA for federal and State reporting, program monitoring, performance management, and fiscal oversight. Required data may include, but is not limited to:

- Number of clients whose federal cash assistance was terminated due to earned income;
- Number of clients retaining employment for at least 90 days;
- Number of clients receiving job upgrades (which may include part-time to full-time jobs, or new job placements with increased hourly wages);
- Number of clients meeting the program definition of economic self-sufficiency as defined by ONA;
- Any additional program or fiscal data needed for ORR reporting, including the ORR-5, ORR-6, Annual Service Plan, Annual Outcome Goal Plan, or other financial reports, monitoring, and ONA-required reports.

SCOPE OF WORK – PROGRAM ENGAGEMENT AND REQUIRED MEETINGS

Other RFP requirements include and are not limited to:

- Provide ONA with a list of leadership and staff;
- Designate primary and back-up program contact;
- Attend biweekly, quarterly, and other meetings as requested by ONA;
- Attend quarterly consultations and coordination meetings with ONA, Resettlement Agencies, local community service agencies, State and local government representatives, and other partners as requested by ONA;
- Participate in training and technical assistance on ORR-eligible populations, ORR eligibility, cultural competency, trauma-informed care, language access, FSSPs, data entry, fiscal reporting, and other topics required by ONA;
- Communicate regularly with ONA and other providers to avoid duplication of services and ensure service continuity.

SCOPE OF WORK – MONITORING AND CORRECTIVE ACTION

Other RFP requirements include and are not limited to:

Selected bidder(s) will be subject to routine, biannual, and as-needed programmatic and fiscal monitoring by ONA, DHS, ORR, and/or other authorized entities. Monitoring may include desk reviews, site visits, client file reviews, fiscal reviews, data quality checks, interviews, observation of service delivery, and review of policies and procedures. During monitoring, ONA may assess compliance, service quality, promising practices, trends, barriers, client outcomes, fiscal management, and alignment with funding requirements and program guidelines.

Selected bidder(s) must cooperate with monitoring activities and provide requested program, client, fiscal, and administrative records in a timely manner. ONA may require corrective action plans, additional training, enhanced reporting, repayment of unallowable costs, suspension of payments, contract modifications, or other remedies as permitted by contract terms.

SCOPE OF WORK

Other RFP requirements include and are not limited to:

Data and Fiscal Reporting

- Submit quarterly programmatic financial reporting of actual expenditures, no later than 30 days after the close of each fiscal quarter; and
- Use data and financial reporting templates provided by ONA.

Required Use of ONA Systems and Templates

Selected bidder(s) must use ONA-designated databases, reporting spreadsheets, forms, and templates. Data entry and documentation in the ONA-designated system are mandatory and may be a condition of payment. ONA may update systems, templates, and reporting requirements during the contract period, and selected bidder(s) must implement updates according to ONA instructions. Selected bidder(s) must attend training provided by ONA on ONA-designated databases, reporting, and forms.

Bidder may only provide proposed costs associated with line items in the budget template provided.

IMPORTANT BUDGET CONSIDERATIONS:

- Bidders should ensure that they are budgeting to serve a maximum number of unduplicated clients at any given time. The budget is based on the maximum client capacity an agency can have enrolled per month at any given time, not unique individual clients over the course of a the year. Clients may come in and out of the program – some months may have higher or lower enrolled and active clients. The budget template does not reflect the total number of cumulative unduplicated clients a bidder may end up serving during the year, which may vary.
- Active Client reimbursement payments can be made for a client that is both enrolled and actively served within a month. Unresponsive/unserved or unenrolled clients will not qualify for reimbursement payment to the bidder that month.
- These are maximum projected costs – 30% will be paid as baseline administrative funding, and the remainder based on per client served each month after review of proper documentation.
- The Career Advancement Funding Allowance is calculated at \$3000 x 5% of total proposed client service capacity. These funds can be spent upon approval based on availability of funds and client need, actuals spent do not need to equal \$3000 per person and can be allocated based on bidder discretion, with ONA approval. This is not accounted for in the average cost per client.
- This template reflects an annual budget – it will be prorated to cover the initial grant period ending September 30, 2028.
- Payments must be rendered for individuals over the age of 16. Services for children under 16 are included in their guardian's case and should not be accounted for in cost budgeting.
- Refer to the RFP for allowable costs.
- Personnel types may include programmatic staff, such as Case Managers, Senior Case Managers, Supervisors, Intake Specialists, Outreach Workers; and administrative such as Program Director, Finance / Grants Manager, Administrative Assistants, HR Support, etc.
- Non-personnel administration costs may include rent, office supplies, software, utilities, training, or any other non-personnel administrative costs associated with this program and these services.

