



United Planning Organization

REQUEST FOR PROPOSALS

RFP #2024 - 13

THIRD PARTY INDEPENDENT ASSESSMENT SERVICES:

HUMAN RESOURCES - PERFORMANCE EVALUATION REVIEW

COVER PAGE

Solicitation Issue Date: Wednesday, September 18, 2024			
Solicitation Closing Date: Wednesday, October 16, 2024		Solicitation Closing Time: 2:00 PM (EST)	
Issued By: United Planning Organization (UPO)			
Address: 301 Rhode Island Ave, NW, Washington, DC 20001			
Telephone Number: 202-238-4600			
UPO is a non-profit agency in the District of Columbia and is exempt from any state or federal taxes.			
Unless otherwise stated, all quoted prices shall be Free on Board (FOB) headquarter address inside			
Responses must be received by UPO Procurement Office on or before Wednesday, October 16, 2024 by 2:00 PM (EST)			
Electronic responses: Submit your proposal to procurement@upo.org referencing “THIRD PARTY INDEPENDENT ASSESSMENT– HUMAN RESOURCES – PERFORMANCE EVALUATION PROCESS” in the subject line. <i>DO NOT send questions to this email address. This is for receiving proposals only and this is not monitored on regular basis.</i>			
For questions/information, please email at rhaque@upo.org referencing “THIRD PARTY INDEPENDENT ASSESSMENT - HUMAN RESOURCES – PERFORMANCE EVALUATION REVIEW” in the subject line. Your questions will be answered within three (3) business days and will be posted on the UPO website. Questions/information must be emailed no later than COB on Wednesday, October 02, 2024 . <i>Questions sent to procurement@upo.org will not be answered.</i>			
United Planning Organization reserves the right to waive informalities or irregularities, to reject any or all proposals received, to accept the proposal deemed best for the organization, and/or request new proposals, if necessary.			
Payment Term: N-30, from the date invoice is received by Accounts Payable Office of UPO Finance Division			
Any objection to the above conditions must be clearly indicated in the proposal.			
In compliance with this RFP and to all the conditions imposed herein, the undersigned offers and agrees to furnish the services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation.			
VENDOR IDENTIFICATION			
Company Name:			
Address:			
Telephone:			
Email:			
Federal ID#:			
Print Name	Title	Authorized Signature	Date

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I. PURPOSE: REQUEST FOR PROPOSALS (“RFP”)

The United Planning Organization (UPO) under the direction of the Office of Human Resources, seeks to solicit proposals from qualified and experienced consultants (either organizations or individuals) to conduct a thorough third-party assessment of the United Planning Organization’s Performance Evaluation process and evaluation document. This assessment will minimally provide recommendations for future employee evaluation approaches (e.g. 360 reviews, coaching models, feedback, etc.) and processes based upon best practices and emerging trends. Employee evaluations should align with UPO strategic goals and the defined expectations of the position description.

UPO is in year one of a three-year strategic plan implementation period. There are three (3) strategic plan goals for the Organization. Goal #2 focuses on people centered efficiency and is specifically stated as “Optimize organizational performance through staff capacity development and business process improvements.” The development of a new staff evaluation model falls under this category.

The consultant shall be able to deliver a detailed final report and evaluation tool that takes into consideration UPO’s multi-faceted and diverse work areas, provides best practice recommendations and new evaluative measures that can be incorporated into ADP or other recommended electronic systems.

The performance management tool/system should allow for the supervisor and employee to review the period of performance (or recommended timeframe); create a foundation for effective 2-way dialogue; set goals for the upcoming year and describe best practices for optimal performance evaluation impact. The performance tool/system should be user friendly, customizable and include recommendations for dashboards or KPI structures.

