STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

State of Delaware

Temporary Employment Services

Request for Proposal
Contract No. GSS13112A-TEMP_EMPL

April 29, 2013

- Deadline to Respond -
Tuesday, May 28, 2013
1:00 PM (Local Time)

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

Date: April 29, 2013

CONTRACT NO. GSS13112A-TEMP_EMPL

ALL VENDORS:

The enclosed packet contains a "REQUEST FOR PROPOSAL" for Temporary Employment Services. The proposal consists of the following documents:

REQUEST FOR PROPOSAL - CONTRACT NO. **GSS13112A-TEMP_EMPL**

I. Introduction
II. Scope of Work
III. Format For Proposal
IV. Proposal Evaluation Procedures
V. Mandatory Pre-Bid Meeting
VI. Definitions and General Provisions
VII. Proposal Reply Section
    a. Attachment 1 – No Proposal Reply Form
    b. Attachment 2 – Non-Collusion Statement
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    d. Attachment 4 – Company Profile and Capabilities
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    f. Attachment 6 – Business References
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    i. Attachment 9 – Subcontracting (2nd tier spend) Report
    j. Attachment 10 – Office of Minority and Women Business Enterprise Certification Application
    k. Appendix A – Scope of Work Details
    l. Appendix B – Job Titles and Descriptions
    m. Appendix C – Standard Time Sheet Sample
    n. Appendix D – Pricing Tabs and Instructions

In order for your proposal to be considered, the Proposal Reply Section shall be executed completely and correctly and returned in a sealed envelope clearly displaying the contract number and vendor name by May 28, 2013, 1:00pm Local Time to be considered.

Proposals must be mailed to:

State of Delaware
Government Support Services
Contracting Section
100 Enterprise Place, Suite 4
Dover, DE 19904-8202

Please review and follow the information and instructions contained in this Request for Proposal. Should you need additional information, please call Courtney McCarty at 302-857-4557 or email courtney.mccarty@state.de.us.

I. INTRODUCTION

A. PURPOSE

The purpose of this Request for Proposal is to obtain sealed proposals for Temporary Employment Services.

It is the goal of this Request for Proposal to identify a vendor(s) and execute a contract to implement the above services.

1. COMPETITIVE SEALED PROPOSAL

It has been determined by Director, Government Support Services, pursuant to **Delaware Code Title 29, Chapter 6924 (a)** that this solicitation be offered as a request for competitive sealed proposals because the use of competitive sealed bidding is not practical and/or not in the best interest of the State. The use of competitive sealed proposals is necessary to:

- Use a contract other than a fixed-price type; or
- Conduct oral or written discussions with offerors concerning technical and price aspects of their proposals; or
- Afford offerors an opportunity to revise their proposals through best and final offers; or
- Compare the different price, quality and contractual factors of the proposals submitted; or
- Award a contract in which price is not the determining factor.

2. CONTRACT REQUIREMENTS

This contract will be issued to cover the Temporary Employment Services requirements for all State Agencies and shall be accessible to any School District, Political Subdivision, or Volunteer Fire Department.

3. MANDATORY USE CONTRACT

REF: Title 29, Chapter 6911(d) Delaware Code. All Covered Agencies as defined in 29 Del. C. §6902(6) shall procure all material, equipment and nonprofessional services through the statewide contracts administered by Government Support Services, Office of Management and Budget. Delaware State University, Delaware Technical and Community College, School Districts, and the Legislative Branch are specifically exempted from the requirements of this subchapter. In addition, the Delaware Transit Corporation is exempt from the entire procurement chapter. Pursuant to 29 Del. C. §6904(l) and (n) respectively, the Department of Elections and the Board of Pension Trustees have certain exemptions from the procurement chapter which may or may not apply to this Request for Proposals.

A portion of this contract has been established pursuant to 16 Delaware Code, Chapter 96 and is mandatory use for any “Agency of this State”. Pursuant to 16 Delaware Code, Section 9602 (1) “Agency of this State” shall included all counties, towns, school districts or any other entity which is supported in whole or in part by funds appropriated by the General Assembly.

4. MULTIPLE SOURCE AWARD

The Agency reserves the right to award this contract to more than one vendor pursuant to 29 Del.C. §6926. The basis for such selection shall be:

- Ability to select an alternative supplier based on agency budget constraints.
- Vendor ability to meet all contract requirements

5. CONTRACT PERIOD

Each Vendor's contract shall be valid for a one (1) year period from July 1, 2013 through June 30, 2014. Each contract may be renewed for three (3) one (1) year periods through negotiation between the Vendor and Office of Management and Budget, Government Support Services. Negotiation may be initiated no later than ninety (90) days prior to the termination of the current agreement.

The State reserves the right to extend this contract on a month-to-month basis for a period of up to three months after the term of the full contract has been completed.

Any vendor(s) awarded under this solicitation who does not bid, or for any reason whatsoever is not awarded a subsequent contract that has active placements shall have a requirement to transition placements within 90 days to any of the subsequently awarded vendor(s) under successor contracts, should the State desire placements. During that period of time, vendors shall perform in accordance with the terms and conditions of the award under which their placements were made. Such placements shall not incur any expense to the placed temporary employee or the State and non-compete agreements of any vendor(s) shall not prevent the opportunity of any current temporary placement to transition to a newly awarded vendor under successor contract.

B. KEY RFP DATES/MILESTONES

The following dates and milestones apply to this RFP and subsequent contract award. Vendors are advised that these dates and milestones are not absolute and may change due to unplanned events during the bid proposal and award process.

Activity	Due Date
RFP Availability to Vendors	April 29, 2013
Written Questions Due No Later Than (NLT)	May 6, 2013 – 4:30pm Local Time
Written Answers Due/Posted to Website NLT	May 14, 2013
Proposals Due NLT	May 28, 2013 – 1:00pm Local Time
Public Proposal Opening	May 28, 2013 – 1:00pm Local Time
Proposal Evaluation/Presentations as required	As required
Vendor Best & Final Discussions, as required	As required
Contract Award	Will occur within 90 days of bid opening

C. INQUIRIES & QUESTIONS

We welcome your interest in working with us, and we will be pleased to answer any questions you may have in formulating your response to this Request for Proposal.

All questions with regard to the interpretation of this solicitation, drawings, or specifications, or any other aspect of this RFP must be received in writing by May 6, 2013 – 4:30pm Local Time. All questions will be answered in writing by May 14, 2013 and posted on www.bids.delaware.gov website. All questions must make specific reference to the section(s) and page numbers from this RFP where applicable. Oral explanations or instructions will not be binding.

D. RFP DESIGNATED CONTACT

All requests, questions, or other communications about this RFP shall be made in writing to the State of Delaware. Address all communications to the person listed below; communications made to other State of Delaware personnel or attempting to ask questions by phone or in person will not be allowed or recognized as valid and may disqualify the vendor. Vendors should rely only on written statements issued by the RFP designated contact.

Courtney McCarty
Office of Management and Budget, Government Support Services
100 Enterprise Place, Suite 4
Dover, DE 19904-8202
courtney.mccarty@state.de.us

To ensure that written requests are received and answered in a timely manner, electronic mail (e-mail) correspondence is acceptable, but other forms of delivery, such as postal and courier services can also be used.

E. CONTACT WITH STATE EMPLOYEE

Direct contact with State of Delaware employees other than the State of Delaware Designated Contact regarding this RFP is expressly prohibited without prior consent. Vendors directly contacting State of Delaware employees risk elimination of their proposal from further consideration. Exceptions exist only for organizations currently doing business in the State who require contact in the normal course of doing that business.

II. SCOPE OF WORK

A. OVERVIEW

The Vendor(s) shall provide all equipment, materials and labor to supplement the State of Delaware's need for Temporary Employment Services as described herein. The contract will require the Vendor(s) to cooperate with the ordering agency to insure the State receives the most current state-of-the-art material and/or services.

B. DETAILED REQUIREMENTS

The technical requirements of this RFP are stated in Appendix A & B. Vendors must provide pricing for the items listed in the Excel Spreadsheet, Appendix D.

III. FORMAT FOR PROPOSAL

A. INTRODUCTION

This section prescribes the mandatory format for the presentation of a proposal in response to this RFP. Each Vendor must provide every component listed in the order shown in this RFP, using the format prescribed for each component. A proposal may be rejected if it is incomplete or conditional.

B. PROPOSAL RESPONSE

The Request for Proposal may contain pre-printed forms for use by the vendor in submitting its proposal. The forms required by this solicitation shall be considered mandatory, prevailing documents.

When preprinted forms are used, the forms shall contain basic information such as description of the item and the estimated quantities and shall have blank spaces for use by the vendor for entering information such as unit bid price, total bid price, as applicable.

The Vendor's proposal shall be written in ink or typewritten on the form provided, and any corrections or erasures MUST be initialed by vendor's representative completing the bid submission.

If items are listed with a zero quantity, Vendor shall state unit price ONLY (intended for open end purchases where estimated requirements are not known). The proposal shall show a total bid price for each item bid and the total bid price of the proposal excluding zero quantity items.

Vendors' proposal must respond to each and every requirement outlined in the RFP criteria in order to be considered responsive. Proposals must be clear and concise.

For ease of evaluation, the proposal must be presented in a format that corresponds to and references sections outlined within this RFP and must be presented in the same order.

C. NON-CONFORMING PROPOSALS

Non-conforming proposals will not be considered. Non-conforming proposals are defined as those that do not meet the requirements of this RFP. The determination of whether an RFP requirement is substantive or a mere formality shall reside solely within the State of Delaware.

D. CONCISE PROPOSALS

The State of Delaware discourages overly lengthy and costly proposals. It is the desire that proposals be prepared in a straightforward and concise manner. Unnecessarily elaborate brochures or other promotional materials beyond those sufficient to present a complete and effective proposal are not desired. The State of Delaware's interest is in the quality and responsiveness of the proposal.

E. COVER LETTER

Each proposal will have a cover letter on the letterhead of the company or organization submitting the proposal. The cover letter must briefly summarize the Vendor's ability to provide the services specified in the RFP. The cover letter shall be signed by a representative who has the legal capacity to enter the organization into a formal contract with the Office of Management and Budget, Government Support Services.

F. TABLE OF CONTENTS

Each proposal must include a Table of Contents with page numbers for each of the required components of the proposal.

G. DESCRIPTION OF SERVICES AND QUALIFICATIONS

Each proposal must contain a detailed description of how the Vendor will provide the goods and services outlined in this RFP. This part of the proposal may also include descriptions of any enhancements or additional services or qualifications the Vendor will provide that are not mentioned in this RFP.

