



# REQUEST FOR PROPOSALS GUIDANCE

## Community Action Program GY 2019

April 1, 2019 - March 30, 2022

Released: March 18, 2019  
Due date: April 2, 2019 12:00 p.m. (Noon) EST

**Palm Beach County Board of County Commissioners  
Community Services Department  
810 Datura Street, Suite 200  
West Palm Beach, Florida 33401  
(561) 355-4700**

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**READ CAREFULLY AND COMPLY WITH ALL REQUIREMENTS**

## I. GENERAL INFORMATION

The purpose of this Request for Proposals (RFP) is for the Community Services Department (CSD) Community Action Program (CAP) to seek and select a sufficient number of qualified private nonprofits, 501(c) (3) corporations, duly chartered and registered with the Florida Department of State, Division of Corporations to provide the County with employment and vocational training services in each of the training service categories specified herein. Contractors may be pre-qualified in one or more categories.

The Community Action Program's mission is to remove barriers and create opportunities for low-income individuals and families that will enable them to become more self-sufficient. CSD is soliciting vocational and employment training services that will increase eligible participants' ability to obtain employment. These training services includes the following:

**Skillset Building:** Microsoft Office/Computer, Life Skills, ESOL, GED, Work Readiness, Financial Management and Budgeting.

**Vocational/Employment Training:** Electrician, Welding, Plumbing, Automotive and/or Diesel Mechanic, HVAC/R, Manufacturer, Forklift Operator, Commercial Driver's License (CDL), Security (Class D and G), Home Health Aide, Patient Care Technician, Entrepreneurship, Childcare, Food Preparation, Massage Therapy, Facials, Cosmetology and Nail Technician.

The total gross household income for each participant (trainee) shall be at or below 125% of the Federal Poverty Level Guideline (FPLG).

Applicant requirements:

- All applicants must be chartered or registered with the Florida Department of State, have been incorporated for at least one agency fiscal year, and have provided services for at least six (6) months.
- All applicant agencies must hold current and valid 501(c) (3) status as determined by the Internal Revenue Service.
- The County will not fund programs where a certification/license is required to be able to work, unless the program assists the client in obtaining the certification/license.
- All applicants must provide: Scope of Work (SOW) completely filled out, evaluation/measurement tool sample (example pre/post test) and total agency budget.
- All applicants must demonstrate accountability through the submission of financial audits performed by an independent auditor.

**Incomplete or missing required information shall result in automatic disqualification of proposal.**

Contractual insurance requirements if applicants are selected:

### Commercial General Liability

The AGENCY agrees to maintain Commercial General Liability at a limit of liability not less than \$500,000 Each Occurrence. Coverage shall not contain any endorsement(s) excluding nor limiting Premises/Operations, Personal Injury, Product/Completed Operations, Contractual Liability, Severability of Interests or Cross Liability. Coverage shall be provided on a primary basis.

### Business Automobile Liability

The AGENCY agrees to maintain Business Automobile Liability at a limit of liability not less than \$500,000 Each Occurrence. Coverage shall include liability for Owned, Non-Owned & Hired automobiles. In the event AGENCY does not own automobiles, AGENCY agrees to maintain coverage for Hired & Non-Owned Auto Liability, which may be satisfied by way of endorsement to the Commercial

General Liability policy or separate Business Auto Liability policy. Coverage shall be provided on a primary basis.

#### Worker's Compensation Insurance & Employers Liability

The AGENCY shall maintain Worker's Compensation Insurance & Employers Liability in accordance with Florida Statute Chapter 440. AGENCY shall provide coverage on a primary basis.

#### Professional Liability

The AGENCY shall agree to maintain Professional Liability, or equivalent Errors & Omissions Liability, at a limit of liability not less than \$1,000,000 Per Occurrence. When a self-insured retention (SIR) or deductible exceeds \$10,000, the County reserves the right, but not the obligation, to review and request a copy of AGENCY most recent annual report or audited financial statement. For policies written on a "Claims-Made" basis, AGENCY warrants the Retroactive Date equals or precedes the effective date of this contract. In the event the policy is canceled, non-renewed, switched to an Occurrence Form, retroactive date advanced; or any other event triggering the right to purchase a Supplemental Extended Reporting Period (SERP) during the life of this contract, AGENCY shall agree to purchase a SERP with a minimum reporting period not less than two (2) years. The requirement to purchase a SERP shall not relieve AGENCY of the obligation to provide replacement coverage.

