



STATE OF NEW JERSEY
DEPARTMENT OF HUMAN SERVICES
OFFICE OF NEW AMERICANS

REQUEST FOR PROPOSALS

Refugee Essential Case Management & Initial Employment Services

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Department of Human Services

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I. Purpose and Intent

Purpose

The Refugee Act of 1980 established the federal Office of Refugee Resettlement (ORR) within the United States Department of Health and Human Services to help refugees achieve economic self-sufficiency and integrate into their new communities. Under section 412(a)(9) of the Immigration and Nationality Act and implementing regulations of 45 CFR Parts 400 and 401, ORR funds resettlement services, including employment services and case management, to provide for the effective resettlement of refugees and to assist them to achieve economic self-sufficiency as quickly as possible. These services can be administered through a combination of federal, State, local and non-profit community-based organizations.

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 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.

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.

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.

Program Objectives

Selected bidder(s) shall implement services that advance the following 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.
- 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.
- 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.

Anticipated Awards, Funding, Term, and Capacity

ONA anticipates making multiple awards through this RFP, subject to the availability of federal funds, the quality and responsiveness of proposals, proposed service capacity, geographic coverage, and ONA's programmatic needs. ONA may make no award, one award, or multiple awards, and may negotiate final budgets and service levels before final award. ONA anticipates allocating multiple awards based on service areas outlined in the Service Areas and Award Preferences section, accounting for both in-person and remote/virtual services.

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. Awards toward the upper end are anticipated for bidders proposing to serve high-volume counties and/or multiple service areas. 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. Case consultations and direct service provision will begin after an initial onboarding period. 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).

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.

Service Areas and Award Preferences

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. 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.

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.

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	
		Camden	11%
		Monmouth	
		Cumberland	
		Atlantic	
		Burlington	
		Somerset	
		Gloucester	
		Morris	
		Ocean	
		Salem	
		Sussex	
		Hunterdon	
		Warren	
		Cape May	
		Total	100%

*Where a percentage cell spans multiple counties, the percentage shown is the combined share for those counties.

Because RSS must be coordinated with other ONA-approved referral pathways and external community systems, preference may be given to bidders with a demonstrated

record of effective collaboration, including participation in provider networks, experience managing referral partnerships, and/or a successful track record of coordination with workforce development, adult education, mainstream benefit service agencies, housing providers, and other support entities within a region and/or statewide.

The following summarizes the **anticipated** RFP schedule:

August 25, 2026	Notice of Funding Availability
September 4, 2026	Prospective Bidder Presentation
September 15, 2026	Questions on RFP are due no later than 11:59 p.m. ET
October 30, 2026	Deadline for receipt of proposals-no later than 11:59 p.m. ET
TBD	Preliminary Award Announcement
TBD	Appeal Deadline
TBD	Final Award Announcement

Bidders are responsible for monitoring the DHS website¹ for updates to the RFP schedule. All responses to the questions will be posted on the DHS website. Please review the website for responses.

II. Background and Population to be Served

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.

For federal fiscal year 2025, the top countries of origin for individuals served through New Jersey's RSS programs included Haiti, Cuba, Ukraine, Afghanistan, Venezuela, Syria, Chile, Guatemala, and Colombia. Populations served may shift over time based on federal policy, global displacement trends, parole programs, asylum grants, secondary migration, and other eligibility changes.

¹ <https://www.nj.gov/humanservices/notices/grants/proposals/>

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.

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.

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 above 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.

**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.*

Time Eligibility

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.

Age Eligibility

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.

Employable and Non-Employable Clients

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.

Service Priority

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.

In-State Residency

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.

Population Characteristics and Service Approach

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.

III. Who Can Apply?

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

- The bidder must be a non-profit, or governmental entity;
- The bidder must have the staffing, supervision, fiscal systems, and organizational capacity to perform the Scope of Work and comply with all reporting and monitoring requirements;
- The bidder must 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;
- The bidder must have the technological resources needed to provide high-quality remote services based on their proposed capacity;
- The bidder must 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;
- The bidder must be able to provide culturally and linguistically appropriate, trauma-informed services;
- The bidder must be able to document client eligibility, services, referrals, outcomes, expenditures, and case notes in accordance with ONA requirements;
- The bidder must be able to begin onboarding when contracts are finalized and begin service delivery by the date specified by ONA;
- The bidder must 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;
- The bidder must not appear on the State of [New Jersey Consolidated Debarment Report](https://www.nj.gov/treasury/revenue/debarment/)² or be suspended or debarred by any other State or federal entity from receiving funds;
- 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

² <https://www.nj.gov/treasury/revenue/debarment/>

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;
- 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.

IV. Contract Scope of Work

Program Description

Through this RFP, ONA seeks bidder(s) to provide two integrated RSS services for ORR-eligible individuals in New Jersey: Essential Case Management and Initial Employment Services. Selected bidder(s) must also coordinate access to English language training, job readiness training, vocational training, skills recertification, and other career advancement supports through ONA-approved referral pathways, as applicable and available. Selected bidder(s) are responsible for assessment, referral, access support and facilitation, follow-up, documentation, and ensuring non-duplication of services.

Essential Case Management serves as a primary point of entry for ORR-eligible individuals enrolling in RSS-funded services. Initial Employment Services are provided

to employable ORR-eligible individuals. To receive Initial Employment Services, the client must first complete required intake and case management activities. The case manager then provides an internal referral within the agency to Initial Employment Services.

Essential Case Management and Initial Employment Services funded through this RFP must be coordinated as an integrated service system with Refugee Cash Assistance and ONA-approved referral pathways for English language training, job readiness training, vocational training, skills recertification, career advancement, and mainstream benefits. Selected bidder(s) must ensure that clients receive seamless services that are not duplicative of other federal or ORR-funded programs.

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. Services should be designed to build client independence and connect clients to durable mainstream supportive services.

Essential Case Management

Essential Case Management must be designed to identify client needs and goals, remove barriers to employment and integration; make referrals to connect clients to mainstream benefits and community resources and maintain detailed documentation of referral outcomes; support coordinated service planning; and document progress toward self-sufficiency. Case management for employable clients must be directed toward attainment of employment as soon as possible after arrival in the U.S. or enrollment in services. Case management for non-employable clients must focus on connection to appropriate services, community resources, and integration supports. Essential Case Management also includes identifying when clients may benefit from English language training and coordinating referrals to appropriate ONA-approved referral pathways.