H. DISCOUNT

Vendors are invited to offer in their proposal value added discounts (i.e. speed to pay discounts for specific payment terms). Cash or separate discounts should be computed and incorporated into unit bid price(s).

I. SAMPLES OR BROCHURES

Samples or brochures may be required by the agency for evaluation purposes. They shall be such as to permit the Agency to compare and determine if the item offered complies with the intent of the specifications.

J. ACKNOWLEDGEMENT OF UNDERSTANDING OF TERMS

By submitting a bid, each vendor shall be deemed to acknowledge that it has carefully read all sections of this RFP, including all forms, schedules and exhibits hereto, and has fully informed itself as to all existing conditions and limitations.

K. BID BOND REQUIREMENT

Bid Bond Waived.

L. PERFORMANCE BOND REQUIREMENT

Performance Bond Waived.

M. NUMBER OF COPIES WITH MAILING OF PROPOSAL

To be considered, all proposals must be submitted in writing and respond to the items outlined in this RFP. The State reserves the right to reject any non-responsive or non-conforming proposals. Each proposal must be submitted with two paper copies and one electronic copy in PDF on CD or DVD media disk. One of the copies shall be marked "Master Copy" and will contain original signatures in all locations requiring an offeror signature. The remaining copies do not require original signatures. CD or DVD media disk must also contain the completed Appendix D Excel sheets, in Excel format.

All properly sealed and marked proposals are to be sent to the State of Delaware and received no later than 1:00 PM Local Time on Tuesday, May 28, 2013. The Proposals may be delivered by Express Delivery (e.g., FedEx, UPS, etc.), US Mail, or by hand to:

STATE OF DELAWARE
OFFICE OF MANAGEMENT AND BUDGET
GOVERNMENT SUPPORT SERVICES, GSS13112A-TEMP_EMPL
100 ENTERPRISE PLACE, SUITE 4
DOVER, DE 19904-8202

Any proposal submitted by US Mail shall be sent by either certified or registered mail. Proposals must be received at the above address no later than 1:00 PM Local Time on Tuesday, May 28, 2013. Any proposal received after this date shall not be considered and shall be returned unopened. The proposing vendor bears the risk of delays in delivery. The contents of any proposal shall not be disclosed as to be made available to competing entities during the negotiation process.

Upon receipt of vendor proposals, each vendor shall be presumed to be thoroughly familiar with all specifications and requirements of this RFP. The failure or omission to examine any form, instrument or document shall in no way relieve vendors from any obligation in respect to this RFP.

The State reserves the right to award the proposed contract to multiple Vendors if the Head of the Agency determines that such an award is in the best interest of the State.

Please no page protectors.

CD submission must be in the following format to be considered responsive.

1. All documents outlined above, excluding Appendix D, must be scanned and saved (in black & white) as one PDF file.
2. Appendix D must be saved on the CD as an Excel file.

N. PROPOSAL EXPIRATION DATE

Prices quoted in the proposal shall remain fixed and binding on the bidder at least through August 28, 2013. Delaware reserves the right to ask for an extension of time, if needed.

O. WITHDRAWAL OF PROPOSALS

A Vendor may withdraw its proposal unopened after it has been deposited, if such a request is made prior to the time set for the opening of the proposal.

P. PROPOSAL MODIFICATIONS

Any changes, amendments or modifications to a submitted proposal requires that the original proposal be withdrawn, **prior** to the time set for the submission of the proposal, and a new proposal submitted **prior** to the deadline for submission of proposals.

Changes, amendments or modifications to proposals shall not be accepted or considered after the hour and date specified as the deadline for submission of proposals.

Q. LATE PROPOSALS

Proposals received after the specified date and time will not be accepted or considered. To guard against premature opening, sealed proposals shall be submitted, plainly marked with the proposal title, vendor name, and time and date of the proposal opening. Evaluation of the proposals is expected to begin shortly after the proposal due date. To document compliance with the deadline, the proposal will be date and time stamped upon receipt.

R. ADDENDA TO THE RFP

If it becomes necessary to revise any part of this RFP, revisions will be posted at www.bids.delaware.gov. By submitting an offer to the State, vendors have acknowledged receipt, understanding and commitment to comply with all materials, revisions, and addenda related to the Request for Proposals.

S. INCURRED EXPENSES

The State will not be responsible for any expenses incurred by the Vendor in preparing and submitting a proposal.

T. ECONOMY OF PREPARATION

Proposals should be prepared simply and economically, providing a straight-forward, concise description of the Vendor's offer to meet the requirements of the RFP.

U. DISCREPANCIES AND OMISSIONS

Vendor is fully responsible for the completeness and accuracy of their proposal, and for examining this RFP and all addenda. Failure to do so will be at the sole risk of vendor. Should vendor find discrepancies, omissions, unclear or ambiguous intent or meaning, or should any questions arise concerning this RFP, vendor shall notify the State of Delaware's Designated Contact, in writing, of such findings at least ten (10) days before the proposal opening. This will allow issuance of any necessary addenda. It will also help prevent the opening of a defective proposal and exposure of vendor's proposal upon which award could not be made. All unresolved issues should be addressed in the proposal.

Protests based on any omission or error, or on the content of the solicitation, will be disallowed if these faults have not been brought to the attention of the Designated Contact, in writing, no later than ten (10) calendar days prior to the time set for opening of the proposals.

V. EXCEPTIONS

Vendors may elect to take minor exception to the specifications, terms and conditions of this RFP by completing Attachment 3. All exceptions must be listed on Attachment 3. Exceptions listed elsewhere in a Vendor's proposal will not be considered. Office of Management and Budget, Government Support Services will evaluate each exception according to the intent of the terms and conditions contained herein, but shall reject exceptions that do not conform to State bid law and/or create inequality in the treatment of Vendors. Exceptions shall be considered only if they are submitted with the proposal or before the date and time of the proposal opening. If the Vendor is taking no exceptions, respond accordingly on Attachment 3.

W. BUSINESS REFERENCES

Business references are to be provided via Attachment 6.

X. DOCUMENT(S) EXECUTION

All vendors must complete and submit with its proposal the non-collusion statement that is enclosed with this Request for Proposal labeled as Attachment 2. The awarded vendor(s) will be presented with the contract form for signature and seal, if appropriate. Both of these documents shall be executed by a representative who has the legal capacity to enter the organization into a formal contract with the Office of Management and Budget, Government Support Services.

To complete the execution of the contract, the awarded vendor(s) shall submit an electronic W-9 at the following website: http://accounting.delaware.gov.

All questions regarding the submission of the vendor(s) W-9 should be submitted to the Delaware Division of Accounting at http://accounting.delaware.gov/.

Y. SUBCONTRACTS

Subcontracting is permitted under this RFP and contract. However, every subcontractor shall be identified in the Proposal using Attachment 7.

Z. CONFIDENTIALITY

All documents submitted as part of the vendor's proposal will be deemed confidential during the evaluation process. Vendor proposals will not be available for review by anyone other than the State of Delaware/Proposal Evaluation Committee or its designated agents. There shall be no disclosure of any vendor's information to a competing vendor prior to award of the contract.

The State of Delaware is a public agency as defined by state law, and as such, it is subject to the Delaware Freedom of Information Act, 29 *Del. C.* Ch. 100. Under the law, all the State of Delaware's records are public records (unless otherwise declared by law to be confidential) and are subject to inspection and copying by any person. Vendor(s) are advised that once a proposal is received by the State of Delaware and a decision on contract award is made, its contents will become public record and nothing contained in the proposal will be deemed to be confidential except proprietary information.

Vendor(s) shall not include any information in their proposal that is proprietary in nature or that they would not want to be released to the public. Proposals must contain sufficient information to be evaluated and a contract written without reference to any proprietary information. If a Vendor feels that they cannot submit their proposal without including proprietary information, they must adhere to the following procedure or their proposal may be deemed unresponsive and will not be recommended for selection. Vendor(s) must submit such information in a separate, sealed envelope labeled "Proprietary Information" with the RFP number. The envelope must contain Attachment 5 describing the documents in the envelope, representing in good faith that the information in each document is not "public record" as defined by 29 *Del. C*. § 10002(d), and briefly stating the reasons that each document meets the said definitions.

Upon receipt of a proposal accompanied by such a separate, sealed envelope, the State of Delaware will open the envelope to determine whether the procedure described above has been followed.

If the Vendor does not have any documents it declares confidential or proprietary, Attachment 5 should be completed by checking the appropriate box found at the top of the attachment.

AA.ATTACHMENTS

Attachment 1 – No Proposal Reply Form
Attachment 2 – Non-Collusion Statement
Attachment 3 – Exceptions
Attachment 4 – Company Profile and Capabilities
Attachment 5 – Confidentiality and Proprietary Information
Attachment 6 – Business References
Attachment 7 – Subcontractor Information Form
Attachment 8 – Monthly Usage Report
Attachment 9 – Subcontracting (2nd Tier Spend) Report
Attachment 10 – Office of Minority and Women Business Enterprise Certification Application
Appendix A – Scope of Work Details
Appendix B – Job Titles and Descriptions
Appendix C – Standard Time Sheet Sample
Appendix D – Pricing Tabs and Instructions

IV. PROPOSAL EVALUATION PROCEDURES

A. GENERAL ADMINISTRATION

1. STATE'S RIGHT TO REJECT PROPOSALS

Office of Management and Budget, Government Support Services reserves the right to reject any or all proposals in whole or in part, to make multiple awards, partial awards, award by types, item by item, or lump sum total, whichever is determined to be the most advantageous to the State of Delaware. Vendors submitting proposals may be afforded an opportunity for discussion. Vendors may be requested to provide a best and final offer during the negotiation process. Negotiations may be conducted with responsible Vendors who submit proposals found to be reasonably likely to be selected for award. The contents of any proposal shall not be disclosed so as to be available to competing Vendors during the negotiation process.

2. STATE'S RIGHT TO CANCEL SOLICITATION

The State of Delaware reserves the right to cancel this solicitation at any time during the procurement process, for any reason or for no reason. The State of Delaware makes no commitments expressed or implied, that this process will result in a business transaction with any vendor.

This RFP does not constitute an offer by the State of Delaware. Vendor's participation in this process may result in the State of Delaware selecting your organization to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by the State of Delaware to execute a contract nor to continue negotiations. The State of Delaware may terminate negotiations at any time and for any reason, or for no reason.