UPO has 445 employees 403 full time and 42 part-time. Positions at UPO generally fall under the job categories listed below:

- Executive Management
- Division Directors
- Program Managers
- Administrative Offices (Finance, HR, IT, General Counsel)
- Executive and Administrative Assistants
- Early Learning Teachers and Coaches
- Family Engagement Specialists
- Youth Services
- Case Managers
- Nurses
- Treatment Specialists and Counselors
- Job Developers

- Workforce Instructors
- Custodians/Maintenance Technicians
- Drivers
- A variety of other front line customer facing positions

II. BACKGROUND: UNITED PLANNING ORGANIZATION (UPO)

UPO is a 501(c)(3) private non-profit corporation and the designated Community Action Agency for the District of Columbia (DC). UPO specializes providing economic security support services and human services to DC residents who have low income, and supports, and advocates to empower them to achieve economic security.

UPO promotes economic security by bringing innovative ideas to the problem of poverty throughout the city. UPO is governed by a board of 21 members, serves 50,000 customers annually, works with hundreds of partners and volunteers, and mobilizes a staff of over 400 to operate a wide array of supportive and instructional services including:

- Early Head Start and other childcare programs that make measurable differences in the education of our youngest and their families.
- Job placement and career development services
- Job and vocational training via the Workforce Institute
- Comprehensive youth services with scholarships for DC residents
- Homeless transportation services
- Training programs designed to prepare participants for skilled employment.
- Substance abuse treatment programs to treat and overcome addictions.
- Tax preparation and e-filing community-based tax preparation services.
- Housing counseling services that help alleviate predatory lending, avoid foreclosures, and prepare customers for home ownership.
- Affordable housing partnerships, permanent supportive housing, and resident services

III. BACKGROUND: Human Resources Office – Performance Evaluation Process (please see Performance Evaluation template attached)

UPO Annual Performance Evaluations are conducted annually and are due by Oct 31 each year (1 month after the close of the fiscal year):

- Introductory (Probationary) Period Evaluations: Conducted at 90 and 180 days after employment.
- Annual Evaluation
- Employee Self – Assessment: Employees may conduct a self-assessment to reflect on the evaluation period and share their accomplishments and assess their own performance which includes narratives for each ranking factor and additional areas of accomplishments.

IV. UPO PROJECT GOALS

UPO seeks an experienced, qualified consultant to assess and make recommendation on its current employee evaluation tool and delivery methods. Recommendations for future evaluation approaches, evaluation tool(s) and best practices in evaluation reviews are key project goals. The assessment will provide:

- Comprehensive review of current Performance Evaluation Process and Policy, review of current process and position descriptions and recommendations to improve and streamline.
- Assess UPO's current technology(ies) – ADP, SharePoint, etc.- to determine its efficacy for creation, completion, reminders and storage of electronic evaluations.
- Review of current organizational evaluation practices against best practices for similar agency types and provide evidence-based recommendations (e.g. 360 Reviews, Coaching, models, etc.).
- Recommend a template that is adaptable to the unique position descriptions across the agency.
- Review rating factors, description of the ratings, explanation of measurements and provide recommendations to align rating factors to performance with agency mission and strategic plan.
- Review UPO evaluation discussion with internal staff and customers to assess effectiveness of the current process and recommendations for improvement.
- Review and provide recommendations for strengthening internal organization-wide communications relating to Performance Evaluation Process.
- Review the frequency of staff evaluation and recommendation mid-year or other touchpoint conversations/meetings.
- Recommend strategies for aligning Performance Evaluation to the Strategic Plan
- Recommend staff trainings to effectively deliver and receive evaluations.
- Delivery of approved new evaluation tool
- Delivery of approved evaluation process

V. CONTENT OF PROPOSAL

The proposal should completely, but succinctly, provide responses to items **A** through **F** below. There is no page limitation on attachments.

A. Background Information

General history and background of your company. If available, provide your company's brochure or other marketing information.

B. Personnel and Staffing

1. State the staff size and composition of your company. Identify the staff and other personnel who will be assigned to this project; including their personal biographies and experiences as related to this type of work.

2. State the extent to which any relevant services similar to those outlined in this RFP have been undertaken by your company and if assigned personnel participated in those assessments.