Required Essential Case Management Activities

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

- Intake, eligibility, and enrollment
 - Provide any individual wishing to apply for services an opportunity to apply and determine program eligibility in accordance with ONA and ORR requirements.
 - Verify and document ORR eligibility, identity, date of eligibility, New Jersey residence, household composition, work authorization when relevant, and other required information.
 - Conduct and document eligibility determination for each ORR-funded program or service component involved, as required by ONA guidance.
 - Obtain signed releases, consents, and acknowledgments using ONA-approved forms.
- Initial assessment and service planning

- Assess client and household needs, strengths, barriers, goals, self-reported English proficiency, education, work history, professional background, health-related service needs, benefits status, transportation, childcare, housing stability, digital access, and other factors affecting employment and integration.
- Identify whether the client is employable, non-employable, or exempt from employment requirements.
- Develop a plan to meet identified needs through services, activities, referrals, and follow-up.
- Develop and maintain an FSSP for all clients.
- FSSP requirements
 - Complete the FSSP for each client enrolling in RSS within the timeframe specified by ONA.
 - Include each member of the family household, including children.
 - Coordinate internally to ensure the individual employability plan is incorporated into, aligned with, or attached to the FSSP, as instructed by ONA.
 - Complete full FSSP follow-up assessments at required intervals specified by ONA, and at least monthly have a touchpoint with any active, enrolled client.
 - Complete a new FSSP for any client who changes providers within New Jersey or re-enrolls in RSS.
 - Use ONA templates and submit or enter FSSP information in ONA-designated systems.
- Mainstream benefits and cash assistance referrals
 - Perform preliminary assessment of appropriateness of mainstream benefits and cash assistance based on family size and income, and provide referrals related to RCA, TANF, SSI, Refugee Medical Assistance, and other benefits or supports for which the client may be eligible.
 - Promptly refer ORR-eligible individuals who are 65 years of age or older, blind, or disabled to the Social Security Administration to apply for SSI.
 - Coordinate with ONA and relevant public benefits agencies or contracted providers to avoid duplication of services.
- Information, referral, and service navigation
 - Proactively identify resources and services available for other client needs, building partnerships with other provider networks in their service area. ONA will provide technical assistance and support as needed.
 - Provide information and referral services to connect clients to available mainstream and community services.
 - Facilitate access to relevant services and activities, including follow-up to confirm whether referrals were successful.
 - Refer clients to food resources, healthcare, mental health services, schools, adult education, childcare, transportation, housing stabilization resources, legal services providers, domestic violence services, disability services, older adult services, and other resources as needed.
 - Maintain detailed documentation of referral dates, referral destinations, client consent, barriers to referral or service uptake, barrier removal efforts, and outcomes.
- Basic community orientation

- Provide basic community orientation designed to familiarize clients with available community services, explain the purpose of these services, and facilitate access to them.
- Support client knowledge, skills, and confidence to navigate their new environment, use mainstream systems, and participate in community life.
- Document orientation topics, attendance, language access, and client-reported knowledge gains as required by ONA.
- Internal referral to Initial Employment Services
 - Make internal referral for employable clients to Initial Employment Services promptly and document the referral.
 - Ensure employment goals, barriers, job placements, wages, hours, benefits, job retention, and case notes are reflected in the FSSP and documented in ONA-designated systems.
 - Communicate, as permitted by consent and confidentiality rules, with Refugee Cash Assistance and mainstream benefits providers regarding employment status and cash assistance implications.
 - Ensure seamless internal coordination of services between case managers and employment staff.
- Progress monitoring and case closure
 - Conduct, at a minimum, monthly follow-up to assess and document client progress toward goals, employment, and self-sufficiency.
 - Update the FSSP when circumstances change.
 - Close cases in accordance with ONA requirements, including documentation of services provided, referrals made, outcomes achieved, and reasons for closures.
- Language access in case management services
 - Provide translation and interpretation services, when necessary, in connection with case management services.

Additional Allowable Referrals by Case Manager Based on Client Need

Depending on client need, eligibility, available resources, and ONA guidance, selected bidder(s) may provide referrals and access support for:

- Assistance in obtaining Employment Authorization Documents (EADs), in coordination with ONA and qualified legal services providers;
- Childcare;
- Transportation needed for participation in employment or other reasons;
- Social adjustment services, including emergency and crisis counseling, health-related information and referral, appointment scheduling support, and home management services;
- Citizenship and naturalization preparation services, including English language training, civics instruction, application assistance, disability waiver assistance, and interpreter services for citizenship interviews, only as authorized by ONA and in partnership with qualified legal services providers;
- English language training for non-employable clients as instructed by ONA;
- Other services authorized in writing by ONA.

Initial Employment Services

Initial Employment Services must be designed to enable employable clients to obtain employment as soon as possible and to improve employability or work skills in a manner that facilitates employment within one year of enrollment in services. Employment services must be coordinated with case management and cash assistance. Initial Employment Services also includes identifying when clients may benefit from English language training, job readiness training, vocational training, skills recertification, credential evaluation, or other career advancement supports, and coordinating referrals to appropriate ONA-approved referral pathways.

Required Initial Employment Activities

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

- Initial employment intake and employability assessment
 - Receive internal referrals from Essential Case Management staff and confirm relevant work authorization, employment history, education, credentials, English proficiency, barriers, and client goals.
 - Assess the client's employability, job readiness, skills, experience, transportation, childcare needs, schedule, health or disability-related limitations, and other factors affecting employment.
 - Ensure that employment services are provided only to clients who are authorized and able to work or otherwise eligible for the specific employment-related service.
- Individual Employability Plan
 - Develop and maintain an Individual Employability Plan for each client receiving employment services. The Individual Employability Plan is a required component of the FSSP for clients receiving employment services.
 - Design the plan to lead to the earliest possible employment and not to discourage or delay employment or job-seeking.
 - Include a definite employment goal attainable in the shortest time period consistent with the client's employability and job openings in the area.
 - Coordinate with case management so the Individual Employability Plan is incorporated into and aligned with the FSSP.
- English language training and job readiness training coordination
 - Assess and document client needs for employment-focused English language training, job readiness training, vocational training, skills recertification, credential evaluation, licensing or exam support, and other employability supports.
 - Refer clients, as appropriate and as available, to ONA-approved referral pathways for world-of-work orientation, job clubs, job workshops, employment-focused English language instruction, job readiness training, vocational training, skills recertification, credential evaluation, and other employability supports.
 - Support and facilitate access to referred services, including coordination with the referral pathway and follow-up with the client, as appropriate.