CLIENT REIMBURSEMENT RATE - PER ACTIVE CLIENT PER MONTH	
Total Annual Costs if Maximum Served (Does not include Career Advancement Funding Bucket)	\$
Client Capacity per Month	
Monthly cost per Client	
Must equal between \$125-\$170 to be a qualified bid	#DIV/0!
Active Client Reimbursement Rate = 70% of monthly cost per client	#DIV/0!
Maximum 70% of client costs	\$

ADMINISTRATIVE BASELINE	
30% of Annual Costs	\$
Admin Cost Per Month to be Reimbursed	\$

BUDGET AT A GLANCE	
Maximum 70% of client costs	\$
Baseline 30% of Annual Costs	\$
Total Annual Operational Costs	\$
Career Advancement Funding Allowance	\$
TOTAL ANNUAL BUDGET	\$

BUDGET – IMPORTANT CONSIDERATIONS

Bidder may only provide proposed costs associated with line items in the budget template provided.

- Bidders should ensure that they are budgeting to serve a maximum number of unduplicated clients at any given time. The budget is based on the maximum client capacity an agency can have enrolled per month at any given time, not unique individual clients over the course of the year. Clients may come in and out of the program -- some months may have higher or lower enrolled and active clients. The budget template does not reflect the total number of cumulative unduplicated clients a bidder may end up serving during the year, which may vary.
- Active Client reimbursement payments can be made for a client that is both enrolled and actively served within a month. Unresponsive/unserved or unenrolled clients will not qualify for a reimbursement payment to the bidder that month.
- These are maximum projected costs -- 30% will be paid as baseline administrative funding, and the remainder based on per client served each month after review of proper documentation. o The Career Advancement Funding Allowance is calculated at \$3000 x 5% of total proposed client service capacity. These funds can be spent upon approval based on availability of funds and client need, actuals spent do not need to equal \$3000 per person and can be allocated based on bidder discretion, with ONA approval. This is not accounted for in the average cost per client.

BUDGET – IMPORTANT CONSIDERATIONS

Bidder may only provide proposed costs associated with line items in the budget template provided.

- This template reflects an annual budget -- it will be prorated to cover the initial grant period ending September 30, 2028.
- Payments will be rendered for individuals the age of 16 and over. Services for children under 16 are included in their guardian's case and should not be accounted for in cost budgeting.
- These are maximum projected costs -- 30% will be paid as baseline administrative funding, and the remainder based on per client served each month after review of proper documentation.
- The Career Advancement Funding Allowance is calculated at \$3000 x 5% of total proposed client service capacity. These funds can be spent upon approval based on availability of funds and client need, actuals spent do not need to equal \$3000 per person and can be allocated based on bidder discretion, with ONA approval. This is not accounted for in the average cost per client.

BUDGET – IMPORTANT CONSIDERATIONS

Bidder may only provide proposed costs associated with line items in the budget template provided.

- This template reflects an annual budget -- it will be prorated to cover the initial grant period ending September 30, 2028.
- Payments will be rendered for individuals the age of 16 and over. Services for children under 16 are included in their guardian's case and should not be accounted for in cost budgeting.
- Personnel types may include programmatic staff, such as Case Managers, Senior Case Managers, Supervisors, Intake Specialists, Outreach Workers; and administrative such as Program Director, Finance / Grants Manager, Administrative Assistants, HR Support, etc.
- Non-personnel administration costs may include rent, office supplies, software, utilities, training, or any other non-personnel administrative costs associated with this program and these services.

BUDGET – ALLOWABLE COSTS

Bidder may only provide proposed costs associated with line items in the budget template provided.