C. Scope of Services

Submitted proposals must comprehensively address the ability of the proposer to address the UPO Project Goals (Section IV) of this RFP and provide the following:

1. Comprehensive project timeline, work plan and budget (delivered within 15 business days of an executed contract)
2. Discovery phase outline and recommended UPO staff and/or stakeholders for interviews.
3. Period of Performance should not exceed 60 calendar days.
4. Provide a comprehensive report addressing items in Section IV UPO Project Goals, at least 15 business days prior to the completion of the project for discussion and review with executive management.
5. Present UPO with detailed invoices for services rendered as outlined in an executed contract.
6. Deliver contractual obligation on time and on budget.

D. Statement of Expertise and Experience

1. Detail your company's capabilities and qualifications to provide services to meet the deliverables of the RFP.
2. List the relevant engagements in which your company has participated in the past 5 years. This should be in the form of a brief narrative with a listing of the transactions. Any listing should indicate the role of your company and whether the individuals that would be assigned to the UPO account participated in that prior engagement.

E. Fees and Expenses

1. For the above deliverables, provide a budget and fee structure. Include a total cost of the project as outlined (all inclusive).
2. Detailed billing reports must be available upon UPO request.

F. References

Provide a minimum of three references, preferably other community-based non-profit agencies and/or non-profit 501(c)(3) organizations with federal funding. Include contact person's name, mailing address, e-mail address, telephone, and fax numbers.

VI. QUALIFICATION REQUIREMENTS

UPO will review each Proposal to determine which one, if any, is the most advantageous one to fit its needs. Required qualifications for consultants are detailed below:

1. Experience working in Human Resources Department/Office, Society of Human Resources Management (SHRM), Association of Talent Development or related field.
2. Experience and capacity to complete outcomes outlined in the RFP.
3. Experience with similar projects of comparable size and scope.
4. Experience and ability to complete the independent assessments within a fixed time frame.

VII. PROPOSAL REQUIREMENTS

A. General Requirements

1. In order to be considered for selection, proposers must submit a complete response to this RFP electronically to procurement@upo.org referencing “**THIRD PARTY INDEPENDENT ASSESSMENT SERVICES: OFFICE OF - HUMAN REOSURCES – PERFORMANCE EVALUATION PROCESS RFP**” RFP# 2024-02” in the subject line. No other distribution of the proposals shall be made by the proposer.
2. Proposal shall be signed by an authorized representative of the proposer. All information requested should be submitted. Failure to submit all information requested may result in the organization requiring prompt submission of missing information and/or given a lower evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by UPO.
3. Proposals should be prepared simply, as thorough and detailed as possible, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP so that UPO may properly evaluate proposer's capabilities to provide the required services. Emphasis should be placed on completeness and clarity of content.
4. Proposers shall respond to the items in the order they are shown in the RFP.
5. Ownership of all data, materials and documentation originated and prepared for this RFP by any proposer shall belong exclusively to UPO.
6. If vendor is chosen, throughout contract period, vendor will submit to UPO monitoring, be responsible for detailed written and verbal reporting as requested and will meet with UPO team members at least twice a month. Vendor will prepare and deliver a final power point presentation regarding participants in program, outcomes reached, quantitative & qualitative data, and success story highlights.

B. Special Requirements

All pages of the proposal should be numbered, and should be addressed in the proposal in the following order:

1. Completed and signed RFP Cover Page.
2. Table of Contents.
3. Completed and signed Attachments per Section V: A - F (Content of Proposal).
4. Completed and signed Vendor Identification Form Appendix-A to the RFP).
5. Copy of current Business license(s) and certifications.
6. Copy of current Certificate of Liability Insurance.
7. Completed and signed W-9 Form.
8. Completed and signed ACH Form (Appendix-B to the RFP).

VIII. EVALUATION CRITERIA

Proposals will be evaluated on a variety of factors including the quality of the proposal and experience with similar programs.