- Document referrals, participation, completion, barriers, follow-up, and outcomes from referred services.
- When appropriate, request ONA approval to use budgeted client-specific Training and Career Advancement Support Costs in accordance with the Allowable Costs section.
- Ensure that English language instruction and vocational training funded under RSS occur concurrently with employment or other employment-related services to the fullest extent feasible, rather than delaying employment.
- Employer engagement and job development
 - Identify and develop local employment opportunities appropriate to client skills, experience, language level, transportation, childcare, and employment goals.
 - Build and maintain relationships with local employers and other local employment resources, coordinating with ONA as needed.
 - Educate local employers, as appropriate and using ONA-provided materials, about work authorization, cultural and linguistic considerations, and supports available to clients, without disclosing confidential client information without consent.
- Job search, placement, and follow-up
 - Refer clients to job opportunities and support job search activities, applications, interviews, onboarding, and job placement.
 - Provide job search assistance on behalf of or alongside the client, consistent with the client's employability plan.
 - Document job placements, including employer, occupation, start date, wage, hours, full-time or part-time status, benefits eligibility, cash assistance status at placement, and whether the placement meets applicable employment criteria in accordance with ONA guidance.
 - Conduct regular monthly follow-up after placement to support job retention and advancement, including follow-up at or before 90 days after employment begins and concurrent with required updates to the FSSP at required intervals specified by ONA.
 - Report employment and retention data to ONA and update the FSSP with employment and retention data.
- Job upgrades
 - Facilitate job upgrades for clients to ensure, whenever possible and appropriate, clients obtain full-time jobs with higher wages and health benefits offered.
- Career Advancement referrals
 - During employment follow-up, including before or after the 90-day employment retention point as appropriate, assess whether the client may benefit from a job upgrade, increased hours, higher wages, health benefits, more stable employment, vocational training, on-the-job training, skills recertification, credential evaluation, or other career advancement support.
 - Refer the client, when applicable and available, to an ONA-approved career advancement pathway, provider, or program, and document the referral, follow-up, participation, completion, and outcomes.

- Ensure that any vocational training, on-the-job training, skills recertification, or related referral is consistent with the client's Individual Employability Plan, FSSP, and ONA guidance.
- When appropriate, request ONA approval to use budgeted client-specific Training and Career Advancement Support Costs in accordance with the Allowable Costs section.
- Language access in employment services
 - Provide translation and interpretation services, when necessary, in connection with employment or participation in employability services.
 - Ensure interpretation is available during employment counseling, job readiness activities, employer interactions where appropriate, and other employment-related services.

Cross-Cutting Requirements for All Activities and Services

Selected bidder(s) shall, per ONA requirements and 45 CFR 400.156:

- 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.
- 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.
- 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.

Language Access Requirements

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, including but not limited to applications, consent forms; complaint forms; notice of rights; intake forms; eligibility notices; privacy notices; service-related forms; and documents requiring a client response. If a required document is not available in the client's primary language, selected bidder(s) must provide oral interpretation or translation of the vital document by a qualified interpreter so the client can complete the document.

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. Clients may not be required to bring their own interpreters, and selected bidder(s) may not rely on children, family members, friends, or unqualified staff to interpret. Bilingual staff may communicate directly with clients only in the staff member's qualified language and only when doing so does not compromise confidentiality, accuracy, or service quality. Interpretation arrangements must also comply with ONA language access guidance and must not compromise confidentiality, accuracy, or service quality.

In-Person and Remote Service Delivery

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.

The successful bidder must comply with DHS contracting rules and regulations as set forth in the Standard Language Document, the Contract Reimbursement Manual, and the Contract Policy and Information Manual. These documents are available on the [DHS website](#)³.

Other Requirements

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.

Program Deliverables and Reporting Requirements

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.

Program Outcome Reporting

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;

³ <https://www.nj.gov/humanservices/olra/contracting/policy/>

- Wage at job placement, weekly hours, employer, occupation or industry, health benefits eligibility, and federal cash assistance status at placement;
- 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;
- Number of clients referred to career advancement, on-the-job training, credential evaluation, licensing or exam support, or other related services;
- Number of clients accepted into, enrolled in, participating in, or completing referred English language training, job readiness training, vocational training, skills recertification, credential evaluation, career advancement, or related services;
- Client participation in basic community orientation and assessment of client knowledge gains;
- Percentage of client files that meet 100% documentation compliance during monitoring;
- Percentage of case notes entered within the required timeframe specified by ONA;
- Percentage of client FSSPs and IEPs that meet quality benchmarks (clarity, measurable goals, timely updates);
- Percentage of required reports (programmatic, fiscal, demographic) submitted on or before deadline;
- Timely response rate to ONA inquiries as specified by ONA;
- Percentage of invoices or reimbursement requests submitted accurately and on time;
- Percentage of monitoring findings resolved within required timeframe;
- Number of requests for client-specific Training and Career Advancement Support Costs submitted, approved, denied, and paid, if applicable;
- Total amount of approved client-specific Training and Career Advancement Support Costs paid, by cost category, if applicable;
- 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.

Program Engagement and Required Meetings

Selected bidder(s) shall:

- Provide ONA with a list of leadership and staff responsible for contracts, finance/budget, program coordination, reporting, meetings, supervision, case management, employment services, language access, and service delivery;
- Designate one primary program contact and one back-up contact who will attend ONA-required meetings and respond to ONA requests;
- 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; and
- Communicate regularly with ONA and other providers to avoid duplication of services and ensure service continuity.

Monitoring and Corrective Action

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.

Data and Fiscal Reporting

Selected bidder shall:

- 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.

ONA may provide additional templates, forms, or instructions for referral tracking, participant outcome reporting, budget reporting, and requests for client-specific Training and Career Advancement Support Costs during onboarding or the contract period.

Case Files and Recordkeeping

Selected bidder(s) must create and maintain complete, accurate, and organized electronic and/or physical case files in accordance with ONA requirements. Case file requirements will be provided to selected bidder(s) by ONA during onboarding and must include, at a minimum, documentation of eligibility, consent, intake, assessments, FSSPs, Individual Employability Plans, case notes, documentation of services provided, referrals, follow-up, employment placements, outcomes, documentation of client communications, and case closure. Records must be maintained as necessary for federal and State monitoring for at least three years from the date of submission of the applicable final financial report.

Selected bidder(s) must have established administrative and physical controls to preserve the confidentiality of case file records and to protect both electronic and paper records from unauthorized access, use, and disclosure. Physical case files that include sensitive health information must be kept in locked cabinets, rooms, or buildings when not in use. Selected bidder(s)' policies and procedures must also address preventing the physical damage and destruction of records.

Except for purposes directly connected with and necessary to program administration, selected bidder(s) must not disclose information about or obtained from a client without the client's consent, or if the client is a minor, the consent of the parent or guardian, unless otherwise authorized or required by law.

Data Entry Requirements

Selected bidder(s) must enter or submit data in real time whenever possible and no later than one week after the activity, service, referral, placement, follow-up, or other reportable event, unless ONA specifies a shorter timeframe. FSSPs must be completed within the timeframe specified by ONA after enrollment in RSS, with follow-up assessments completed at intervals specified by ONA guidance.

Budget

Bidder may only provide proposed costs associated with the 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 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.
 - 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 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.
- **Allowable Costs**
 - 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.

- 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.