- Funds awarded under this RFP may be used only for allowable, allocable, reasonable, necessary, and properly documented costs incurred during the approved budget period and directly related to the approved Scope of Work for ORR-eligible clients. Budgets must comply with federal cost principles, ORR requirements, DHS/ONA requirements, and the approved contract budget.
- Per ORR Policy Letter 24-03, short-term emergency food assistance may be allowable only when consistent with ORR policy, made available and approved by ONA, and supported by available funding. ONA may issue additional guidance regarding the availability, scope, duration, documentation, and approval of any such assistance.
- Selected bidder(s) may include and, with prior written ONA approval, use a limited client-specific Training and Career Advancement Support Cost allowance for costs that support an ORR-eligible client's employment, employment retention, job upgrade, or career advancement goals. Such costs may be considered only when they are included in the approved budget, consistent with ONA guidance, and not reasonably available through an appropriate no-cost, low-cost, subsidized, employer-funded, publicly funded, or otherwise non-duplicative source.

BUDGET – ALLOWABLE COSTS

Bidder may only provide proposed costs associated with line items in the budget template provided.

Client-specific Training and Career Advancement Support Costs may include, as approved by ONA, costs related to employment-focused English language training, job readiness training, short-term vocational or occupational training, skills recertification, licensing or exam fees, credential evaluation, or other employment and employability-related supports. ONA may establish additional parameters, annual or lifetime caps, approval processes, documentation requirements, or priority criteria during budget negotiation, onboarding, or the contract period.

BUDGET – NOT ALLOWABLE COSTS

Bidder may only provide proposed costs associated with line items in the budget template provided. Not allowable costs may include, But Are Not Limited To:

- Costs outside the approved Scope of Work or not directly tied to services for ORR-eligible clients;
- Costs that duplicate services or payments available through another federal, State, local, private, or ORR-funded source. Costs towards delivery of case management-related services that are specified as referral, and not direct service provision specified by ONA, are not allowable;
- Costs for direct operation of standalone English language training, job readiness training, vocational training, skills recertification, or career advancement programs unless expressly authorized by ONA;
- Costs incurred outside the approved budget period, except allowable closeout costs or costs otherwise approved in writing by the appropriate authority;

BUDGET – NOT ALLOWABLE COSTS

Bidder may only provide proposed costs associated with line items in the budget template provided. Not allowable costs may include, But Are Not Limited To:

- Housing assistance, including rent, lease deposits, master leases, guarantees, or related housing costs, unless specifically authorized in writing by ONA;
- Legal representation, filing fees, or legal services;
- Cash assistance or direct financial assistance not specifically authorized by ONA;
- Costs lacking adequate documentation;
- Client-specific Training and Career Advancement Support Costs that are not approved by ONA or are not consistent with guidelines listed in the Allowable Costs section; and
- Any other costs determined unallowable by ONA, DHS, ORR, or applicable law or regulation.
- No funds from the program may be used for lobbying activities as defined in accordance with guidance issued by the New Jersey Election Law Enforcement Commission at: https://www.elec.nj.gov/forcandidates/gaa_forms.htm.

REQUIRED PROPOSAL CONTENT

PROPOSAL REQUIREMENTS

- All interested bidders must submit a written response that addresses the organization's role in the Refugee Resettlement program; overview of organization's work, programs, and initiatives; profile of experience providing services to similar populations; short narrative; and capacity to implement this program in no more than 3-5 pages.
- All bidders must submit a written narrative proposal that addresses the following topics under the Specific Proposal Requirements section, and adheres to all instructions and includes required supporting documentation. Note that this may be submitted in narrative or outline format.
- Completed materials from the list of attachments/appendices.
- Completed budget template.

SPECIFIC PROPOSAL REQUIREMENTS

Proposals will be evaluated based on price and other factors, using the point values noted below.

Proposal Sections	Points
Organizational Experience, Background, and Administration	10
Program Implementation and Service Delivery	25
Service Area and Capacity	15
Outcomes and Evaluation	10
Staffing and Language Access	10
Facilities, Logistics, Equipment	10
Budget	20
TOTAL	100

ORGANIZATIONAL EXPERIENCE, BACKGROUND, AND ADMINISTRATION (10 POINTS)

- Provide a brief and concise summary of the bidder's background and experience in implementing these or related types of services and explain how the bidder is qualified to fulfill the obligations of the RFP.
- The written narrative should answer all 9 questions in this section, including information about the bidder's mission, history, current programs, experience, administrative and fiscal capacity, relevant partnerships, and other compliance requirements needed to implement this program.