3. FORMAL CONTRACT AND/OR PURCHASE ORDER

No employee of the Contractor(s) is to begin any work prior to receipt of a State of Delaware Purchase Order signed by authorized representatives of the agency requesting service, properly processed through the State of Delaware Accounting Office. A purchase order, telephone call, fax or State credit card shall serve as the authorization to proceed with work in accordance with the bid specifications and the special instructions, once it is received by the Contractor(s).

4. DELIVERY OF PROPOSALS

Proposals shall be delivered in sealed envelopes, and shall bear on the outside the name and address of the Vendor as well as the designation of the contract. Proposals forwarded by U.S. Mail shall be sent first class to the address stated in this RFP. Proposals forwarded by delivery service other than the U.S. Mail or hand delivered must be delivered to the applicable addresses also stated in this RFP. All bids must clearly display the bid number on the envelope.

STATE OF DELAWARE
OFFICE OF MANAGEMENT AND BUDGET
GOVERNMENT SUPPORT SERVICES, GSS13112A-TEMP_EMPL
100 ENTERPRISE PLACE, SUITE 4
DOVER, DE 19904-8202

All proposals will be accepted at the time and place set in the RFP. Vendor bears the risk of delays in delivery. Proposals received after the time set for public opening will be returned unopened.

5. PUBLIC OPENING OF PROPOSALS

The proposals shall be publicly opened at the time and place specified by the Agency. Vendors or their authorized representatives are invited to be present.

Only the vendor's name and address will be read aloud during the bid opening process.

6. DISQUALIFICATION OF VENDORS

Any one or more of the following causes may be considered as sufficient for the disqualification of a Vendor and the rejection of its proposal or proposals:

a. More than one proposal for the same contract from an individual, firm, or corporation under the same or different names.

b. Evidence of collusion among Vendors.

c. Unsatisfactory performance record as evidenced by past experience with the State of Delaware or on a State of Delaware central contract.

d. Any suspension or debarment of the parent company, subsidiary or individual involved with the vendor by federal, any state or any local governments within the last 10 years.

e. If the unit prices are obviously unbalanced either in excess or below reasonable cost analysis values.

f. If there are any unauthorized additions, interlineations, conditional or alternate bids or irregularities of any kind which may tend to make the proposal incomplete, indefinite, or ambiguous as to its meaning.

g. Non-attendance of mandatory pre-bid meetings shall be cause of disqualification.

7. AUTHORITY OF AGENCY

On all questions concerning the interpretation of specifications, the acceptability and quality of material furnished and/or work performed, the classification of material, the execution of the work, and the determination of payment due or to become due, the decision of the Agency shall be final and binding.

8. OR EQUAL (PRODUCTS BY NAME)

Specifications of products by name are intended to be descriptive of quality or workmanship, finish and performance. Desirable characteristics are not intended to be restrictive. Substitutions of products for those named will be considered provided the vendor certifies that the function, characteristics, performance and endurance qualities of the material offered is equal or superior to that specified.

B. RESPONSIVENESS AND RESPONSIBILITY OF VENDOR

Office of Management and Budget, Government Support Services shall award this contract to the most responsible and responsive Vendor who best meets the terms and conditions of the proposal.

1. Rejection of individual proposals. -- A proposal may be rejected for 1 or more of the following reasons:

a. The person responding to the solicitation is determined to be nonresponsive or non-responsible;

b. It is unacceptable;

c. The proposed price is unreasonable; or

d. It is otherwise not advantageous to the State.

2. Offerors whose proposals are rejected as non-responsive shall be notified in writing about the rejection.

3. Responsibility of offerors. -- It shall be determined whether a vendor is responsible before awarding a contract. Factors to be considered in determining if a vendor is responsible include:

a. The offeror's financial, physical, personnel or other resources, including subcontracts;

b. The offeror's record of performance and integrity;

c. Any record regarding any suspension or debarment;

d. Whether the offeror is qualified legally to contract with the State;

e. Whether the offeror supplied all necessary information concerning its responsibility; and

f. Any other specific criteria for a particular procurement which an agency may establish (to be inserted by agency)

4. If a Vendor is determined to be non-responsible, the Vendor shall be informed in writing.

5. The State reserves the right to waive minor irregularities, or request additional information before determining the responsiveness of the Vendor. All Vendors will be afforded the same or similar opportunities, as necessary, and will be treated with equal regard before such determinations are finalized.

C. PROPOSAL EVALUATION COMMITTEE

The Proposal Evaluation Committee ("Committee") is comprised of representatives of the State of Delaware.

The Committee reserves the right to:

- Select for contract or for negotiations a proposal other than that with lowest costs.
- Reject any and all proposals or portions of proposals received in response to this RFP or to make no award or issue a new RFP.
- Waive or modify any information, irregularity, or inconsistency in proposals received.
- Request modification to proposals from any or all vendors during the contract review and negotiation.
- Negotiate any aspect of the proposal with any vendor and negotiate with more than one vendor at the same time.
- Select more than one vendor pursuant to 29 Del. C. §6926. Such selection will be based on the following criteria:
  - Ability to select an alternative supplier based on agency budget constraints.
  - Vendor ability to meet all contract requirements.

D. REQUIREMENTS OF THE VENDOR

The purpose of this section is to assist the Proposal Evaluation Committee to determine the ability of the organization to provide the materials and services described in the application. The proposal response should contain at a minimum the following information:

- Brief history of the organizations, including accreditation status, if applicable.

- Applicant's experience, if any, providing similar services. At least three references are required (See § 22 – Special Provisions).

- Brief history of the subcontractor of the organization, if applicable. At least three references of subcontractor, if applicable.

- Financial information (balance sheets and income statements) for the past three years.

- Describe the methodology/approach used for this project including a work plan and time line.

E. CRITERIA AND SCORING

	EVALUATION CRITERIA	POINTS
1.	Qualifications and experience of temporary employment company. Previous experience with similar contracts (this should include government as well as private sector contracts), geographical presence, and business profile.	150
2.	Business References	25
3.	Scope of Work & Company Profile and Capabilities	175
4.	Price: Overall price competitiveness compared to other vendors and current price the State is paying.	100
5.	Compliance with Specifications Followed instructions and thoroughness of RFP response	50
	TOTAL SCORE	500

Procurement Evaluation Committee members will assign up to the maximum number of points listed for each of the criteria listed above. For items having quantitative answers, points will be proportionate to each proposal's response. Items with qualitative answers will receive the average of points assigned by Proposal Evaluation Committee members.

F. BEST AND FINAL OFFERS

Once the proposals have been evaluated and negotiations have been held with the vendor(s) determined to be likely to receive an award, the Procurement Evaluation Committee issue a request for Best and Final Offers from the vendor(s).

G. REFERENCES

The Committee may contact any customer of the vendor, whether or not included in the vendor's reference list, and use such information in the evaluation process. Additionally, the State of Delaware may choose to visit existing installations of comparable systems, which may or may not include vendor personnel. If the vendor is involved in such site visits, the State of Delaware will pay travel costs only for State of Delaware personnel for these visits.

H. ORAL PRESENTATIONS

Selected vendors may be invited to make oral presentations to the Committee. The vendor representative(s) attending the oral presentation shall be technically qualified to respond to questions related to the proposed system and its components.

All of the vendor's costs associated with participation in oral discussions and system demonstrations conducted for the State of Delaware are the vendor's responsibility.

V. MANDATORY PREBID MEETING

A mandatory pre-bid meeting has not been established for this Request for Proposal.

VI. DEFINITIONS AND GENERAL PROVISIONS

The attached Definitions and General Provisions apply to all contracts and are part of each Request for Proposal. The requirement to furnish a bid bond and performance bond is applicable unless waived. Should the General Provisions conflict with the Special Provisions, the Special Provisions shall prevail. Vendors or their authorized representatives are required to fully acquaint themselves as to State procurement laws and regulations prior to submitting bid.

A. DEFINITIONS: Whenever the following terms are used, their intent and meaning shall be interpreted as follows:

STATE: The State of Delaware

AGENCY: State Agency as noted on cover sheet.

BID INVITATION: The "invitation to bid" or “Request for Proposal” is a packet of material sent to vendors and consists of General Provisions, Special Provisions, specifications, and enclosures.

BOND: The approved form of security furnished by the Vendors and its surety as a guaranty of good faith on the part of the Vendor to execute the work in accordance with the terms of the contract.

CONTRACT: The written agreement covering the furnishing and delivery of material or work to be performed.

DESIGNATED OFFICIAL: The agent authorized to act for an Agency.

GENERAL PROVISIONS: General Provisions are instructions pertaining to contracts in general. They contain, in summary, requirements of laws of the State, policies of the Agency, and instructions to vendors.

LOCAL TIME: Eastern Standard Time/Eastern Daylight Time

OPPORTUNITY BUY: A special offer from a supplier that is usually associated with a limited time to respond.

PROPOSAL: The offer of the Vendor submitted on the approved form and setting forth the Vendor's prices for performing the work or supplying the material or equipment described in the specifications.

SPECIAL PROVISIONS: Special Provisions are specific conditions or requirements peculiar to the contract under consideration and are supplemental to the General Provisions. Should the Special Provisions conflict with the General Provisions, the Special Provisions shall prevail.

SURETY: The corporate body which is bound with and for the contract, or which is liable, and which engages to be responsible for the Vendor's payments of all debts pertaining to and for its acceptable performance of the work for which he has contracted

VENDOR: Any individual, firm, or corporation formally submitting a proposal for the material or work contemplated, acting directly or through a duly authorized representative.

VENDOR'S DEPOSIT: The security designated in the proposal to be furnished by the Vendor as a guaranty of good faith to enter into a contract with the Agency if the work to be performed or the material or equipment to be furnished is awarded to it.

B. GENERAL PROVISIONS

1. INTERPRETATION OF ESTIMATES/QUANTITIES

a. Unless stated otherwise, the quantities given in the RFP are to be considered to be approximate only and are given as a basis for the comparison of bids. The Agency may increase or decrease the amount of any item as may be deemed necessary or expedient, during the period of the contract.

b. An increase or decrease in the quantity for any item is not sufficient ground for an increase or decrease in the unit price.

c. Vendor usage reports for previous awards may be found at http://gss.omb.delaware.gov/contracting/calpha.shtml. Past usage shall not be considered a guaranteed future volume.

2. SILENCE OF SPECIFICATIONS

The apparent silence of the specifications as to any detail, or the apparent omission from it of detailed description concerning any point, shall be regarded as meaning that only the best commercial practice is to prevail and only material and workmanship of the first quality are to be used. Proof of specifications compliance will be the responsibility of the vendor.