- **Not Allowable Costs**

- Unallowable costs include, but are not limited to:
 - a. Costs outside the approved Scope of Work or not directly tied to services for ORR-eligible clients;
 - b. 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;
 - c. 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;
 - d. Costs incurred outside the approved budget period, except allowable closeout costs or costs otherwise approved in writing by the appropriate authority;
 - e. Housing assistance, including rent, lease deposits, master leases, guarantees, or related housing costs, unless specifically authorized in writing by ONA;
 - f. Legal representation, filing fees, or legal services;
 - g. Cash assistance or direct financial assistance not specifically authorized by ONA;
 - h. Costs lacking adequate documentation;
 - i. 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
 - j. Any other costs determined unallowable by ONA, DHS, ORR, or applicable law or regulation.
 - k. 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.

Other

Publications

No “Publications”, including papers, reports, analyses, presentations, and articles, produced utilizing funds or data obtained under this RFP shall be released to the public without the prior written consent of DHS. DHS shall have the right to edit any Publications and shall further have the right to add co-authorship or disclaimers as DHS, in its sole discretion, deems appropriate. DHS shall assume all responsibilities relative to determining compliance and effect of the Open Public Records Act (N.J.S.A. 47:1A-1) as it pertains to Publications provided by the bidder.

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.

Public Outreach and Communications

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.

V. General Contracting Information

Bidders must currently meet or be able to meet the terms and conditions of the Department of Human Services (DHS) contracting rules and regulations as set forth in the Standard Language Document, the Contract Reimbursement Manual, and the Contract Policy and Information Manual. These documents are available on the [DHS website](https://www.nj.gov/humanservices/olra/contracting/policy/)⁴.

Bidders are required to comply with the Affirmative Action Requirements of Public Law 1975, c. 124 (N.J.A.C. 17:27) and the requirements of the Americans with Disabilities Act of 1991 (P.L. 101-336).

⁴ <https://www.nj.gov/humanservices/olra/contracting/policy/>

Budgets should accurately reflect the scope of responsibilities in order to accomplish the goals of this project.

All bidders will be notified in writing of the State's intent to award a contract.

The contract awarded as a result of this RFP is anticipated to have an initial term of approximately eighteen (18) months, depending on time of contract execution, lasting through September 30, 2028. The contract may be renewable for up to three (3) additional one-year terms, at ONA's sole discretion, with the agreement of the successful bidder. Funds may be used only to support services that are specific to this award; hence, this funding may not be used to supplant or duplicate existing funding streams. Actual funding levels will depend on the availability of funds and satisfactory performance.

In accordance with Policy P1.12 available on the [DHS website](#)², programs awarded a contract pursuant to this RFP will be separately clustered until the ONA determines, in its sole discretion, that the program is stable in terms of service provision, expenditures, and applicable revenue generation.

Should the provision of services be delayed through no fault of the successful bidder, funding continuation will be considered on a case-by-case basis dependent upon the circumstances creating the delay. In no case shall the ONA continue funding when service commencement commitments are not met, and in no case shall funding be provided for a period of non-service provision in excess of three (3) months. In the event that the timeframe will be longer than three (3) months, ONA must be notified so the circumstances resulting in the anticipated delay may be reviewed and addressed. Should services not be rendered, funds provided pursuant to this agreement shall be returned to ONA.

The bidder must comply with all rules and regulations for any ONA program element of service proposed by the bidder.

VI. Submission of Questions

Any questions regarding this RFP should be directed via email to DHS-CO.rfp@dhs.nj.gov no later than 11:59 p.m. ET on September 15, 2026. No questions will be directly answered. Rather, all questions submitted before the deadline and responses will be compiled into a single document which will then be posted on the DHS website prior to the deadline to submit proposals. Bidders are guided to rely upon the information in this RFP and the responses to questions submitted by email to develop their proposals. Specific guidance will not be provided to individual bidders at any time. Bidders are responsible for monitoring the DHS website⁵ for updates regarding the RFP.

VII. Required Proposal Content

⁵ <https://www.nj.gov/humanservices/notices/grants/proposals/>

All bidders must submit a written narrative proposal that addresses the following topics, and adheres to all instructions and includes required supporting documentation, noted below:

Funding Proposal Cover Sheet (RFP Attachment A)

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.

Specific Proposal Requirements

Note that this may be submitted in narrative or outline format. Proposals will be evaluated based on price and other factors, using the point values noted below.

A. 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:

1. Describe the bidder's mission, history, current programs, and experience serving refugees, ORR-eligible populations, New Americans, immigrants, mixed-status households, or other diverse communities. Describe why the bidder is the most appropriate and best qualified to implement the proposed services within its proposed service areas.
2. Describe experience providing case management, referral navigation, service coordination, workforce development, job placement, job readiness, job retention, employer engagement, and public benefits navigation.
3. Describe experience providing culturally responsive, linguistically appropriate, and trauma-informed services to populations with limited English proficiency.
4. Summarize the bidder's administrative, fiscal, data, and compliance capacity to manage this program, including experience with federal or State grants, reporting, monitoring, and corrective action.
5. Describe any relevant partnerships with community-based organizations, Resettlement Agencies, workforce development partners, One-Stop Career Centers, adult education providers, community colleges, employers, legal services providers, healthcare providers, or public benefits providers.
6. Describe the bidder's current status and history relative to debarment by any State, federal or local government agency. If there is debarment activity, it must be

explained with supporting documentation, such as an appendix, to the bidder's proposal.

7. Provide a description of all active litigation in which the bidder is involved, including pending litigation of which the bidder has received notice. Failure to disclose active or pending litigation may result in the agency being ineligible for contract award at ONA's sole discretion.
8. Describe the bidder's current status and compliance with ONA contract commitments in regard to programmatic performance and level of service, if applicable.
9. A Department Contract is not a Marketable Asset that may be purchased from a Provider Agency by another organization through an Acquisition, Affiliation, Consolidation, Merger, etc. Provide details of recent or pending Acquisition, Affiliation, Consolidation, or Merger of the bidder.

B. 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, specifically addressing the following:

1. Describe the bidder's proposed model for providing Essential Case Management and Initial Employment Services, including how clients will move from intake and assessment to service planning, referrals, employment services, follow-up, and case closure.
2. Describe the bidder's process for intake, ORR eligibility review, enrollment, consent, assessment, and documentation in ONA-required systems or templates.
3. Describe how the bidder will develop, maintain, and update Family Self-Sufficiency Plans for all RSS clients, and Individual Employability Plans as applicable for employable clients.
4. Describe how the bidder will identify client needs, barriers, goals, employability, public benefits needs, language needs, transportation needs, childcare needs, health-related needs, housing stability, digital access, and other factors affecting self-sufficiency and integration.
5. Describe how the bidder will identify community resources, make referrals, follow up on referrals, document referral outcomes, and help clients connect to mainstream services.
6. Describe the bidder's approach to Initial Employment Services, including employability assessment, job search assistance, employer engagement, job

placement, job retention, job upgrades, and referrals to ONA-approved English language, vocational training, or career advancement pathways.