PROGRAM IMPLEMENTATION AND SERVICE DELIVERY (25 POINTS)

- In this section, the bidder shall provide an overview of how the services detailed in the Scope of Work shall be implemented and the timeframes involved.
- The written narrative should answer all 10 questions in this section, including description of how the bidder will provide services in the Scope of Work, including intake, management of Family Self-sufficiency plans, identify client needs, engage community resources and referrals, approach to employment services, data collection and management.

SERVICE AREA AND CAPACITY (15 POINTS)

- The bidder shall identify the proposed geographic service area, estimated client capacity, and service delivery approach.
- The written narrative should answer all 3 questions in this section, including identification of counties proposed for services, remote or in person services, estimated number of individuals served, and how the bidder will provide in-person services in high-need areas.

OUTCOMES AND EVALUATION (10 POINTS)

- Provide information related to the projected outcomes associated with the proposal as well as any evaluation method that shall be utilized to measure successes and/or setbacks associated with this project.
- The written narrative should answer all 4 questions in this section, including how the bidder will measure goals and objective, evaluation of contract outcomes.

STAFFING AND LANGUAGE ACCESS (10 POINTS)

- Bidders must determine staff structure to satisfy the contract requirements. Bidders should describe the proposed staffing structure and identify how many staff members shall be hired to meet the needs of the program.
- The written narrative should answer all 6 questions in this section, including outline of full and part time staff dedicated to this contract, staff capacity, management for coordination and oversight, staffing structures, and language accessibility plans and resources.

FACILITIES, LOGISTICS, EQUIPMENT (10 POINTS)

- The bidder should detail its facilities where normal business operations shall be performed and identify equipment and other logistical issues.
- The written narrative should answer all 5 questions in this section, including description of how assets will be acquired, ADA accessibility, location for in-person services, experience and capacity for remote services.

BUDGET (20 POINTS)

- ONA will consider the cost efficiency of the proposed budget as it relates to the scope of work. Therefore, bidders must clearly indicate how this funding shall be used to meet the program goals and/or requirements. In addition to the required Budget forms, bidders are asked to provide budget notes.
- The budget should be reasonable and reflect the scope of responsibilities required to accomplish the goals of this project. All costs associated with the project must be delineated and the budget notes must clearly articulate budget items including a description of miscellaneous expenses and other costs.
- The written narrative should answer all 5 questions in this section.

ATTACHMENTS/APPENDICES

The enumerated items within the RFP of Required Attachments #1 through #12 and Appendices #1 through #8 must be included with the bidder's proposal.

Please note that if Required Attachments #1 through #12 are not submitted and complete, the proposal will not be considered. Furthermore, the failure to provide documents necessary to assess fiscal viability (as identified in Attachments #9 through #11) may result in the disqualification of the bidder's proposal.

The collective of Required Attachments #1 through #12 and Appendices #1 through #8 is limited to a total of 50 pages. Audits and interim financial statements (Required Attachments #9, #10 and #11) do not count towards the appendices' 50-page limit.

Attachments/Appendix information exceeding 50 pages will not be reviewed.

REQUIRED BUDGET TEMPLATE

The Excel template, posted with the RFP, contains a template spreadsheet. Please refer to the Budget Section of the Other Requirements of this RFP for additional instructions. This will allow for a clear understanding of how to work within the template file and all allowable costs

1. In the Personnel section, you will enter the proposed costs for staff and an overview of each staff person's role in the program.
2. Please use the "Explanatory Budget Notes" column to help support anything that you feel needs to be explained in written word for evaluators to understand your intent regarding any cost/volume data populated in your template submission. If you double up expenses on one budget line, please provide the individual expense details in the budget notes. You can expand rows to give more room in the note's column should you need it.

REMINDER: ANTICIPATED RFP SCHEDULE

Activity	Date
Notice of Funding Availability	August 25, 2026
Prospective Bidder Presentation	September 4, 2026, 1:00 PM ET
Prospective Bidder Questions on RFP	September 15, 2026, no later than 11:59 PM ET
Deadline for receipt of proposals	October 30, 2026, no later than 11:59 PM ET
Preliminary award announcement	TBD
Appeal deadline	TBD
Final award announcement	TBD



THANK YOU

ANY ADDITIONAL INFORMATION ABOUT THE RFP, INCLUDING DATES THAT ARE CURRENTLY TBD AND ANSWERS TO SUBMITTED QUESTIONS, WILL BE POSTED ON [DHS' REQUEST FOR PROPOSALS/INFORMATION WEBPAGE](#).