#### Additional Insured

The AGENCY agrees to endorse COUNTY as an Additional Insured with a CG026 Additional Insured or its equivalent – Designated Person or Organization endorsement to the Commercial General Liability. The additional insured shall read "Palm Beach County Board of County Commissioners, a Political Subdivision of the State of Florida, its Officers, Employees and Agents. Coverage shall be provided on a primary basis.

#### Waiver of Subrogation

The AGENCY agrees by entering into this contract to a Waiver of Subrogation for each required policy herein. When required by the insurer, or should a policy condition not permit AGENCY to enter into a pre-loss agreement to waive subrogation without an endorsement, then AGENCY agrees to notify the insurer and request the policy be endorsed with a Waiver of Transfer of Rights of Recovery Against Others, or its equivalent. This Waiver of Subrogation requirement shall not apply to any policy, which includes a condition specifically prohibiting such an endorsement, or voids coverage should AGENCY enter into such an agreement on a pre-loss basis.

#### Right to Review

COUNTY reserves the right, but not the obligation, to review and revise any insurance requirement, not limited to limits, coverages and endorsements based on insurance market conditions affecting the availability or affordability of coverage; or changes in the scope of work / specifications affecting the applicability of coverage. Additionally, the COUNTY reserves the right, but not the obligation, to review and reject any insurance policies failing to meet the criteria stated herein or any insurer providing coverage due to its poor financial condition or failure to operating legally.

#### Umbrella or Excess Liability

The AGENCY may satisfy the minimum liability limits required above for Commercial General Liability and Business Auto Liability under an Umbrella or Excess Liability policy. There is no minimum Per Occurrence limit of liability under the Umbrella or Excess Liability; however, the Annual Aggregate limit shall not be less than the highest "Each Occurrence" limit for the Commercial General Liability and Business Auto Liability. AGENCY agrees to endorse COUNTY as an "Additional Insured" on the Umbrella or Excess Liability, unless the Certificate of Insurance states the Umbrella or Excess Liability provides coverage on a pure/true "Follow-Form" basis.



#### Certificate of Insurance

The AGENCY shall, at its sole expense, agree to maintain in full force and effect at all times during the life of this Contract, insurance coverages and limits (including endorsements), as described herein. AGENCY shall agree to provide the COUNTY with at least ten (10) days prior notice of cancellation, non-renewal or material change to the insurance coverages. The requirements contained herein, as well as COUNTY'S review or acceptance of insurance maintained by AGENCY are not intended to and shall not in any manner limit or qualify the liabilities and obligations assumed by AGENCY under the contract.

Simultaneously with the AGENCY execution of this Contract, it shall be the responsibility of the AGENCY to provide initial evidence of the preceding minimum amounts of insurance coverage to:

**Vita Littles  
810 Datura Street  
West Palm Beach, FL 33401**

Subsequently, the AGENCY shall, during the term of this Contract and prior to each renewal thereof, provide such evidence to Vita Littles at [CSD-CAP-RFP-2019@pbcgov.org](mailto:CSD-CAP-RFP-2019@pbcgov.org) or fax (561) 242-7258, prior to the expiration date of each and every insurance required herein.

## II. OFFICIAL NOTICE OF REQUEST FOR PROPOSALS

### PALM BEACH COUNTY COMMUNITY SERVICES DEPARTMENT COMMUNITY ACTION PROGRAM NOTICE OF REQUEST FOR PROPOSALS

Palm Beach County, Community Services Department (CSD), Community Action Program (CAP) will be accepting proposals for the Grant Year 2019 (April 1, 2019 – March 30, 2022). Guidelines for proposals will be available on March 19, 2019.

#### COMMUNITY ACTION PROGRAM 2019

**Eligible Applicants:** Not-for-Profit agencies holding current and valid 501(c) (3) status as determined by the Internal Revenue Service.