7. Describe how the bidder will coordinate Essential Case Management, Initial Employment Services, Refugee Cash Assistance, and ONA-approved referral pathways such as English language training, vocational training, skills recertification, and career advancement to avoid duplication and promote seamless services.
8. Describe how the bidder will identify no-cost, low-cost, subsidized, or otherwise already-funded options before requesting use of client-specific Training and Career Advancement Support Costs.
9. Describe the bidder's plan for data collection, case file documentation, outcome tracking, quality review, reporting, and participation in ONA-required meetings, trainings, monitoring, and technical assistance.
10. Describe the bidder's plan for providing culturally and linguistically appropriate services to New Jersey's diverse immigrant communities.

C. Service Area and Capacity (15 points)

The bidder shall identify the proposed geographic service area, estimated client capacity, and service delivery approach. The bidder shall specifically address the following:

1. Identify each county the bidder proposes to serve and whether services will be provided in person, remotely, or through a combination of in-person and remote service modalities.
2. Estimate the number of unduplicated ORR-eligible individuals the bidder proposes to serve annually and explain the assumptions used to determine the proposed capacity.
3. Describe how the bidder will provide in-person access in high-need counties and remote access for clients in lower-volume counties or areas without nearby in-person services.

D. Outcomes and Evaluation (10 points)

Provide the following 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:

1. The bidder's measurement of the achievement of identified goals and objectives.
2. The evaluation of contract outcomes.
3. Description of all tools to be used in the evaluation.

4. Details about any outside entity planned for use to conduct the evaluation, including but not limited to the entity's name, contact information, brief description of credentials and experience conducting program evaluation.

E. 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.

1. Outline the number of full-time and part-time staff that will be dedicated to this contract and any additional resources available for this contract.
2. Demonstrate staff capacity to review program eligibility as per federal (ORR) guidelines with ONA training and support if applicable. This may include reviewing immigration documentation, attending trainings for updated eligibility guidelines and following federal guidance.
3. Describe the management level person responsible for coordination and oversight of the program. Information provided should include the individual's title, organizational positioning, education, and relevant experience.
4. Describe the bidder's staffing structure, supervision plan, staff qualifications, caseload assumptions, hiring needs, and start-up timeline.
5. Describe program efforts to recruit, hire and train staff who are from or have experience working with target population.
6. Outline the bidder's language accessibility plan and resources, including bilingual staff, in-person interpretation, telephonic or video interpretation, translation capacity, and culturally and linguistically appropriate communication with clients.

F. 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, including:

1. A description of the manner in which tangible assets, i.e., computers, phones, other special service equipment, etc., shall be acquired and allocated.
2. A description of the bidder's Americans with Disabilities Act (ADA) accessibility to its facilities and/or offices for individuals with disabilities.
3. A description of the location(s) in which in-person services shall be provided. Please provide information about accessibility, safety, access to public transportation, etc.

4. A description of the bidder's experience and capacity in delivering remote services and resources and equipment necessary and available to carry out the program using virtual or telephonic methods, if applicable.
5. A description of how bidders delivering remote services 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, if applicable.

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.

1. A detailed budget using the Excel Budget template is required. Bidders must submit pricing using the Excel Budget template accompanying this RFP. Bidders should refer to Instructions for Excel Budget Template (Attachment E) for a clear understanding of how to work within the template file. The Budget Template must be submitted as part of the full proposal submission. Failure to submit the budget as an Excel file may result in a deduction of points.
2. Budget notes detailing and explaining the proposed budget methodology, estimates and assumptions made for expenses and the calculations/computations to support the proposed budget are required. The State's proposal reviewers need to fully understand the bidder's budget projections from the information presented in its proposal. Failure to provide adequate information could result in lower ranking of the proposal. Budget notes, to the extent possible, should be displayed on the Excel template itself.
3. Monthly cost per client must equal between \$125-\$170 to be a qualified bid.
4. For all proposed personnel, the template should identify the staff position titles and percentage FTE.
5. Staff fringe benefit expenses, which may be presented as a percentage factor of total salary costs, should be consistent with the bidder's current fringe benefit package.

Attachments/Appendices

The enumerated items 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 Attachments

1. Funding Proposal Cover Sheet (RFP Attachment A). If project funding includes federal funds, no entity may receive a subaward from ONA unless the entity has provided its unique entity identifier to ONA (on the Proposal Cover Sheet) and ONA may not make a subaward to an entity unless the entity has provided its unique entity identifier to ONA.
2. Addendum to RFP for Social Service and Training Contracts (RFP Attachment B);
3. Department of Human Services Statement of Assurances (RFP Attachment C);
4. Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion Lower Tier Covered Transactions (RFP Attachment D);
5. [Disclosure of Investment in Iran](#)⁶;
6. [Certificate of Non-Involvement in Prohibited Activities in Russia and Belarus](#)⁷;
7. Statement of [Bidder/Vendor Ownership Disclosure](#)⁸;
8. [Disclosure of Investigations and Other Actions Involving Bidder](#)⁹
9. Pursuant to Policy Circular P 1.11, a description of all pending and in-process audits identifying the requestor, the firm's name and telephone number, and the type and scope of the audit;
10. Audited financial statements and Single Audits (A133), prepared for the two (2) most recent fiscal years;
11. All interim financial statements prepared since the end of the bidder's most recent fiscal year. If interim financial statements have not already been prepared, provide interim financial statements (balance sheet, income statement and cash flows) for the current fiscal year through the most recent quarter ended prior to submission of the bid; and
12. Department of Human Services Commitment to Defend and Indemnify Form (Attachment G).

Appendices

1. Copy of documentation of the [bidder's charitable registration status](#)¹⁰;
2. Bidder mission statement;
3. Organizational chart;
4. Job descriptions of key personnel;
5. Resumes of proposed program manager if on staff, limited to two (2) pages;

⁶ www.nj.gov/treasury/purchase/forms.shtml

⁷ <https://www.nj.gov/treasury/administration/pdf/DisclosureofProhibitedActivitiesinRussiaBelarus.pdf>

⁸ www.nj.gov/treasury/purchase/forms.shtml

⁹ www.nj.gov/treasury/purchase/forms.shtml

¹⁰ www.njconsumeraffairs.gov/charities

6. List of the board of directors, officers and terms;
7. Original and/or copies of letters of commitment/support; and
8. Include additional attachments that were requested in the written narrative section.

VIII. Submission of Proposal Requirements

A. Format and Submission Requirements

ONA assumes no responsibility and bears no liability for costs incurred by the bidder in the preparation and submittal of a proposal in response to this RFP. The narrative portion of the proposal should be no more than 10 pages, be single-spaced with one (1") inch margins, normal character spacing that is not condensed, and not be in smaller than twelve (12) point Arial, Courier New or Times New Roman font. For example, if the bidder's narrative starts on page 3 and ends on page 13 it is 11 pages long, not 10 pages. ONA will not consider any information submitted beyond the page limit for RFP evaluation purposes. The budget notes and appendix items do not count towards the narrative page limit.