3. EXAMINATION OF SPECIFICATIONS AND PROVISIONS

The Vendor shall examine carefully the proposal and the contract forms for the material contemplated. The Vendor shall investigate and satisfy itself as to the conditions to be encountered, quality and quantities of the material to be furnished, and the requirements of any Special Provisions in the RFP and the contract. The submission of a proposal shall be conclusive evidence that the Vendor has made examination of the aforementioned conditions.

4. PRICES QUOTED

The prices quoted are those for which the material will be furnished F.O.B. Ordering Agency and include all charges that may be imposed during the period of the contract. All prices quoted must be in U.S. Dollars.

All vendors that maintain a core list of products under this contract shall maintain the appropriate negotiated prices on their core list. Vendors shall routinely offer to add to the core list materiel that has been identified as necessary. The Vendors are expected to routinely update any changes to the core list with the appropriate discounts listed.

Any adjustments to a core list must receive prior written approval from the State before a core list can be changed by the Vendor. Changes include but are not limited to the migration of items on and off the core list as well as any price adjustments from the original agreed upon pricing.

5. PUBLIC INSPECTION OF PROPOSALS

All documents submitted as part of the vendor's proposal will be deemed confidential during the evaluation process. Vendor proposals will not be available for review by anyone other than the State of Delaware/Proposal Evaluation Committee or its designated agents. There shall be no disclosure of any vendor's information to a competing vendor prior to award of the contract.

The State of Delaware is a public agency as defined by state law, and as such, it is subject to the Delaware Freedom of Information Act, 29 Del. C. Ch. 100. Under the law, all the State of Delaware's records are public records (unless otherwise declared by law to be confidential) and are subject to inspection and copying by any person. Vendor(s) are advised that once a proposal is received by the State of Delaware and a decision on contract award is made, its contents will become public record and nothing contained in the proposal will be deemed to be confidential except proprietary information.

Vendor(s) shall not include any information in their proposal that is proprietary in nature or that they would not want to be released to the public. Proposals must contain sufficient information to be evaluated and a contract written without reference to any proprietary information. If a vendor feels that they cannot submit their proposal without including proprietary information, they must adhere to the following procedure or their proposal may be deemed unresponsive and will not be recommended for selection. Vendor(s) must submit such information in a separate, sealed envelope labeled "Proprietary Information" with the RFP number. The envelope must contain a letter from the Vendor's legal counsel describing the documents in the envelope, representing in good faith that the information in each document is not "public record" as defined by 29 Del. C. § 10002(d), and briefly stating the reasons that each document meets the said definitions.

Upon receipt of a proposal accompanied by such a separate, sealed envelope, the State of Delaware will open the envelope to determine whether the procedure described above has been followed.

6. LAWS TO BE OBSERVED

The Vendor is presumed to know and shall strictly comply with all Federal, State, or County laws, and City or Town ordinances and regulations in any manner affecting the conduct of the work. The Vendor shall indemnify and save harmless the State of Delaware, the Agency, and all Officers, Agency and Servants thereof against any claim or liability arising from or based upon the violation of any such laws, ordinances, regulations, orders, or decrees whether by itself , by its employees, or by its subcontractor (s).

7. PERMITS AND LICENSES

All necessary permits, licenses, insurance policies, etc. required by local, State or Federal laws, shall be provided by the Vendor at its own expense.

8. PATENTED DEVICES, MATERIAL AND PROCESSES

a. The Vendor shall provide for the use of any patented design, device, material, or process to be used or furnished under this contract by suitable legal agreement with the patentee or owner, and shall file a copy of this agreement with the Agency.

b. The Vendor and the surety shall hold and save harmless the State of Delaware, the Agency, the Director, their Officers or Agents from any and all claims because of the use of such patented design, device, material, or process in connection with the work agreed to be performed under this contract.

9. EMERGENCY TERMINATION OF CONTRACT

a. Due to restrictions which may be established by the United States Government on material, or work, a contract may be terminated by the cancellation of all or portions of the contract.

b. In the event the Vendor is unable to obtain the material required to complete the items of work included in the contract because of restrictions established by the United States Government and if, in the opinion of the Agency, it is impractical to substitute other available material, or the work cannot be completed within a reasonable time, the incomplete portions of the work may be cancelled, or the contract may be terminated.

10. TAX EXEMPTION

a. Material covered by this proposal is exempt from all FEDERAL and STATE TAXES. Such taxes shall not be included in prices quoted.

b. Any material which is to be incorporated in the work or any equipment required for the work contemplated in the proposal may be consigned to the Agency. If the shipping papers show clearly that any such material is so consigned, the shipment will be exempt from the tax on the transportation of property under provisions of Section 3475 (b) of the Internal Revenue Code, as amended by Public Law 180 (78th Congress). All transportation charges shall be paid by the Vendor. Each Vendor shall take its exemption into account in calculating its bid for its work.

11. INVOICING

After the awards are made, the agencies participating in the bid may forward their purchase orders (“P.O.”) to the successful Vendor(s) in accordance with State Purchasing Procedures. The State will generate a payment voucher upon receipt of an invoice from the vendor.

12. EQUALITY OF EMPLOYMENT OPPORTUNITY ON PUBLIC WORKS

During the performance of any contract for public works financed in whole or in part by appropriation of the State of Delaware, the Vendor agrees as follows:

a. The Vendor will not discriminate against any employee or applicant for employment because of race, creed, color, sex, age, or national origin. The Vendor will take affirmative action to ensure that applicants are employed and that employees are treated equally during employment without regard to their race, creed, color, sex, age, or national origin. Such action shall include, but not be limited to the following: advertising, lay-off or termination, rates of pay or other forms of compensation, and selection for training including apprenticeships. The Vendor agrees to post in conspicuous places, notices to be provided by the contracting agency setting forth the provisions of this non-discrimination clause.

b. The Vendor will, in all solicitations or advertisements for employees placed by or on behalf of the Vendor, state that all qualified applicants will receive consideration for employment without regard to race, creed, color, sex, age, or national origin.

c. The term "Vendor for public works" means construction, reconstruction, demolition, alteration, and/or repair work, maintenance work, and paid for in whole or in part out of the funds of a public body except work performed under a vocational rehabilitation program. The manufacture or furnishing of materials, articles, supplies or equipment is not a public work within the meaning of this subsection unless conducted in connection with and at the site of the public work.

13. PRICES

Prices and/or rates shall remain firm for the initial one year term of the contract, unless further negotiations are deemed necessary by the State.

The pricing policy that you choose to submit must address the following concerns:

a. The structure must be clear, accountable and auditable.
b. It must cover the full spectrum of services required.
c. Costs and compensation must be consistent with the rates established or negotiated as a result of this RFP or P.O. issued based on this contract.

14. COOPERATIVES

Vendors, who have been awarded similar contracts through a competitive bidding process with a cooperative, are welcome to submit the cooperative pricing for this solicitation.

15. PRICE ADJUSTMENT

If during the initial term of the contract, the Vendor is not prohibited from offering a price reduction on its services or materiel offered under the contract. The State is not prohibited from requesting a price reduction on those services or materiel during the initial term or any subsequent options that the State may agree to exercise.

If agreement is reached to extend this contract beyond the initial one (1) year period from July 1, 2013 through June 30, 2014, the Office of Management and Budget, Government Support Services shall have the option of offering a determined price adjustment that shall not exceed the current Philadelphia All Urban Consumers Price Index (CPI-U), U.S. City Average. If the CPI-U is used, any increase/decrease shall reflect the change during the previous published twelve (12) month period at the time of renegotiation.

16. SHIPPING TERMS

FOB Destination, freight prepaid.

17. FUNDING OUT or NON-APPROPRIATION

In the event the General Assembly fails to appropriate the specific funds necessary to enter into or continue the contractual agreement, in whole or part, the agreement shall be terminated as to any obligation of the State requiring the expenditure of money for which no specific appropriation is available at the end of the last fiscal year for which no appropriation is available or upon the exhaustion of funds.

18. MANDATORY INSURANCE REQUIREMENTS

Certificate of Insurance and/or copies of insurance policies for the following:

a. As a part of the contract requirements, the Vendor shall obtain at its own cost and expense and keep in force and effect during the term of this contract, including all extensions, the minimum coverage limits specified below with a carrier satisfactory to the State. All Vendors shall carry Comprehensive General Liability and all other coverages listed below.

1. Comprehensive General Liability - $1,000,000.00 per person/$3,000,000 per occurrence.

And

2. Product Liability - $1,000,000.00 per person/$3,000,000 per occurrence.

b. Automotive Liability Insurance covering all automotive units used in the work with limits of not less than $100,000 each person and $300,000 each accident as to bodily injury and $25,000 as to property damage to others.

c. Forty-five (45) days written notice of cancellation or material change of any policies shall be required.

d. Before any work is done hereunder, a Certificate of Insurance referencing the name and contract number stated herein, shall be filed with the State. The certificate holder is as follows:

STATE OF DELAWARE
OFFICE OF MANAGEMENT AND BUDGET
GOVERNMENT SUPPORT SERVICES, GSS13112A-TEMP_EMPL
100 ENTERPRISE PLACE, SUITE 4
DOVER, DE 19904-8202

Note: The State of Delaware shall not be named as an additional insured.

The Vendor shall maintain such insurance as will protect against claims under Worker's Compensation Act and from any other claims for damages for personal injury, including death, which may arise from operations under this Contract. The Vendor and its employees are independent contractors and are not employees of the State.

19. STATE OF DELAWARE BUSINESS LICENSE

Prior to receiving an award, the successful Vendor shall either furnish the Agency with proof of State of Delaware Business Licensure or initiate the process of application. An application may be requested in writing to: Division of Revenue, Carvel State Building, P.O. Box 8750, 820 N. French Street, Wilmington, DE 19899 or by telephone to one of the following numbers: (302) 577-8200 -- Public Service, (302) 577-8205 -- Licensing Department.
https://onestop.delaware.gov/osbrlpublic/Home.jsp

Information regarding the award of this contract will be given to the Division of Revenue. Failure to comply with the State of Delaware licensing requirements may subject your organization to applicable fines and/or interest penalties.