#### **Service Categories**

##### **Vocational/Employment Training**

- Electrician
- Welding
- Plumbing
- Automotive/Diesel Mechanic
- HVAC/R
- Manufacturer
- Forklift Operator
- Commercial Driver's License (CDL)
- Security (Class D and G)
- Home Health Aide
- Patient Care Technician
- Entrepreneurship
- Childcare
- Food Preparation
- Massage Therapy
- Facials
- Cosmetology
- Nail Technician

##### **Skill Set Building**

- Microsoft/Office Computer Training
- Life Skills
- ESOL
- GED
- Work Readiness
- Financial Management
- Budgeting Skills

**Proposals:** All proposals must be category-specific (*Vocational/Employment Training* or *Skills Set Building*) and must specify which service they will provide. Candidates must submit a separate proposal for each service they apply for. Applicants are not limited in the number of proposals they can submit.

#### **Proposal Guidelines**

The RFP Guidance is available at:

<http://discover.pbcgov.org/communityservices/communityaction/Pages/Request-for-Proposals.aspx>

Paper copies are available upon request.

All proposals will have to be submitted through the Community Services Community Action Program (CAP) RFP Submission website, which is located at the following link:

<https://pbcc.samis.io/go/nofo/>

Submission must be completed by **April 2, 2019 at 12:00 p.m. (Noon)** in order for a proposal to be considered.

The CAP RFP Guidance is for reference purposes only, as the proposal must be submitted.

**DEADLINE DATE:** Completed proposals must be completed and received by **12:00 p.m. (Noon), on April 2, 2019**. Proposals submitted after 12:00 p.m. (Noon) to the above link will not be accepted or reviewed.

**Technical Assistance:** Any requests for technical assistance must be requested in writing and emailed to Vita Littles at [CSD-CAP-RFP-2019@pbcgov.org](mailto:CSD-CAP-RFP-2019@pbcgov.org). All questions and answers will be made available for the public to review at <http://discover.pbcgov.org/communityservices/communityaction/Pages/Request-for-Proposals.aspx>.

Staff will not be available to answer questions after April 1, 2019, which is one day before the submission deadline.

**IN ACCORDANCE WITH THE PROVISIONS OF THE ADA, THIS AD AND DOCUMENTS LISTED CAN BE REQUESTED IN AN ALTERNATE FORMAT. AUXILIARY AIDS OR SERVICES WILL BE PROVIDED UPON REQUEST WITH AT LEAST THREE DAYS NOTICE (CONTACT CSD AT (561) 355-4706 or [CSD-CAP-RFP-2019@pbcgov.org](mailto:CSD-CAP-RFP-2019@pbcgov.org))**

**PUBLISH DATE: March 18, 2019**



### **III. TIMELINE**

#### **COMMUNITY ACTION PROGRAM GY 2019 REQUEST FOR PROPOSAL TIMELINE**

##### **2019**

- March 13:** Memo to Community Services Department
- March 18:** RFP advertised
- March 19:** RFP available for public
- March 26:** Review Training for panelist
- April 1:** Final day to submit written questions
- April 2 NOON:** RFPs submission deadline
- April 8-17:** Review Panel meets to finalize reviews and proposal scoring
- April 30:** Final day to submit grievance
- May 7:** Staff reconciles review and develops prequalification list of vendors
- May 10:** Community Services Department approval for prequalified list of vendors

#### IV. CRITERIA FOR SERVICE CATEGORIES

### COMMUNITY ACTION PROGRAM RFP 2019 SPECIFICATIONS FOR SERVICE CATEGORIES

#### **3-Year Funding Cycle:**

The following service category(s) that will be up for competitive proposal will be issued a one (1) year contract with two (2), one (1) year renewal periods dependent on funding availability each year.

#### V. CONE OF SILENCE

### CONE OF SILENCE COMMUNITY ACTION PROGRAM GY 2019

**This RFP includes a Cone of Silence.** The Cone of Silence will apply from the date the RFP is due back to the department which is April 2, 2019 until the final pre-qualification list is approved by the Board of County Commissioners.

All parties interested in submitting a proposal will be advised of the following:

#### **Lobbying - "Cone of Silence"**

Respondents are advised that the "Palm Beach County Lobbyist Registration Ordinance" (Ordinance), a copy of which can be accessed at: [http://discover.pbcgov.org/legislativeaffairs/Pages/Lobbying\\_Regulations.aspx](http://discover.pbcgov.org/legislativeaffairs/Pages/Lobbying_Regulations.aspx) is in effect. The Respondent shall read and familiarize themselves with all of the provisions of said Ordinance, but for convenience, the provisions relating to the Cone of Silence have been summarized here. **"Cone of Silence" means a prohibition on any non-written communication regarding this RFP between any Respondent or Respondent's representative and any County Commissioner or Commissioner's staff, any member of a local governing body or the member's staff, a mayor or chief executive officer that is not a member of a local governing body or the mayor or chief executive officer's staff, or any employee authorized to act on behalf of the commission or local governing body to award a contract.** A Respondent's representative shall include but not be limited to the Respondent's employee, partner, officer, director or consultant, lobbyist, or any, actual or potential subcontractor or consultant of the Respondent.