The Proposer's overall methodology and approach to successfully providing the Scope of Services will be evaluated. Proposals will be evaluated on, but not limited to the following:

- Responsiveness to Section IV - Project Goals and Section V – Content of Proposal
 - Experience assessing Workforce Institute operations best practices and emerging trends for overall efficiency, operations, and management.
 - Experience advising on Human Resources' operations and trends.
 - Processes and/or measures for analysis and recommendations
 - Experience assessing and offering recommendations on Human Resources operation manuals and SOPs.
 - Experience assessing and offering subsequent written comprehensive recommendations for evaluated entities.
1. All proposals will be reviewed to determine if they adhere to the format and instructions of the RFP, meet the criteria indicated and conform to the objectives and requirements of the RFP. An evaluation team will evaluate the merit of proposals received in accordance with criteria outlined in this RFP. Incompleteness, significant inconsistencies, or inaccuracies found within a response may result in a reduction of the evaluation rating.
 2. UPO reserves the right to: (a) reject any or all proposals, and (b) request clarifications from any or all proposers. Further, UPO reserves the right to reject any or all proposals and to waive informalities and minor irregularities and to accept any portion of a proposal or all items proposed if deemed to be in the best interest of UPO.
 3. Proposals shall be rejected if they: (a) are received after closing date and time, (b) contain alterations not initialed by an authorized official, (c) are not meeting specifications, and (d) are not meeting the general terms and conditions.

4. UPO may request additional information or clarifications before making a final decision. UPO reserves the right to select the particular response which will best serve its business interests.
5. If a selection is made as a result of this RFP, it shall be awarded to the proposal that is considered most advantageous to UPO's goals.
6. Proposals will be evaluated on the basis of following criteria:
 - Adherence to RFP: The proposer adheres to the instructions in this RFP on preparing and submitting the proposal.
 - Qualifications and experience: The proposer's past experience and performance on comparable engagements.
 - Reasonableness of cost: A total dollar amount for the service requested and the detailed breakdown provided with the proposal, if applicable.

IX. GENERAL TERMS AND CONDITIONS

1. Additions and/or Deletions of Service: UPO reserves the right to add and/or delete goods or services to any contract entered into with the contractor. Should a requirement be deleted, payment to the contractor shall be reduced proportionally to the amount of service reduced in accordance with the bid price. Should additional services be required from the contract, prices for such additions will be negotiated between the contractor and UPO. Any changes to any contracts will be made by the execution of a mutually agreed amendment.
2. Termination of Contract: The contract may be terminated by either party at any time upon sixty (60) days written notice from the terminating party. Cancellation of the contract by either party shall in no way relieve the contractor of its responsibility to complete any and all work in progress at the time of the notice and for which payment has been received by the contractor. Contractor shall be liable for any and all damages sustained by UPO as a result of contractor's failure to complete such work in progress.
3. Licenses: By submitting a proposal, proposer certifies that it has procured, and shall maintain in full force, all permits, and licenses required to conduct its business lawfully and that it shall remain informed of and in compliance with all federal and local laws, ordinances and regulations that affect in any manner contractor's fulfillment of the contract.
4. Anti-Kickback Provision: This contract is subject to the provisions of the Anti-Kickback Enforcement Act of 1986. By agreeing to this binding agreement, the transacting parties (1) certify that they have not paid kickbacks directly or indirectly to any employee of UPO for the purpose of obtaining this or any other agreement, purchase order or contract from UPO and (2) agree to cooperate fully with any Federal Agency investigating a possible violation of the Act.