20. INDEMNIFICATION

a. **General Indemnification**: By submitting a proposal, the proposing vendor agrees that in the event it is awarded a contract, it will indemnify and otherwise hold harmless the State of Delaware, its agents and employees from any and all liability, suits, actions, or claims, together with all costs, expenses for attorney's fees, arising out of the vendor's its agents and employees' performance work or services in connection with the contract, regardless of whether such suits, actions, claims or liabilities are based upon acts or failures to act attributable, in whole or part, to the State, its employees or agents.

b. **Proprietary Rights Indemnification**: Vendor shall warrant that all elements of its solution, including all equipment, software, documentation, services and deliverables, do not and will not infringe upon or violate any patent, copyright, trade secret or other proprietary rights of any third party. In the event of any claim, suit or action by any third party against the State of Delaware, the State of Delaware shall promptly notify the vendor in writing and vendor shall defend such claim, suit or action at vendor's expense, and vendor shall indemnify the State of Delaware against any loss, cost, damage, expense or liability arising out of such claim, suit or action (including, without limitation, litigation costs, lost employee time, and counsel fees) whether or not such claim, suit or action is successful.

If any equipment, software, services (including methods) products or other intellectual property used or furnished by the vendor (collectively ""Products") is or in vendor's reasonable judgment is likely to be, held to constitute an infringing product, vendor shall at its expense and option either:

1. Procure the right for the State of Delaware to continue using the Product(s);

2. Replace the product with a non-infringing equivalent that satisfies all the requirements of the contract; or

3. Modify the Product(s) to make it or them non-infringing, provided that the modification does not materially alter the functionality or efficacy of the product or cause the Product(s) or any part of the work to fail to conform to the requirements of the Contract, or only alters the product(s) to a degree that the State of Delaware agrees to and accepts in writing.

21. NON-PERFORMANCE

In the event the Vendor does not fulfill its obligations under the terms and conditions of this contract, in addition to proceeding with termination of the contract, the ordering agency may purchase equivalent product on the open market. Any difference in cost between the contract prices herein and the price of open market product shall be the responsibility of the Vendor. Under no circumstances shall monies be due the Vendor in the event open market products can be obtained below contract cost. Any monies charged to the Vendor may be deducted from an open invoice.

22. FORCE MAJEURE

Neither the vendor nor the ordering agency shall be held liable for non-performance under the terms and conditions of this contract due, but not limited to, government restriction, strike, flood, fire, or unforeseen catastrophe beyond either party's control. Each party shall notify the other in writing of any situation that may prevent performance under the terms and conditions of this contract.

23. HOLD HARMLESS

The successful bidder agrees that it shall indemnify and hold the State of Delaware and all its agencies harmless from and against any and all claims for injury, loss of life, or damage to or loss of use of property caused or alleged to be caused, by acts or omissions of the successful bidder, its employees, and invitees on or about the premises and which arise out of the successful bidder's performance, or failure to perform as specified in the Agreement.

24. VENDOR NON-ENTITLEMENT

State of Delaware Vendors for Materiel and for Services shall not have legal entitlement to utilize any Central Contract held by the State of Delaware. The Vendors may not seek business from another Vendors' Central Contract for the purpose of preparing a bid or proposal to the State of Delaware. Additionally, they shall not utilize other Central Contracts to fulfill the requirements of their respective contract unless they are considered a "Covered Agency" as defined by Title 29 Chapter 69 of the State Procurement Code or otherwise permitted by law.

This is not a prohibition from any Vendor choosing to work with another Vendor who holds a State Central Contract for private business.

25. I FOUND IT CHEAPER

Director for the State of Delaware, Office of Management and Budget, Government Support Section can waive use of a central contract pursuant to 29 Del. C. §6911(e). A process has been developed to permit any State employee or Vendor to identify a lower price for material and or services for consideration despite the existence of a central contract. See http://gss.omb.delaware.gov/contracting/documents/agencyboilers/opportunity_buy_found_cheaper_flowchart.pdf. The Director will afford any Vendor on an existing central contact an opportunity to match or to beat the I Found It Cheaper suggestion and if not matched or beaten, approve the purchase via a waiver.

26. OPPORTUNITY BUYS

The Director for the State of Delaware, Office of Management and Budget, Government Support Section can waive use of a central contract pursuant to 29 Del. C. §6911(e). A process has been developed to permit any vendor the opportunity to submit an Opportunity Buy offer to the State for goods and/or services for consideration despite the existence of a central contract. See http://gss.omb.delaware.gov/contracting/documents/agencyboilers/opportunity_buy_flowchart.pdf. The Director will afford any vendor on an existing central contract an opportunity to match or to beat the Opportunity Buy offer made by a non-contracted vendor prior to a waiver being granted.

27. REQUIRED REPORTING

One of the primary goals in administering this contract is to keep accurate records regarding its actual value/usage. This information is essential in order to update the contents of the contract and to establish proper bonding levels if they are required. The integrity of future contracts revolves around our ability to convey accurate and realistic information to all interested Vendors.

A Usage Report (Attachment 8) shall be furnished on the 15th (or next business day after the 15th day) of each month by the successful Vendor **Electronically in Excel format** detailing the purchasing of all items on this contract. The reports (Attachment 8) shall be submitted electronically in EXCEL and sent as an attachment to vendorusage@state.de.us . It shall contain the six-digit department and organization code. Any exception to this mandatory requirement may result in cancellation of the award. Failure to provide the report with the minimum required information may also negate any contract extension clauses. Additionally, Vendors who are determined to be in default of this mandatory report requirement may have such conduct considered against them, in assessment of responsibility, in the evaluation of future proposals.

In accordance with Executive Order 14 and 29 – Increasing Supplier Diversity Initiatives within State Government and Ensuring Representation of Veteran-Owned Businesses…, the State of Delaware is committed to supporting its diverse business industry and population. The successful Vendor will be required to report on the participation by a minority, woman, or veteran owned business (Diversity Supplier) under this awarded contract. The reported data elements shall include but not be limited to; name of state contract/project, the name of the Diversity Supplier, Diversity Supplier contact information (phone, email), type of product or service provided by the Diversity Supplier and any minority, women, or veteran certifications for the subcontractor (State OSD certification, Minority Supplier Development Council, Women's Business Enterprise Council). The format used for this Subcontracting 2nd Tier report is found below.

Subcontracting 2nd tier reports (Attachment 9) shall be submitted to the contracting Agency's OSD at vendorusage@state.de.us on the 15th (or next business day) of the month following each quarterly period. For consistency quarters shall be considered to end the last day of March, June, September and December of each calendar year. Contract spend during the covered periods shall result in a report even if the contract has expired by the report due date.

28. ORDERING PROCEDURE

Successful Vendors are required to have either a local telephone number within the (302) area code, a toll free (800) number, or agree to accept collect calls. Depending on the nature and scope of the event, each State agency or other governmental entity shall be responsible for contacting the awarded vendor directly for all required resources. All consumables delivered by the Vendor and received by a State agency or other governmental entity, become the property of that State agency or entity. Orders may be accomplished by written purchase order, telephone, fax or computer on-line systems.

29. BILLING

The Vendor is required to "Bill as Shipped" to the respective ordering agency(s). Ordering agencies shall provide contract number, ship to and bill to address, contact name and phone number. The Vendor shall not charge a late fee that exceeds more than one percent (1%) per month, not to exceed twelve percent (12%) per annum.

Agencies will make every effort to achieve available discount opportunities under this contract. Vendors shall be required to report semi-annually opportunities to enhance the discounts achieved.

30. METHOD OF PAYMENT

a. For each P.O. issued as part of this contract, the State will pay Vendor monthly, within thirty (30) days of receipt of the Vendor's billing, the amount which is legitimately earned by the Vendor, and supported by payroll data and an itemized accounting of reasonable reimbursable direct non-salary costs. A current progress report of the work shall accompany each billing.

Final settlement for total payment to the Vendor will be made within thirty (30) days from the date of final written State acceptance of the work and services as agreed to in the P.O.

b. No premium time for overtime will be paid without prior written State authorization. Indirect overhead cost shall not be applied to the premium portion of the overtime.

c. The agencies or school districts using this award will authorize and process for payment each invoice within thirty (30) days after the date of receipt of a correct invoice. The State of Delaware intends to maximize the use of the P-Card for payment for goods and services provided under contract. Vendors shall not charge additional fees for acceptance of this payment method and shall incorporate any costs into their proposals. Additionally there shall be no minimum or maximum limits on any P-Card transaction under the contract. While it is the State's intention to utilize the P-card payment method the State reserves, at its discretion, the right to pay by ACH/ ACI or check. Should a Vendor wish to provide a financial incentive to not process payment by P-Card in their proposal, they are to prepare their proposals to clearly outline any incentives for alternative payment methods the Vendor is willing to accept.

31. PRODUCT SUBSTITUTION

All items or services delivered during the life of the contract shall be of the same type and manufacture as specified or accepted as part of the proposal unless specific approval is given by the Agency to do otherwise. Awarded vendors are highly encouraged to offer any like substitute product (s), either generic or brand name, at any time during the subsequent contract term, especially if an opportunity for cost savings to the state exists. In all cases, the state may require the submission of written specifications and/or product samples for evaluation prior to any approvals being granted.

If a substitution is granted by the state, the Vendor must update its core list and maintain said list in a timely manner.

32. SCHEDULE FOR PERFORMANCE OF WORK

All work described in these specifications shall be completed with reasonable promptness. As used in this Section, the State of Delaware shall be the sole judge of the term "reasonable". If the Vendor does not begin the work in a reasonable amount of time, they will be notified that if they fail to initiate the work promptly, the contract may be terminated and the State will forthwith proceed to collect for nonperformance of work.

33. VENDOR RESPONSIBILITY

The State will enter into a contract with the successful Vendor(s). The successful Vendor(s) shall be responsible for all products and services as required by this RFP whether or not the Vendor or a subcontractor provided it. Subcontractors, if any, shall be clearly identified in the Vendor's proposal by completing Attachment 7.

34. VENDOR- OWNED RENTAL EQUIPMENT AND SUPPLIES REMOVAL

The awarded Vendor shall remove all rental equipment and supplies from the event location (s) no later than an agreed to date once all contract obligations by the Vendor have been met.

35. ENVIRONMENTAL PROCUREMENT REQUIREMENTS

Energy Star - If applicable, the Vendor must provide products that earn the ENERGY STAR rating and meet the ENERGY STAR specifications for energy efficiency in order to keep overall event costs to a minimum. The Vendor is encouraged to visit www.energystar.gov for complete product specifications and updated lists of qualifying products.

Green Products – third party certification of green products accepted from GSS w/approved green certification shall be offered wherever available in addition to or as a substitute for non-green products.

Vendors shall report all green items procured during the monthly reporting period using the Usage Report that will be provided to the awarded Vendor(s).