Proposals must be submitted no later than 11:59 p.m. ET on October 30, 2026. The bidder must submit its proposal (including proposal narrative, budget, budget notes, and appendices) electronically combined as a single PDF document, and the budget also in excel form, to DHS-CO.rfp@dhs.nj.gov.

B. Confidentiality/Commitment to Defend and Indemnify

Pursuant to the New Jersey Open Public Records Act (OPRA), N.J.S.A. 47:1A-1 et seq., or the common law right to know, proposals can be released to the public in accordance with N.J.A.C. 17:12-1.2(b) and (c).

Bidder should submit a completed and signed Commitment to Defend and Indemnify Form (Attachment G) with the proposal. In the event that Bidder does not submit the Commitment to Defend and Indemnify Form with the proposal, DHS reserves the right to request that the Bidder submit the form after proposal submission.

After the opening of the proposals, all information submitted by a Bidder in response to a Bid Solicitation is considered public information notwithstanding any disclaimers to the contrary submitted by a Bidder. Proprietary, financial, security and confidential information may be exempt from public disclosure by OPRA and/or the common law when the Bidder has a good faith, legal/factual basis for such assertion.

As part of its proposal, a Bidder may request that portions of the proposal be exempt from public disclosure under OPRA and/or the common law. Bidder must provide a detailed statement clearly identifying those sections of the proposal that it claims are exempt from production, and the legal and factual basis that supports said exemption(s) as a matter of law. DHS will not honor any attempts by a Bidder to designate its price sheet, price list/catalog, and/or the entire proposal as proprietary and/or confidential, and/or to claim copyright protection for its entire proposal. If DHS does not agree with a Bidder's

designation of proprietary and/or confidential information, DHS will use commercially reasonable efforts to advise the Bidder. Copyright law does not prohibit access to a record which is otherwise available under OPRA.

DHS reserves the right to make the determination as to what to disclose in response to an OPRA request. Any information that DHS determines to be exempt from disclosure under OPRA will be redacted.

In the event of any challenge to the Bidder's assertion of confidentiality that is contrary to the DHS' determination of confidentiality, the Bidder shall be solely responsible for defending its designation, but in doing so, all costs and expenses associated therewith shall be the responsibility of the Bidder. DHS assumes no such responsibility or liability.

In order not to delay consideration of the proposal or DHS' response to a request for documents, DHS requires that Bidder respond to any request regarding confidentiality markings within the timeframe designated in DHS' correspondence regarding confidentiality. If no response is received by the designated date and time, DHS will be permitted to release a copy of the proposal with DHS making the determination regarding what may be proprietary or confidential.

IX. Review of Proposals

There will be a review process for responsive proposals. ONA will convene a review committee of public employees to conduct a review of each responsive proposal.

The bidder must obtain a minimum score of 70 points out of 100 points for the proposal narrative and budget sections in order to be considered eligible for funding. In the event no bidder obtains the required minimum scores, ONA shall have discretion to award the contract to the highest scoring bidder(s).

ONA will award up to 20 points for fiscal viability, using a standardized scoring rubric based on the audit, which will be added to the average score given to the proposal from the review committee. Thus, the maximum points any proposal can receive is 120 points, which includes the review committee's averaged score for the proposal's narrative and budget sections combined with the fiscal viability score.

In addition, 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.

Contract award recommendations will be based on such factors as the proposal scope, quality and appropriateness, bidder history and experience, as well as budget reasonableness. The review committee will look for evidence of cultural competence in each section of the narrative. The review committee may choose to visit all bidder finalists to review existing program(s) and/or invite all bidder finalists for interview. The bidder is

advised that the contract award may be conditional upon final contract and budget negotiation.

ONA reserves the right to reject any and all proposals when circumstances indicate that it is in its best interest to do so. ONA's best interests in this context include, but are not limited to, loss of funding, inability of the bidder(s) to provide adequate services, an indication of misrepresentation of information and/or non-compliance with State and federal laws and regulations, existing DHS contracts, and procedures set forth in [Policy Circular P1.04](#)¹¹.

ONA will notify all bidders of contract awards, contingent upon the satisfactory final negotiation of a contract.

X. Appeal of Award Decisions

All appeals must be made in writing by 11:59 p.m. ET on TBD, by emailing it to DHS-CO.rfp@dhs.nj.gov (subject line must include "Refugee Essential Case Management & Initial Employment Services") and/or mailing it to:

Department of Human Services
Office of New Americans
PO Box 700
Trenton, NJ 08625

The written appeal must clearly set forth the basis for the appeal.

Any appeals sent to an email/address not mentioned above, will not be considered.

Please note that all costs incurred in connection with appeals of ONA decisions are considered unallowable costs for the purpose of ONA contract funding.

ONA will review all appeals and render a final decision. Contract award(s) will not be considered final until all timely filed appeals have been reviewed and final decisions rendered.

XI. Post Award Required Documentation

Upon final contract award announcement, the successful bidder(s) must be prepared to submit (if not already on file), one (1) original signed document for those requiring a signature or copy of the following documentation (unless noted otherwise) in order to process the contract in a timely manner, as well as any other contract documents required by DHS/ONA.

1. Most recent IRS Form 990/IRS Form 1120, and Pension Form 5500 (if applicable) (submit two [2] copies);

¹¹ <https://www.nj.gov/humanservices/olra/contracting/policy/>

2. Copy of the [Annual Report-Charitable Organization](#)¹²;
3. A list of all current contracts and grants as well as those for which the bidder has applied from any Federal, State, local government or private agency during the contract term proposed herein, including awarding agency name, amount, period of performance, and purpose of the contract/grant, as well as a contact name for each award and the phone number;
4. Proof of insurance naming the State of New Jersey, Department of Human Services, Office of New Americans, PO Box 700, Trenton, NJ 08625 as an additional insured;
5. Board Resolution identifying the authorized staff and signatories for contract actions on behalf of the bidder;
6. Current Agency By-laws;
7. Current Personnel Manual or Employee Handbook;
8. Copy of Lease or Mortgage;
9. Certificate of Incorporation;
10. Co-occurring policies and procedures;
11. Conflict of Interest Policy;
12. Affirmative Action Policy;
13. Affirmative Action Certificate of Employee Information Report, newly completed AA 302 form, or a copy of Federal Letter of Approval verifying operation under a federally approved or sanctioned Affirmative Action program. (AA Certificate must be submitted within 60 days of submitting completed AA302 form to Office of Contract Compliance);
14. A copy of all applicable licenses;
15. Local Certificates of Occupancy;
16. Current State of New Jersey Business Registration;
17. Procurement Policy;
18. Current equipment inventory of items purchased with DHS funds (Note: the inventory shall include: a description of the item [make, model], a State identifying number or code, original date of purchase, purchase price, date of receipt, location at the Provider Agency, person(s) assigned to the equipment, etc.);
19. All subcontracts or consultant agreements, related to the DHS contract, signed and dated by both parties;
20. Business Associate Agreement (BAA) for Health Insurance Portability Accountability Act of 1996 compliance, if applicable, signed and dated;
21. Updated single audit report (A133) or certified statements, if differs from one submitted with proposal;
22. Business Registration (online inquiry to obtain copy at [Registration Form](#)¹³; for an entity doing business with the State for the first time, it may register at the [NJ Treasury website](#)¹⁴;
23. Source Disclosure ([EO129](#))¹⁵; and
24. Chapter 51 [Pay-to-Play Certification](#)¹⁶