The Cone of Silence is in effect as of the submittal deadline. The provisions of this Ordinance shall not apply to oral communications at any public proceeding, including pre-bid conferences, oral presentations before selection committees, and contract negotiations during any public meeting. The Cone of Silence shall terminate at the time that the Community Services Department awards or approves a contract, rejects all proposals or otherwise takes action which ends the solicitation process.

## VI. PROPOSAL GUIDELINES

### 2019 COMMUNITY ACTION PROGRAM Proposal Guidelines

**\*\*START A NEW APPLICATION – DO NOT USE AN OLD ONE\*\***

**General Information – complete the “Cover Page” that includes:**

1. Name of Applicant Agency
2. Service Category - identify the Vocational/Employment Training or Skillset Building service category for which the proposal is being submitted.
3. Program Title
4. Geographic Area to be served
5. Program Status (existing or new program)
6. Program Start Date
7. Unit Cost Service Description
8. Unit Cost of Service
9. Overview (**3 sentence overview of the program** – this must be short and concise and will be used to communicate the purpose of programs and services to the Board of County Commissioners and various publications)

#### **Summary**

Please submit a proposal that includes the following:

- Address all components of the Community Services Community Action Program RFP Proposal Guidance. The full proposal can be revised prior to final submission which is due no later than **April 2, 2019 at 12:00 pm NOON.**
- Written in plain language; a narrative that fully addresses all questions in the CAP RFP Guidelines.
- Language is understandable to people unfamiliar with your organization of expertise.
- Completed Scope Of Work (SOW)
- Evaluation/Measurement Tool Sample (Ex. pre/post test)
- Total Agency Budget

Please refer to the CAP RFP guidance provided throughout the website for further description or definition of any of the required areas.

## Guidelines for Proposals:

**Instructions:** Please answer all questions in narrative form. If applying to provide a Vocational/Employment Training category service, please answer the additional questions, labeled below.

### 1. Approach and Design (17 pts for Vocational/Employment Training Proposals; 12 pts for Skill Set Building Proposals)

- What specific activities will your training program include?
- What support services will your agency provide (if any) to clients enrolled in your program?
- What are the minimum education requirements (if any) to enroll into your program?
- Will your program administer an aptitude test prior to program enrollment? If so, please describe the aptitude test and the minimum passing requirements (if applicable).
- Will your program provide job placement assistance? If so, explain the components of this assistance.
- Will your program courses be offered in any other language, other than English? If, so please list the languages available.
- Will your program offer night, weekend or summer courses? If so, please list all the possible time availability for all courses.
- **Scope of Work:** Complete the **Scope of Work template**\*. Include the training services to be completed (including when, where, and how often they are provided), the timeline for completing each component of the implementation, the target population, the roles and responsibilities of your organization and your project partners (if any).

**\*Failure to complete and submit the Scope of Work template will result in automatic disqualification of proposal.**

Please answer the below questions only if your agency is applying to provide a Vocational/Employment Training service:

*If the following questions are NOT applicable to your proposal, please type "N/A" in the required fields.*

- Will the type of jobs available in the field you are training in require a State or National certification or license? If so, please describe the type of certification/license needed.
- Will your program provide clients with a certification or license to perform work? County will not fund programs where a certification/license is required to be able to work, unless the program assists the client in obtaining the certification/license.
- Will your program include an internship or practice opportunity? If so, please describe the components.
- Are there any additional requirements that if not met, will prevent the client from obtaining employment in the training field (physical requirements, felonies, etc.)? If so, please explain.

### 2. Tracking and Evaluation Approach (6 pts)

- Clearly describe how you will track individual intake/registration and program progress for clients referred by the CSD. How often will client progress be assessed?
- Clearly describe evaluation methods and activities of the proposed training program.
- Describe the Evaluation Measurement Tool and how it appropriately measures the outcome. (Example: Pre/post test)
- Provide the **evaluation measurement tool sample**.
- Discuss prior outcomes/data that demonstrate success of the training services/job placement (if applicable) in this proposal.