Environmental Procurement Policies of the State shall determine acceptable consideration and credit for environmentally preferred products and services in the performance of this award.

The State Environmental Procurement Policies may be found:
http://gss.omb.delaware.gov/contracting/documents/agencyboilers/espp.pdf.

36. PERSONNEL/EQUIPMENT/SERVICES

a. The Vendor represents that it has, or will secure at its own expense, all personnel required to perform the services required under this contract.

b. All of the equipment and services required hereunder shall be provided by or performed by the Vendor or under its direct supervision, and all personnel, including subcontractors, engaged in the work shall be fully qualified and shall be authorized under State and local law to perform such services.

c. None of the equipment and/or services covered by this contract shall be subcontracted without the prior written approval of the State. Only those identified in Attachment 7 are considered approved upon award. Changes to those subcontractor(s) listed in Attachment 7 must be approved in writing by the State.

37. MINIMUM WAGE RATES

Work performed under this solicitation may fall under the State of Delaware Minimum Wage Rates or the Delaware Prevailing Wage rates. Prior to issuing a purchase order, the ordering agencies must obtain from the Department of Labor a determination if prevailing wage applies to the project and, if appropriate, what the applicable prevailing wage rates would be for the work to be performed. No work shall proceed without a determination by the Department of Labor. Request for prevailing wage certification can be found at:
http://www.delawareworks.com/industrialaffairs/services/LaborLawEnforcementInfo.shtml#pw1.

38. PREVAILING WAGE

The prevailing wage law, 29 Del.C.§6960, is enforced by the Department of Labor and states that the specifications for every contract or aggregate of contracts relating to a public works project in excess of STATE OF DELAWARE Office of Management and Budget Government Support Services 27 $100,000 for new construction (including painting and decorating) or $15,000 for alteration, repair, renovation, rehabilitation, demolition or reconstruction (including painting and decorating of building or works) to which this State or any subdivision thereof is a party and for which the State appropriated any part of the funds and which requires or involves the employment of mechanics and/or laborers shall contain a provision stating the minimum wages to be paid various classes of laborers and mechanics which shall be based upon the wages that will be determined by the Delaware Department of Labor, Division of Industrial Affairs, to be prevailing in the county in which the work is to be performed.

39. TERMINATION OF INDIVIDUAL ORDERS OR PURCHASE ORDERS

As a central contract, the contract resulting from this RFP shall include individual orders from state agencies and other entities authorized by law to procure from this contract. The individual orders may be terminated as follows:

a. **Termination for Cause**: If, for any reasons, or through any cause, the Vendor fails to fulfill in timely and proper manner his obligations, or if the Vendor violates any of the covenants, agreements, or stipulations of this contract, the Agency shall have the right to terminate the P.O. by giving written notice to the Vendor of such termination and specifying the effective date thereof, at least five (5) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, maps, models, photographs, and reports or other material prepared by the Vendor in the performance of the P.O. shall, at the option of the Agency, become its property, and the Vendor shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents and other materials which is usable to the Agency.

b. **Termination for Convenience**: The Agency may terminate the P.O. at any time by giving written notice of such termination and specifying the effective date thereof, at least sixty (60) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, models, photographs, reports, supplies, and other materials shall, at the option of the department, become its property and the Vendor shall be entitled to receive compensation for any satisfactory work completed on such documents and other materials which are usable to the Agency.

c. **Termination for Non-Appropriations**: In the event the General Assembly fails to appropriate the specific funds necessary to enter into or continue the contractual agreement, in whole or part, the agreement shall be terminated as to any obligation of the State requiring the expenditure of money for which no specific appropriation is available at the end of the last fiscal year for which no appropriation is available or upon the exhaustion of funds. This is not a termination for convenience and will not be converted to such.

40. TERMINATION OF CONTRACT

As a central contract, the contract resulting from this RFP may be terminated as follows by Office of Management and Budget, Government Support Services.

a. **Termination for Cause**: If, for any reasons, or through any cause, the Vendor fails to fulfill in timely and proper manner its obligations under this Contract, or if the Vendor violates any of the covenants, agreements, or stipulations of this Contract, the State shall thereupon have the right to terminate this contract by giving written notice to the Vendor of such termination and specifying the effective date thereof, at least 30 days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, maps, models, photographs, and reports or other material prepared by the Vendor under this Contract shall, at the option of the State, become its property, and the Vendor shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents and other materials which is usable to the State.

b. **Termination for Convenience**: The State may terminate this Contract at any time by giving written notice of such termination and specifying the effective date thereof, at least sixty (60) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, models, photographs, reports, supplies, and other materials shall, at the option of the State, become its property and the Vendor shall be entitled to receive compensation for any satisfactory work completed on such documents and other materials, and which is usable to the State.

c. **Termination for Non-Appropriations**: In the event the General Assembly fails to appropriate the specific funds necessary to enter into or continue the contractual agreement, in whole or part, the agreement shall be terminated as to any obligation of the State requiring the expenditure of money for which no specific appropriation is available at the end of the last fiscal year for which no appropriation is available or upon the exhaustion of funds. This is not a termination for convenience and will not be converted to such.

41. CHANGES

From time to time, the State's needs may require changes in the services to be provided by the Vendor under the Scope of Work. Such changes, including any increase or decrease in the amount of the Vendor's compensation, which are mutually agreed upon by and between Government Support Services, on behalf of the State of Delaware agencies, and the Vendor shall be incorporated in written amendments to the Purchase Order or contract. Any changes to the contract not approved by Government Support Services will be considered null and void.

42. INTEREST OF VENDOR

The Vendor covenants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree in providing products or performing services required under this contract. The Vendor further covenants that in the performance of this contract, no person having any such interest shall be employed.

43. PUBLICATION, REPRODUCTION AND USE OF MATERIAL

No material produced in whole or part under this contract shall be subject to copyright in the United States or in any other country. The State shall have unrestricted authority to publish, disclose, distribute and otherwise use, in whole or in part, any reports, data, or other materials prepared under this contract; provided, however, that the State agrees not to use any design or engineering plans prepared by the Vendor for anything other than their intended purpose under this Contract. The Vendor shall have the right to publish any and all scientific findings. Appropriate acknowledgment and credit for the State's support shall be given in the publication.

44. RIGHTS AND OBLIGATIONS

The rights and obligations of each party to this agreement shall not be effective, and no party shall be bound by the terms of this agreement, unless and until a valid executed purchase order has been approved by the Secretary of Finance, and all procedures of the Department of Finance have been complied with. A separate purchase order shall be issued for every project.

45. ASSIGNMENT OF ANTITRUST CLAIMS

As consideration for the award and execution of this contract by the State, the Vendor hereby grants, conveys, sells, assigns, and transfers to the State of Delaware all of its right, title and interest in and to all known or unknown causes of action it presently has or may now or hereafter acquire under the antitrust laws of the United States and the State of Delaware, relating to the particular goods or services purchased or acquired for the State pursuant to this contract.

46. TESTING AND INSPECTION

The State of Delaware reserves the right to conduct any test or inspection it may deem necessary to insure equipment, materials and services conform to contract requirements.

47. COVENANT AGAINST CONTINGENT FEES

The Vendor warrants that no person or selling agency has been employed or retained to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees. For breach or violation of this warranty, the State shall have the right to annul this contract without liability or in its discretion to deduct from the contract price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fees.

48. GRATUITIES

a. If it is found, after notice and hearing, by the State that gratuities (in the form of entertainment, gifts, or otherwise) were offered or given by the Vendor or any agent of the State with a view toward securing a contract, or securing favorable treatment with respect to the awarding, amending, or the making of any determinations with respect to the performance of this contract, the State may, by written notice to the Vendor, terminate the right of the Vendor to proceed under this contract and/or may pursue such other rights and remedies provided by law or under this agreement; provided that the existence of the facts upon which the State makes such findings shall be in issue and may be reviewed in proceedings pursuant to the Remedies clause of this contract; and

b. In the event this contract is terminated pursuant to subparagraph “a”, the State shall be entitled (i) to pursue the same remedies against the Vendor, and (ii) to exemplary damages, as a penalty in addition to any other damages to which it may be entitled by law, in an amount which shall be not less than three, nor more than ten, times the costs incurred by the Vendor in providing any such gratuities to any such officer or employee. The amount of such exemplary damages shall be in the sole discretion of the State.

49. AFFIRMATION

The Vendor must affirm that within the past five (5) years the firm or any officer, controlling stockholder, partner, principal, or other person substantially involved in the contracting activities of the business is not currently suspended or debarred and is not a successor, subsidiary, or affiliate of a suspended or debarred business.

50. AUDIT ACCESS TO RECORDS

The Vendor shall maintain books, records, documents, and other evidence pertaining to this Contract to the extent and in such detail as shall adequately reflect performance hereunder. The Vendor agrees to preserve and make available to the State, upon request, such records for a period of five (5) years from the date services were rendered by the Vendor. Records involving matters in litigation shall be retained for one (1) year following the termination of such litigation. The Vendor agrees to make such records available for inspection, audit, or reproduction to any official State representative in the performance of their duties under the Contract. Upon notice given to the Vendor, representatives of the State or other duly authorized State or Federal agency may inspect, monitor, and/or evaluate the cost and billing records or other material relative to this Contract. The cost of any Contract audit disallowances resulting from the examination of the Vendor's financial records will be borne by the Vendor. Reimbursement to the State for disallowances shall be drawn from the Vendor's own resources and not charged to Contract cost or cost pools indirectly charging Contract costs.

51. REMEDIES

Except as otherwise provided in this contract, all claims, counterclaims, disputes, and other matters in question between the State and the Vendor arising out of, or relating to, this contract, or a breach of it may be decided by arbitration if the parties mutually agree, or in a court of competent jurisdiction within the State of Delaware.

52. AMENDMENTS

This contract may be amended, in writing, by mutual agreement of the successful vendor and Office of Management and Budget, Government Support Services.

53. SUBCONTRACTS

Subcontracting is permitted under this RFP and contract. However, every subcontractor shall be identified in the Proposal (Attachment 7) and agreed to in writing by the State or as are specifically authorized in writing by the Agency during the performance of the contract. Any substitutions in or additions to such subcontractors, associates, or consultants will be subject to the prior written approval of the State.

The Vendor(s) shall be responsible for compliance by the subcontractor with all terms, conditions and requirements of the RFP and with all local, State and Federal Laws. The Vendor shall be liable for any noncompliance by any subcontractor. Further, nothing contained herein or in any subcontractor agreement shall be construed as creating any contractual relationship between the subcontractor and the State.