5. Non-Collusion/Fraud: By submitting a proposal, proposer warrants and certifies that neither the proposer nor its employees or associates has contacted any unauthorized UPO employee, officer or elected official regarding the contents of this solicitation or the solicitation process. Proposer further warrants and certifies that neither proposer nor its employees or associates has directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in response to this solicitation. If at any time it shall be found that proposer or its employees or associates has, in the presenting of its proposal, colluded with any other party or parties for the purpose of preventing or restricting free competitive bidding, its proposal shall be immediately rejected. Any contract awarded prior to the UPO's discovery of proposer's collusion shall be terminated and proposer shall be liable for all of its damages sustained by the UPO as a result of proposer's collusion.
6. Equal Opportunity: The proposer agrees not to discriminate against any employee or applicant for employment on account of any services, or activities made possible by or resulting from this RFP on the grounds of actual or perceived sex, race, color, religion, national origin, age, marital status, disability, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, source of income, place of residence or business, veteran status or any other characteristic protected under federal or District law. Any violation of this provision shall be considered a violation of a material provision of this agreement and shall be grounds for cancellation, termination or suspension in whole or in part of the agreement by UPO which may result in ineligibility for further UPO contracts. The proposer shall at all times in the proposal and contract process comply with all applicable UPO, DC, and federal anti-discrimination laws, rules, regulations and requirements thereof.
7. Right to Audit: UPO shall have the right to audit all invoices submitted by the contractor. The organization shall have the right to audit all relevant data upon which the contractor's fees are based.
8. Informal Communications: From the date of receipt of this RFP by each prospective proposer until a binding contractual agreement exists with the selected contractor and all other proposers have been notified, or when UPO rejects all proposals, informal communications regarding this procurement shall cease. There shall be no requests from proposers to any Office at UPO with the exception of Procurement Officer; and all communications will be via email.
9. Formal Communications: From the date of receipt of this RFP by each proposer, until a binding contractual agreement exists with the selected contractor, and all other proposers have been notified, or when UPO rejects all proposals, all communications between UPO and the proposers will be via formal ~~email~~, only with the Procurement Office.
10. Costs Incurred: Any costs incurred by proposers in preparing or submitting a proposal or subsequent oral presentation/demonstration shall be the proposer's sole responsibility.

11. Small or Minority or Women-Owned Enterprises: Pursuant to Federal Acquisition Regulations and UPO's procurement policy, UPO may offer contracting opportunities to small and minority firms, women's business enterprises and labor surplus area firms to the extent possible.
12. Federal, State and Local Taxes: UPO is exempt from State and federal taxes. Such taxes shall not be included in quoted prices, but if any taxes are known by the contractor to apply, they shall be shown separately. If not so shown, they shall be considered an expense of the proposer and deemed a part of the quoted prices.
13. Payment Terms: Preferred invoice payment terms will be 2% 10, net 30 days from the date invoice is received by UPO Accounts Payable. ACH is the preferred method of payment by UPO, and the selected proposer (contractor) will be provided an ACH form to fill out prior to the execution of any contract. In the event there is a discrepancy between the order and the invoice, payment terms shall be effective starting on the date the discrepancy is resolved. Monies due or to become due to the contractor under the contract may be retained by UPO as necessary to satisfy any outstanding claim which UPO may have against the contractor. At any time or times before final payment and three years thereafter, UPO may have the contractor's invoices or vouchers and statement of cost audited.
14. Indemnification: Proposer shall indemnify, protect, defend and hold harmless UPO, its directors, officers, employees, and representatives from and against any and all claims arising from or connected with: (1) any alleged or actual breach by proposer or (2) any act or omission by contractor and only to the extent such claim arises by negligence or intentional misconduct or as may be allowed under applicable law. Monies due or to become due to the contractor under the contract may be retained by UPO as necessary to satisfy any outstanding claim which UPO may have against the contractor.
15. Insurance: Contractor shall, always, at its own expense, obtain and carry comprehensive liability insurance including errors and omissions coverage, property damage insurance and workers' compensation insurance in adequate amounts. Contractor shall keep such insurance in force for the duration and term of this agreement. All certificates of insurance or evidence of insurance must contain a thirty (30) day written notice of any cancellation, change, or termination of coverage. The insurance required shall be obtained from insurance company(ies) licensed to do business in the District of Columbia and shall be kept in force for 90 days after the last payment under the contract:
 - Workers' Compensation Insurance providing statutory limits for the District of Columbia.
 - Business Automobile Liability Insurance with a minimum of \$1,000,000 per occurrence.
 - Commercial General Liability Insurance coverage with a minimum of \$1,000,000 per occurrence/\$2,000,000 aggregate limit.

The contractor shall provide immediate notice in the event there is any change of insurance or that it has reached the insurance limits due to claims made.