Please answer the below question only if your agency is applying to provide a Vocational/Employment Training service:

*If the following question is NOT applicable to your proposal, please type “N/A” in the required field.*

- In the last six months, how many candidates have enrolled in the training program? Of those enrolled, how many completed the program? Of those who completed the program, how many obtained employment? What is their average employment wage?

**3. Available Resources and Sustainability (6 pts)**

- Are there any partners who will assist your organization in delivering training? If so, list the project partners by name (company name).
- Partner Letter or MOU/MOA: Provide concrete Memorandums of Understanding (MOUs) or Memorandums of Agreement (MOAs) which explain how you will collaborate.
- What other funding is *available* to support your organization in delivering training to candidates?
- Organization Capacity In this section please provide the following information:
  - Why your organization and your project partners (if applicable) are the right organizations to deliver training.
  - The roles, responsibilities, expertise, and experience of key program staff (including individuals from your organization, your partners, and consultants).

**4. Budget (5 pts)**

- Total Agency Budget – to be attached to the proposal.
- Submit most recent audit report. If there were findings, describe corrective actions.
- Submit Year-End Financial Statements and IRS Form 990. If not submitted explain why.
- Submit Unit Cost service description.
- Submit Unit Cost of service (Is this an industry standard? If so, please state source)
- Ensure both the unit cost service description and cost are clear and accurately calculated. Formulas used to arrive at the cost must be included.

## **VII. TERMS AND CONDITIONS**

### **1. Proposal Guarantee:**

Proposer guarantees their commitment, compliance and adherence to all requirements of the RFP by submission of their proposal.

### **2. Modified Proposals:**

Proposer may submit a modified proposal to replace all or any portion of a previously submitted proposal until the Deadline for receipt of proposals. The County will only consider the latest proposal submitted.

### **3. Late Proposals, Late Modified Proposals:**

Proposals and/or modifications to proposals submitted after the deadline are late and shall not be considered.

### **4. Costs Incurred by Proposers:**

All expenses incurred with the preparation and submission of proposals to the County, or any work performed in connection therewith, shall be borne by the proposer. No payment will be made for proposals received, or for any other effort required of or made by the proposers, prior to commencement of work as defined by a contract approved by the Board of County Commissioners.

### **5. Public Record Disclosure:**

Contracted providers are hereby notified that all information submitted as part of, or in support of, proposals will be available for public inspection in compliance with the Florida Public Records Act.

### **6. Proprietary/Confidential Information:**

Proposers are hereby notified that all information submitted as part of, or in support of, proposals will be available for public inspection after opening of proposals, in compliance with Chapters 119 and 286, Florida Statutes, popularly known as the "Public Records Law" and the "Government in the Sunshine Law" respectively.

### **7. Palm Beach County Office of the Inspector General Audit Requirements:**

Palm Beach County has established the Office of the Inspector General in Palm Beach County Code 2-421 through 2-440, as may be amended, which is authorized and empowered to review past, present and proposed County contracts, transactions, accounts and records. The Inspector General has the power to subpoena witnesses, administer oaths and require the production of records, and audit, investigate, monitor, and inspect the activities of the agency, its officers, agents, employees, and lobbyists in order to ensure compliance with contract requirements and detect corruption and fraud. Failure to cooperate with the Inspector General or interference or impeding any investigation shall be in violation of Palm Beach County Code 2-421 through 2-440, and punished pursuant to Section 125.69, Florida Statutes, in the same manner as a second degree misdemeanor.

### **8. Commencement of Work:**

The County's obligation will commence when the contract is approved by the Board of County Commissioners or their designee and upon written notice to the proposer. The County may set a different starting date for the contract. The County will not be responsible for any work done by the proposer, even work done in good faith, if it occurs prior to the contract start date set by the County.

**VIII. Recommendations for Services: Employment and Vocational Training Support Services for Family Self Sufficiency.**

In anticipation of the FY 2019 Community Action Program (CAP) Request for Proposals (RFP) process, Palm Beach County Community Services staff collaborated with service providers and community partners to gather information about education and employment needs for the community.