54. AGENCY'S RESPONSIBILITIES

The Agency shall:

a. Examine and review in detail all letters, reports, drawings and other documents presented by the Vendor to the Agency and render to the Vendor in writing, findings and decisions pertaining thereto within a reasonable time so as not to delay the services of Vendor.

b. Give prompt written notice to the Vendor whenever the Agency observes or otherwise becomes aware of any development that affects the scope or timing of the Vendor's services.

55. CONTRACT DOCUMENTS

The Definitions and General Provisions and any Special Instructions, Specifications, Request for Proposal, Proposal, Purchase Order, and Contract shall be a part of and constitute the entire Agreement entered into by the State of Delaware and any Vendor. In the event there is any discrepancy between any of these contract documents, the following order of documents governs so that the former prevails over the latter:

- Contract
- Request for Proposal
- Specifications or Scope of Work
- Definitions & General Provisions
- Proposal
- Purchase Order
- Special Instruction

56. ASSIGNMENT

This contract shall not be assigned except by express prior written consent from the Agency.

57. NOTICE

Any notice to the State of Delaware required under the contract shall be sent by registered mail to:

Government Support Services
GSS13112A-TEMP_EMPL
100 Enterprise Place, Suite 4
Dover, DE 19904-8202

58. VENDOR EMERGENCY RESPONSE POINT OF CONTACT

The awarded vendor(s) shall provide the name(s), telephone, or cell phone number(s) of those individuals who can be contacted twenty four (24) hours a day, seven (7) days a week where there is a critical need for commodities or services when the Governor of the State of Delaware declares a state of emergency under the Delaware Emergency Operations Plan dated November 2009 or in the event of a local emergency or disaster where a governmental entity other than a State Agency requires the services of the vendor. Failure to provide this information could render the proposal as non-responsive.

C. AWARD AND EXECUTION OF CONTRACT

1. CONSIDERATION OF PROPOSALS

The right is reserved to waive technicalities, to reject any or all bids, or any portion thereof, to seek new proposals, to proceed to do the work otherwise, or to abandon the work, if in the judgment of the Agency or its agent, the best interest of the State will be promoted thereby.

2. MATERIAL GUARANTY

Before any contract is awarded, the successful Vendor may be required to furnish a complete statement of the origin, composition and manufacture of any or all of the material to be used in the contract together with such samples as may be requested for the purpose of testing.

3. AWARD OF CONTRACT

Within ninety (90) days from the date of opening proposals, the contract will be awarded or the proposals rejected.

4. EXECUTION OF CONTRACT

The Vendor (s) to whom the award is made shall execute a formal contract within twenty (20) days after date of official notice of the award of the contract.

5. WARRANTY

The successful Vendor(s) shall be required to extend any policy guarantee usually offered to the general public, FEDERAL, STATE, COUNTY, or MUNICIPAL governments, on material in this contract against defective material, workmanship, and performance.

6. THE CONTRACT(S)

The contract(s) with the successful Vendor(s) will be executed with the Office of Management and Budget, Government Support Services acting for all participating governmental entities.

7. INFORMATION REQUIREMENT

The successful Vendor's shall be required to advise and provide the Office of Management and Budget, Government Support Services of the gross costs associated with this contract.

VII. PROPOSAL REPLY SECTION for CONTRACT NO. GSS13112A-TEMP_EMPL

Temporary Employment Services

Please fill out the attached forms fully and completely and return with your proposal in a sealed envelope clearly displaying the vendor name and contract number to the State of Delaware, Office of Management and Budget, Government Support Services by 1:00 PM, Local Time, Tuesday, May 28, 2013 at which time bids will be opened.

NO MANDATORY PRE-BID MEETING

Proposals must be mailed to:

STATE OF DELAWARE
OFFICE OF MANAGEMENT AND BUDGET
GOVERNMENT SUPPORT SERVICES, GSS13112A-TEMP_EMPL
100 ENTERPRISE PLACE, SUITE 4
DOVER, DE 19904-8202

PUBLIC PROPOSAL OPENINGS

The public proposal opening insures the citizens of Delaware that contracts are being proposed fairly on a competitive basis and comply with Delaware procurement laws. The agency conducting the opening is required by law to publicly open the proposals at the time and place specified and the contract shall be awarded within ninety (90) days thereafter. The main purpose of the proposal opening is to reveal the name(s) of the Vendor(s), not to serve as a forum for determining the apparent low Vendors. The disclosure of additional information, including prices, shall be at the discretion of the contracting agency until such time that the responsiveness of each proposal has been determined.

After receipt of a fully executed contract(s), the Delaware public and all Vendors are invited to make an appointment with the agency in order to review pricing and other non-confidential information.

NOTE: ONLY THE VENDOR'S NAME AND ADDRESS WILL BE READ AT THE OPENING

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

Attachment 1

NO PROPOSAL REPLY FORM

CONTRACT: GSS13112A-TEMP_EMPL
CONTRACT TITLE: Temporary Employment Services

To assist us in obtaining good competition on our Request for Proposals, we ask that each firm that has received a proposal, but does not wish to bid, state their reason(s) below and return in a clearly marked envelope displaying the contract number. This information will not preclude receipt of future invitations unless you request removal from the Vendor's List by so indicating below, or do not return this form or bona fide proposal.

Unfortunately, we must offer a "No Proposal" at this time because:

_____ 1. We do not wish to participate in the proposal process.

_____ 2. We do not wish to bid under the terms and conditions of the Request for Proposal document. Our objections are:

_____

_____

_____ 3. We do not feel we can be competitive.

_____ 4. We cannot submit a Proposal because of the marketing or franchising policies of the manufacturing company.

_____ 5. We do not wish to sell to the State. Our objections are:

_____

_____

_____ 6. We do not sell the items/services on which Proposals are requested.

_____ 7. Other:_____

_____

_____ _____
FIRM NAME SIGNATURE

COMPANY NAME _____

CONTACT _____ PHONE NUMBER _____

EMAIL ADDRESS _____

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

Attachment 2

CONTRACT NO.: GSS13112A-TEMP_EMPL **TITLE:** Temporary Employment Services
OPENING DATE: May 28, 2013, 1:00 p.m. Local Time

NON-COLLUSION STATEMENT

This is to certify that the undersigned Vendor has neither directly nor indirectly, entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive bidding in connection with this proposal**, and further certifies that it is not a sub-contractor to another Vendor who also submitted a proposal as a primary Vendor in response to this solicitation** submitted this date to the State of Delaware, Office of Management and Budget, Government Support Services.

It is agreed by the undersigned Vendor that the signed delivery of this bid represents the Vendor's acceptance of the terms and conditions of this Request for Proposal including all specifications and special provisions.

NOTE: Signature of the authorized representative **MUST** be of an individual who legally may enter his/her organization into a formal contract with the State of Delaware, Office of Management and Budget, Government Support Services.

COMPANY NAME _____ (Check one)

	Corporation
	Partnership
	Individual

NAME OF AUTHORIZED REPRESENTATIVE
(Please type or print) _____

SIGNATURE _____ TITLE _____

COMPANY ADDRESS _____

PHONE NUMBER _____ FAX NUMBER_____

EMAIL ADDRESS _____

FEDERAL E.I. NUMBER _____ STATE OF DELAWARE LICENSE NUMBER_____

COMPANY CLASSIFICATIONS: CERT. NO.	Women Business Enterprise (WBE)	YES	NO	Minority Business Enterprise (MBE)	YES	NO	Disadvantaged Business Enterprise (DBE)	YES	NO
		(circle one)			(circle one)			(circle one)	

[The above table is for information and statistical use only.]

PURCHASE ORDERS SHOULD BE SENT TO:
(COMPANY NAME) _____

ADDRESS _____

CONTACT _____

PHONE NUMBER _____ FAX NUMBER _____

EMAIL ADDRESS _____

AFFIRMATION: Within the past five years, has your firm, any affiliate, any predecessor company or entity, owner, Director, officer, partner or proprietor been the subject of a Federal, State, Local government suspension or debarment?

YES _____ NO _____ if yes, please explain _____

THIS PAGE SHALL BE SIGNED, NOTARIZED AND RETURNED WITH YOUR PROPOSAL TO BE CONSIDERED

SWORN TO AND SUBSCRIBED BEFORE ME this _____ day of _____, 20 _____

Notary Public _____ My commission expires _____

City of _____ County of _____ State of _____

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

Attachment 3

GSS13112A-TEMP_EMPL
Temporary Employment Services
PROPOSAL REPLY SECTION

Proposals must include all exceptions to the specifications, terms or conditions contained in this RFP. If the Vendor is submitting the proposal without exceptions, please state so below.

☐ By checking this box, the Vendor acknowledges that they take no exceptions to the specifications, terms or conditions found in this RFP.

Paragraph # and page #	Exceptions to Specifications, terms or conditions	Proposed Alternative

Note: **use additional pages as necessary.**

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

Attachment 4

GSS13112A-TEMP_EMPL
Temporary Employment Services
PROPOSAL REPLY SECTION

COMPANY PROFILE & CAPABILITIES

Suppliers are required to provide a reply to each question listed below. Your replies will aid the evaluation committee as part of the overall qualitative evaluation criteria of this Request for Proposal. Your responses should contain sufficient information about your company so evaluators have a clear understanding of your company's background and capabilities. Failure to respond to any of these questions may result in your proposal to be rejected as non-responsive.

1.	How many years has your company been in operation?

2.	What is your company's main line of business? Please be specific as to the types of job classifications/positions your company can provide.

3.	What was your total sales revenue in calendar year 2011? For the past five years?

4.	What was your company's Temporary Employment Services annual revenue in calendar year 2011? For the past five years?

COMPANY PROFILE & CAPABILITIES (Continued)

5.	What percentage of your total business would the State of Delaware business amount to within your entire customer base?

6.	How many employees does your company have? How many employees does your company have to provide the required services in accordance with contract requirements? How would the award, if any or all, of this contract effect current staffing?

7.	What is your sales and operational site coverage specific to Delaware? Are there any portions of the State or it's counties you cannot service? Please detail your response as needed.

8.	Provide the name, description and approximate size in revenue received from each governmental account, including current accounts and those ended within the last twelve months. Please limit the number to ten (10) if your company has such accounts. As an example: State of Maryland, Division of Motor Vehicles, current account $100,000 received in 2011.