16. RFP Amendment: In the event that it becomes necessary to revise this RFP, in whole or in part, an Amendment will be issued and posted on the UPO website for information of all prospective proposers and that Amendment needs to be acknowledged in the proposal: <http://www.upo.org/work-with-us/#rfp>
17. Completed Proposals: A proposer may submit no more than one (1) proposal in response to this RFP. The proposal shall be completed and signed by an individual who is authorized to bind the firm submitting the proposal.
18. Withdrawal of Proposals: At any time prior to the hour and date set for submitting proposals, a proposer may withdraw the proposal. This will not preclude the submission of another proposal prior to the hour and date set for submitting the bid. After the scheduled time and date for submitting proposals, no proposer will be permitted to withdraw the bid unless the award is delayed for a period exceeding 60 days.
19. Receipt and Opening of Proposals: Proposers are responsible to assure their proposal is delivered to UPO by the scheduled date and time. Only those bids which are received in a timely fashion as set forth in this RFP will receive consideration. Proposals received after the date and hour designated are automatically disqualified and will not be considered; late proposals will be dated, marked as received late, and placed unopened in the solicitation file. Proposers must pay particular attention to ensure the proposal is properly addressed. UPO is not responsible if the proposal does not reach the destination specified by the appointed date and time.
20. Contract Award Notification: When the evaluation process of the proposals is completed, the selected proposer (contractor) will be formally notified by email. Other notifications will not be honored and should not be considered as a valid offer of award. **The award is not, and should not be construed as, the formation of a contract, nor does it guarantee that UPO will enter into a contract with the awarded proposer. A formal contract will be generated and supplied by UPO, at its sole discretion, after the conditional award notification is delivered.**
21. Certifications: Any agreement resulting from this RFP shall be subject to but not limited to the following certifications:
 - a. Certification that it nor its principles are not debarred, suspended, proposed debarment, declared ineligible, or voluntarily excluded by any federal Office or agency from participation in this transaction by any Federal Office or agency in accordance with 45 CFR Part 76.
 - b. Certification Regarding Lobbying under Title 31, US Code, Section 1352.
22. Acknowledgement: By submitting a proposal, the proposer represents that:
 - The proposer has read and understands the RFP and submits the response in accordance therewith.

- The proposer possesses the capabilities, equipment, and personnel necessary to provide an efficient and successful service.
 - The proposer has all the required licenses and insurance.
23. Claims: No claim will be allowed for additional compensation or time for completion based on a lack of knowledge or lack of understanding of any part of the RFP.

Vendor Identification Form



Appendix A

VENDOR IDENTIFICATION (must be completed and returned with bid/proposal)

Company/Individual's Name:	_____		
Doing Business As (DBA):	_____		
Company Federal ID # or Social Security #:	_____		
Address:	_____		
Remit To Address:	_____		
Telephone:	_____		
Fax:	_____		
Email:	_____		
Web address:	_____		
Main Contact Person:	_____		
Person responsible for response (if different):	_____		
Print Name	Title	Authorized Signature	Date



Authorization Form
 Supplier ACH/Direct Deposit
 United Planning Organization
 Accounts Payable
Appendix - B

1. Please Check One:		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NEW Direct Deposit	CHANGE Direct Deposit	CANCEL Direct Deposit
2. Vendor/Payee Information		
Name:		
Address:		
Contact Person's Name (if other than payee):		
Telephone Number:		
Email Address:		
3. Financial Institution Information		
Bank Name:		
Bank Address:		
Name on Bank Account:		
Bank Account Number:		
Nine-Digit Bank Routing/Transit Number (ABA):		
Type of Account:	Checking	Savings
4. Approvals/Authorizations - I certify that the information provided on this form is correct, and I hereby authorize United Planning Organization Office of Accounts Payable to electronically deposit payments to the bank account designated above. It is my responsibility to notify UPO Finance Dept for issues with payment received or deposited, and any changes to bank account information at payments@upo.org or (202) 238-4799. I understand that this authorization will remain in full force and effect until UPO Finance Dept received a written notification requesting a change or cancellation and has had reasonable opportunity to act on it, which should take no longer than seven (7) to ten (10) business days.		
Print Name: _____	Signature: _____	Date: _____
Important Information		
Please return completed form via email: payments@upo.org		
Finance Department Use Only	Date Stamp - Received	
Reviewed and approved by _____ Date: _____		