¹² <https://www.njportal.com/DOR/annualreports/>

¹³ https://www1.state.nj.us/TYTR_BRC/jsp/BRCLLoginJsp.jsp

¹⁴ <http://www.nj.gov/treasury/revenue>

¹⁵ www.nj.gov/treasury/purchase/forms.shtml

¹⁶ www.nj.gov/treasury/purchase/forms.shtml

XII. Attachments

Attachment A – Proposal Cover Sheet

Attachment B – Addendum to RFP for Social Service and Training Contracts

Attachment C – Statement of Assurances

Attachment D – Certification Regarding Debarment, Suspension, Ineligibility and
Voluntary Exclusion Lower Tier Covered Transactions

Attachment E – Instructions for Excel Budget Template

Attachment F – Mandatory Equal Employment Opportunity Language

Attachment G – Commitment to Defend and Indemnify Form

Attachment A – Proposal Cover Sheet

Date Received

**STATE OF NEW JERSEY
DEPARTMENT OF HUMAN SERVICES**

Office of New Americans

Proposal Cover Sheet

Name of RFP: Refugee Essential Case Management & Initial Employment Services

Incorporated Name of Bidder: _____

Type: Non-Profit Governmental Entity

Federal ID Number: _____ Charities Reg. Number (if applicable) _____

*Unique Entity Identifier (UEI) Number: _____

Address of Bidder: _____

Chief Executive Officer Name and Title: _____

Phone No.: _____ Email Address: _____

Contact Person Name and Title: _____

Phone No.: _____ Email Address: _____

Annual dollar amount requested: _____

Total number of unduplicated individuals to be served: _____

Count(ies) in which services are to be provided: _____

Brief description of services by program name and level of service to be provided:

NOTE: In order to contract with the State of New Jersey, all providers applying for contracts, or responding to Request for Proposals (RFPs), *MUST* be pre-registered with the online eProcurement system known as NJSTART. You may register your organization by proceeding to the following web site: <https://www.nj.gov/treasury/purchase/vendor.shtml> or via telephone: (609) 341-3500.

*If project funding includes federal funds, no entity may receive a subaward from DHS unless the entity has provided its unique entity identifier to DHS and DHS may not make a subaward to an entity unless the entity has provided its unique entity identifier to DHS.

Authorization: Chief Executive Officer (printed name): _____

Signature: _____ Date: _____

Refugee Essential Case Management & Initial Employment Services

Attachment B – Addendum to RFP for Social Service and Training Contracts

STATE OF NEW JERSEY DEPARTMENT OF HUMAN SERVICES

ADDENDUM TO REQUEST FOR PROPOSAL FOR SOCIAL SERVICE AND TRAINING CONTRACTS

Executive Order No. 189 establishes the expected standard of responsibility for all parties that enter into a contract with the State of New Jersey. All such parties must meet a standard of responsibility that assures the State and its citizens that such parties will compete and perform honestly in their dealings with the State and avoid conflicts of interest.

As used in this document, "provider agency" or "provider" means any person, firm, corporation, or other entity or representative or employee thereof that offers or proposes to provide goods or services to or performs any contract for the Department of Human Services.

In compliance with Paragraph 3 of Executive Order No. 189, no provider agency shall pay, offer to pay, or agree to pay, either directly or indirectly, any fee, commission, compensation, gift, gratuity, or other thing of value of any kind to any State officer or employee or special State officer or employee, as defined by N.J.S.A. 52:13D-13b and e, in the Department of the Treasury or any other agency with which such provider agency transacts or offers or proposes to transact business, or to any member of the immediate family, as defined by N.J.S.A. 52:13D-13i, of any such officer or employee, or any partnership, firm, or corporation with which they are employed or associated, or in which such officer or employee has an interest within the meaning of N.J.S.A. 52:13D-13g.

The solicitation of any fee, commission, compensation, gift, gratuity or other thing of value by any State officer or employee or special State officer or employee from any provider agency shall be reported in writing forthwith by the provider agency to the Attorney General and the Executive Commission on Ethical Standards.

No provider agency may, directly or indirectly, undertake any private business, commercial or entrepreneurial relationship with, whether or not pursuant to employment, contract or other agreement, express or implied, or sell any interest in such provider agency to, any State officer or employee or special State officer or employee having any duties or responsibilities in connection with the purchase, acquisition or sale of any property or services by or to any State agency or any instrumentality thereof, or with any person, firm or entity with which he is employed or associated or in which he has an interest within the meaning of N.J.S.A. 52:13D-13g. Any relationships subject to this provision shall be reported in writing forthwith to the Executive Commission on Ethical Standards, which may grant a waiver of this restriction upon application of the State officer or employee or special State officer or employee upon a finding that the present or proposed relationship does not present the potential, actuality or appearance of a conflict of interest.

No provider agency shall influence, or attempt to influence or cause to be influenced, any State officer or employee or special State officer or employee in his official capacity in any manner which might tend to impair the objectivity or independence of judgment of said officer or employee.

No provider agency shall cause or influence, or attempt to cause or influence, any State officer or employee or special State officer or employee to use, or attempt to use, his official position to secure unwarranted privileges or advantages for the provider agency or any other person.

The provisions cited above shall not be construed to prohibit a State officer or employee or special State officer or employee from receiving gifts from or contracting with provider agencies under the same terms and conditions as are offered or made available to members of the general public subject to any guidelines the Executive Commission on Ethical Standards may promulgate.