*Programs and services in this category should address outcomes and performance measures that demonstrate positive change toward the County’s goal of economic security. All efforts should be in support of the following:*

- CSBG National Goals  
<http://discover.pbcgov.org/communityservices/communityaction/Pages/About-Us.aspx>

Funding priorities for this RFP are below:

- 1. Vocational and Employment Training Services:**  
 Electrician, Welding, Plumbing, Automotive/Diesel Mechanic, HVAC/R, Manufacturer, Forklift Operator, CDL, Security Class D & G, Home Health Aide, Patient Care Technician, Entrepreneurship, Childcare, Massage Therapy, Facials, Cosmetology and Nail Technician
- 2. Support Services for Skill Set Building:**  
 Microsoft/Office Computer Training, Life Skills, ESOL, GED, Work Readiness, Financial Management and Budgeting

**Candidates that provide more than one service and would like to apply for more than one service category, must submit a separate proposal for each specific service.**

**Reporting:**

Funded agencies will be required to report on the following performance indicators, on a quarterly basis:

**Report Due Dates:** January 10<sup>th</sup>, April 10<sup>th</sup>, July 10<sup>th</sup>, and October 10<sup>th</sup>, of each grant year.

**Failure to submit the required report may result in withholding of payment.**

**Vocational and Employment Services Report:**

- FNPI 2h** The number of individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills: \_\_\_\_\_
- FNPI 1b** The number of unemployed adults who obtained employment (up to a living wage): \_\_\_\_\_
- FNPI 1c** The number of unemployed adults who obtained and maintained employment for at least 90 days (up to living wage): \_\_\_\_\_
- FNPI 1d** The number of unemployed adults who obtained and maintained employment for at least 180 days (up to living wage): \_\_\_\_\_
- FNPI 1e** The number of unemployed adults who obtained employment (with a living wage or higher): \_\_\_\_\_

**FNPI 1f** The number of unemployed adults who obtained and maintained employment for at least 90 days (with a living wage or higher): \_\_\_\_\_

**FNPI 1g** The number of unemployed adults who obtained and maintained employment for at least 180 days (with a living wage or higher): \_\_\_\_\_

**FNPI 1h** The number of employed participants in a career-advancement related program who entered or transitioned into a position that provided increased income and/or benefits: \_\_\_\_\_

Number of employed participants who increased income from employment through:

- Wages or salary: \_\_\_\_\_
- Hours worked increase: \_\_\_\_\_

Number of employed participants who increased benefits related to employment: \_\_\_\_\_

**Support Services for Skill Set Building Report:**

**FNPI 3c** The number of individuals who opened a savings account or IDA: \_\_\_\_\_

**FNPI 3d** The number of individuals who increased their savings: \_\_\_\_\_

**FNPI 3e** The number of individuals who used their savings to:

- Purchase an asset: \_\_\_\_\_
- Purchased a home: \_\_\_\_\_

**FNPI 3f** The number of individuals who improved their credit scores: \_\_\_\_\_

**FNPI 3g** The number of individuals who increased their net worth: \_\_\_\_\_

**FNPI 3h** The number of individuals engaged with the Community Action Agency who report improved financial well-being: \_\_\_\_\_



**Grievance Notice**

**Grievance Notice Form**

**Palm Beach County Board of County Commissioners, Community Services Department-**

**CAP Program**

Grievances may be filed by an entity submitting an RFP (Proposer) that is aggrieved in connection with deviations from the established PROCESS for reviewing proposals.

If you wish to file a grievance with the Palm Beach County, Community Services Department, Community Action Program, this Grievance Notice Form must be completed, submitted, and received by the Director of the Community Services Department within seven (7) business days of April 19, 2019. You will receive a written response within fifteen (15) business days of the receipt of this form by the Director of the Community Services Department. There is no administrative fee associated with filing this grievance.

When completed, submit this Grievance Notice Form via mail or email to:

Mr. James Green, Director  
Community Services Department  
810 Datura Street, First Floor  
West Palm Beach, Florida 33401  
[JGreen1@pbcgov.org](mailto:JGreen1@pbcgov.org)

Entity Filing Grievance: \_\_\_\_\_

Which process was allegedly deviated from? \_\_\_\_\_

Describe in detail the alleged deviation; including how you were directly affected and what remedy you seek (add additional pages as needed):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_