Attachment C – Statement of Assurances

Department of Human Services Statement of Assurances

As the duly authorized Chief Executive Officer/Administrator, I am aware that submission to the Department of Human Services of the accompanying application constitutes the creation of a public document that may be made available upon request at the completion of the RFP process. This may include the application, budget, and list of applicants (bidder's list). In addition, I certify that the applicant:

- Has legal authority to apply for the funds made available under the requirements of the RFP, and has the institutional, managerial and financial capacity (including funds sufficient to pay the non-Federal/State share of project costs, as appropriate) to ensure proper planning, management and completion of the project described in this application.
- Will give the New Jersey Department of Human Services, or its authorized representatives, access to and the right to examine all records, books, papers, or documents related to the award; and will establish a proper accounting system in accordance with Generally Accepted Accounting Principles (GAAP). Will give proper notice to the independent auditor that DHS will rely upon the fiscal year end audit report to demonstrate compliance with the terms of the contract.
- Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain. This means that the applicant did not have any involvement in the preparation of the RFP, including development of specifications, requirements, statement of works, or the evaluation of the RFP applications/bids.
- Will comply with all federal and State statutes and regulations relating to non-discrimination. These include but are not limited to: 1) Title VI of the Civil Rights Act of 1964 (P.L. 88-352; 34 C.F.R. Part 100) which prohibits discrimination based on race, color or national origin; 2) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794; 34 C.F.R. Part 104), which prohibits discrimination based on handicaps and the Americans with Disabilities Act (ADA), 42 U.S.C. 12101 et seq.; 3) Age Discrimination Act of 1975, as amended (42 U.S.C. 6101 et. seq.; 45 C.F.R. part 90), which prohibits discrimination on the basis of age; 4) P.L. 2975, Chapter 127, of the State of New Jersey (N.J.S.A. 10:5-31 et. seq.) and associated executive orders pertaining to affirmative action and non-discrimination on public contracts; 5) federal Equal Employment Opportunities Act; and 6) Affirmative Action Requirements of PL 1975 c. 127 (N.J.A.C. 17:27).
- Will comply with all applicable federal and State laws and regulations.

- Will comply with the Davis-Bacon Act, 40 U.S.C. 276a-276a-5 (29 C.F.R. 5.5) and the New Jersey Prevailing Wage Act, N.J.S.A. 34:11-56.27 et seq. and all regulations pertaining thereto.
- Is in compliance, for all contracts in excess of \$100,000, with the Byrd Anti-Lobbying amendment, incorporated at Title 31 U.S.C. 1352. This certification extends to all lower tier subcontracts as well.
- Has included a statement of explanation regarding any and all involvement in any litigation, criminal or civil.
- Has signed the certification in compliance with federal Executive Orders 12549 and 12689 and State Executive Order 34 and is not presently debarred, proposed for debarment, declared ineligible, or voluntarily excluded. The applicant will have signed certifications on file for all subcontracted funds.
- Understands that this provider agency is an independent, private employer with all the rights and obligations of such and is not a political subdivision of the Department of Human Services.
- Understands that unresolved monies owed the Department and/or the State of New Jersey may preclude the receipt of this award.

Applicant Organization

Signature: CEO or equivalent

Date

Typed Name and Title

Attachment D - Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion Lower Tier Covered Transactions

READ THE ATTACHED INSTRUCTIONS BEFORE SIGNING THIS CERTIFICATION.
THE INSTRUCTIONS ARE AN INTEGRAL PART OF THE CERTIFICATION.

**Certification Regarding Debarment, Suspension, Ineligibility and Voluntary
Exclusion
Lower Tier Covered Transactions**

1. The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by a federal department or agency.
2. Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Name and Title of Authorized Representative

Signature

Date

This certification is required by the regulations implementing Executive order 12549, Debarment and Suspension, 29 C.F.R. Part 98, Section 98.510.

**Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion
Lower Tier Covered Transactions**

Instructions for Certification

1. By signing and submitting this proposal, the prospective lower tier participant is providing the certification set out below.
2. The certification in this clause is a material representation of facts upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the person to whom this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or had become erroneous by reason of changed circumstances.
4. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 C.F.R. part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
6. The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-- Lower Tier Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 C.F.R. part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Non-Procurement Programs.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 C.F.R. part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

Attachment E - Instructions for Excel 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.

SAVE ALL YOUR WORK, REVIEW AND PREPARE TO SEND IN EXCEL FORMAT.

Attachment F - Mandatory Equal Employment Opportunity Language

MANDATORY EQUAL EMPLOYMENT OPPORTUNITY LANGUAGE

N.J.S.A. 10:5-31 et seq. (P.L. 1975, C. 127)

N.J.A.C. 17:27

GOODS, PROFESSIONAL SERVICE AND GENERAL SERVICE CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Except with respect to affectional or sexual orientation and gender identity or expression, the contractor will ensure that equal employment opportunity is afforded to such applicants in recruitment and employment, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Such equal employment opportunity shall include, but not be limited to the following: employment, up-grading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this nondiscrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex.

The contractor or subcontractor will send to each labor union, with which it has a collective bargaining agreement, a notice, to be provided by the agency contracting officer, advising the labor union of the contractor's commitments under this chapter and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to N.J.S.A. 10:5-31 et seq., as amended and supplemented from time to time and the Americans with Disabilities Act. The contractor or subcontractor agrees to make good faith efforts to meet targeted county employment goals established in accordance with N.J.A.C. 17:27-5.2.

The contractor or subcontractor agrees to inform in writing its appropriate recruitment agencies including, but not limited to, employment agencies, placement bureaus, colleges, universities, and labor unions, that it does not discriminate on the basis of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual

orientation, gender identity or expression, disability, nationality or sex, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job related testing, as established by the statutes and court decisions of the State of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

In conforming with the targeted employment goals, the contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and layoff to ensure that all such actions are taken without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor shall submit to the public agency, after notification of award but prior to execution of a goods and services contract, one of the following three documents:

Letter of Federal Affirmative Action Plan Approval;

Certificate of Employee Information Report; or

Employee Information Report Form AA-302 (electronically provided by the Division through the Division's website at: http://www.state.nj.us/treasury/contract_compliance).

The contractor and its subcontractors shall furnish such reports or other documents to the Division of Purchase & Property, CCAU, EEO Monitoring Program as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Division of Purchase & Property, CCAU, EEO Monitoring Program for conducting a compliance investigation pursuant to N.J.A.C. 17:27-1.1 et seq.

Attachment G – Commitment to Defend and Indemnify Form

Department of Human Services Commitment to Defend and Indemnify Form

I, _____, on behalf of _____ (“Company”) agree that the Company will defend, and cooperate in the defense of, any action against the State of New Jersey (“State”) or the New Jersey Department of Human Services (“DHS”) arising from, or related to, the non-disclosure, due to the Company’s request, of documents submitted to the State of New Jersey and DHS, and relating to the Request for Proposals for Refugee Essential Case Management & Initial Employment Services (“RFP”), which may become the subject of a request for government records under the New Jersey Open Public Records Act, N.J.S.A. 47:1A-1 et seq. (“OPRA”). The Company agrees to indemnify and hold harmless the State and DHS against any judgments, costs, or attorney’s fees assessed against the State of New Jersey or DHS in connection with any action arising from, or related to, the non-disclosure, due to the Company’s request, of documents submitted to the State and DHS, and relating to the RFP, which may become the subject of a request for government records under OPRA.

The Company makes the foregoing agreement with the understanding that the State and DHS may immediately disclose any documents withheld without further notice if the Company ceases to cooperate in the defense of any action against the State arising from or related to the above-described non-disclosure due to the Company’s request.

I further certify that I am legally authorized to make this commitment and thus commit the Company to said defense.

(Signature)

(Print Name)

Title

Entity Represented

Date