9.	What is the average length of time that your employees are retained in a position, once placed with a client?

COMPANY PROFILE & CAPABILITIES (Continued)

10.	What percentage of resumes sent to a client for review are; on average, requested to be interviewed by the client?

11.	On average, how many resumes are sent to a client for review, and what is the screening process your agency uses when deciding a candidate is qualified for a position prior to sending the client those resumes you qualified?

12.	Once a client requests to interview candidates from your agency, what percentage of the time do they hire one of those candidates?

13.	List any past and/or pending litigation or disputes relating to the services described herein with which your company has been involved within the last five (5) years. The list shall include the other company's name, name of the project, nature of the litigation, and the current status of the dispute.

14.	List any past disputes as a result of which your company has been terminated from an awarded contract. List the company's name, the term of the contract, and an explanation as to why your company was terminated.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

Attachment 5

GSS13112A-TEMP_EMPL
Temporary Employment Services
PROPOSAL REPLY SECTION

☐ By checking this box, the Vendor acknowledges that they are not providing any information they declare to be confidential or proprietary for the purpose of production under 29 Del. C. ch. 100, Delaware Freedom of Information Act.

Confidentiality and Proprietary Information

Note: Add additional pages as needed.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

Attachment 6

GSS13112A-TEMP_EMPL
Temporary Employment Services
PROPOSAL REPLY SECTION

BUSINESS REFERENCES

List a minimum of three business references, including the following information:

- Business Name and Mailing address
- Contact Name and phone number
- Number of years doing business with
- Type of work performed

Vendor must supply at least three (3) business references consisting of current or previous customers of similar scope and value with your reply. Please do **not** list any State of Delaware Employee as a business reference. If you have held a State contract within the last 5 years, please list the contract.

1. Business Name/Mailing Address:
   Contact Name/Phone Number:
   Email:
   Number of years doing business with :
   Describe type of work performed:

2. Business Name/Mailing Address:
   Contact Name/Phone Number:
   Email:
   Number of years doing business with :
   Describe type of work performed:

3. Business Name/Mailing Address:
   Contact Name/Phone Number:
   Email:
   Number of years doing business with :
   Describe type of work performed:

If you have held a State contract within the last 5 years, please list the contract.

1. Business Name/Mailing Address:
   Contact Name/Phone Number:
   Contract Name/Dates:
   Describe type of work performed:

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

Attachment 7

GSS13112A-TEMP_EMPL
Temporary Employment Services
PROPOSAL REPLY SECTION

SUBCONTRACTOR INFORMATION FORM

PART I – STATEMENT BY PROPOSING VENDOR		
1. CONTRACT NO. GSS13112A-TEMP_EMPL	2. Proposing Vendor Name:	3. Mailing Address
4. SUBCONTRACTOR		
a. NAME	4c. Company OMWBE Classification: Certification Number: _____	
b. Mailing Address:	4d. Women Business Enterprise ☐ Yes ☐ No 4e. Minority Business Enterprise ☐ Yes ☐ No 4f. Disadvantaged Business Enterprise ☐ Yes ☐ No	
5. DESCRIPTION OF WORK BY SUBCONTRACTOR		

6a. NAME OF PERSON SIGNING	7. BY (*Signature)*	8. DATE SIGNED
6b. TITLE OF PERSON SIGNING		

PART II – ACKNOWLEDGEMENT BY SUBCONTRACTOR		
9a. NAME OF PERSON SIGNING	10. BY (*Signature*)	11. DATE SIGNED
9b. TITLE OF PERSON SIGNING		

* Use a separate form for each subcontractor

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

Attachment 8

State of Delaware

Monthly Usage Report

Supplier Name:		Insert Contract No.	**Report Start Date:**
Contact Name:			**Report End Date:**
Contact Phone:			**Today's Date:**

Agency Name or School District	Division or Name of School	Budget Code	UNSPSC	Item Description	Contract Item Number	Unit of Measure	Qty	Environ-mentally Preferred Product or Service Y N	Additional Discount Granted	Contract Proposal Price/Rate

Note: A copy of the contract specific Usage Report will be sent by electronic mail to the Awarded Vendor.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

Attachment 9

State of Delaware

Subcontracting (2nd tier) Quarterly Report

Prime Name:							**Report Start Date:**									
Contract Name/Number							**Report End Date:**									
Contact Name:							**Today's Date:**									
Contact Phone:							*Minimum Required		Requested detail							
Vendor Name*	**Vendor TaxID***	**Contract Name/ Number ***	**Vendor Contact Name***	**Vendor Contact Phone***	**Report Start Date***	**Report End Date***	**Amount Paid to Subcontractor ***	**Work Performed by Subcontractor UNSPSC**	**M/WBE Certifying Agency**	**Veteran/Service Disabled Veteran Certifying Agency**	**2nd tier Supplier Name**	**2nd tier Supplier Address**	**2nd tier Supplier Phone Number**	**2nd tier Supplie r email**	**D P**	

Note: A copy of the contract specific Usage Report will be sent by electronic mail to the Awarded Vendor

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

Attachment 10

State of Delaware

Office of Supplier Diversity

OSD Certification Application found here:
http://gss.omb.delaware.gov/osd/docs/certapp.pdf

Complete application and mail to:

Office of Supplier Diversity (OSD)
100 Enterprise Place Suite # 4 Dover, DE 19904-8202Telephone: (302) 857-4554 Fax: (302) 677-7086
Email: deomwbe@state.de.us
Website: http://gss.omb.delaware.gov/osd/index.shtml

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

APPENDIX A
SCOPE OF WORK

GSS13112A-TEMP_EMPL
Temporary Employment Services

A. OVERVIEW

Government Support Services and other State of Delaware Agencies have a requirement for Temporary Employment Services to support daily operations; including Substitute Educational Staff.

It is the goal of this Request for Proposal to identify a vendor(s) and execute a contract to implement the procedures necessary to allow state agencies to hire temporary employees from one or more vendors to support daily operations. Excluded from this contract are those positions relating to Information Technology.

Information regarding the current contract can be found online at:
http://contracts.delaware.gov/contracts_detail.asp?i=1286

The Contractor, and not the State, is the legal responsible employer of the employees performing under this contract. The Contractor(s) will be responsible for all payroll taxes, workers' compensation, payroll reports, and other employer Federal and State requirements for temporary employees.

Vendors are to respond or acknowledge each section found within this scope of work.

B. APPENDIX B

Appendix B contains the job titles and descriptions the State of Delaware is seeking pricing for. The State reserves the right to add additional positions, as needed. Vendors are not authorized to fill positions that are not covered under the resulting contract until the position has been properly added. It is the requesting agencies responsibility to notify the assigned Contract Officer of positions that need to be added.

C. APPENDIX C

Appendix C contains a copy of the standardized time sheet awarded vendors will be required to use for billing and reporting purposes.

D. APPENDIX D

Appendix D is an Excel workbook to be completed electronically by the offeror. Vendors are asked to provide contract pricing for the job titles listed. The pay and bill rates provided will be firm for the contract term. Vendors are not required to bid on all job titles.

E. SET-ASIDE

The following classifications/positions are set aside for Delaware Association of Rehabilitation Facilities (DELARF) for all three counties, in accordance with **Title 16, Subsection 9605, Delaware Code**. However, the State requests that all suppliers who submit a proposal also provide pricing for these positions for each county they bid so the State may compare pricing offered by all suppliers in the event DELARF is unable to fill a request.

1. Accounting Technician
2. Administrative Specialist I
3. Administrative Specialist II
4. Administrative Specialist III
5. Data Entry Technician
6. Supply, Storage, Distribution Clerk: This job classification is a partial set aside. Duties under this classification pertaining to *internal Mail distribution* are set aside.
7. Operations Support Specialist
8. Social Worker/Case Manager
9. Clerical Assistant
10. Telephone Operator
11. Housekeeper
12. DART – Reservationist
13. DART – Customer Ride Checker
14. Food Service Worker

Additional positions are being added to the Set Aside grouping effective July 1, 2013 or upon award of this contract. Any temporary employees currently placed under GSS12112B-TEMP_EMPL in one of the positions added to the Set Aside grouping would be permitted to continue in place until July 1, 2014 should a currently awarded vendor win a subsequent award while a transition strategy is developed. New placements under the successive awards will first attempt to be fulfilled by the Set Aside and only if they are unable to be filled through the Set Aside may be placed through the competitive proposal. It is the expectation that no later than July 1, 2014 all Set Aside positions will all be placed under the Set Aside award.

F. PROPOSAL COMPLIANCE

A bidder's proposal shall contain the following minimum requirements:

1. Cover Letter
2. Table of Contents
3. Short Description of Company History
4. Original signed and notarized copy of the Non-Collusion Agreement (Attachment 2)
5. Responses to RFP and Appendices
7. Three Years of Financial Reporting
8. Exceptions (Attachment 3)
9. Business Profile and Capabilities (Attachment 4)
10. Confidentiality and Proprietary Information (Attachment 5)
11. Three Business References (Attachment 6)
12. Subcontractor Information Form (Attachment 7), if applicable

Refer to Format of Proposal, L "Number of Copies with Mailing of Proposals" for submission requirements.

When completing the forms, you are required to break out your response into all components requested. Submission of incomplete responses may result in your proposal being considered non-responsive. Please do not deviate from the structure established by this RFP. If your company would like to include additional information that would be useful in the evaluation process, you may do so as separate, clearly labeled attachments.

Please do not use page protectors.

CD submission must be in the following format to be considered responsive.

1. All documents outlined above, excluding Appendix D, must be scanned and saved (in black & white) as one PDF file.
2. Appendix D must be saved on the CD as an Excel file.

G. GENERAL REQUIREMENTS

1. CUSTOMER SERVICE

The Supplier(s) should provide each of the State and the Contract Users a single, local point of contact (and a backup) to handle questions or problems that may arise. At least one Customer Service Representative must be available during Supplier's operating hours. Representatives should be available by phone, fax, or email (local or 800 number preferred).

2. USE OF SERVICES

These services shall not be used:

a) In lieu of the regular recruitment and hiring procedures.
b) To displace a State employee.
c) To circumvent controls on employment levels.

3. PERFORMANCE

Performance under this contract will be by individuals provided by a private sector firm. The Contractor, and not the State, is the legal responsible employer of the employees performing under this contract. The Contractor is responsible for supervision of their employees. Discipline problems are to be dealt with by the employer, not the using agency.

4. RECRUITMENT

The State will not use the procurement of temporary help for purposes of recruiting or obtaining candidates for employment by itself or by any other entity, and the State will not give any Contractor employee under this procurement any encouragement, assistance or opportunity in obtaining employment that is not provided to the general public.

5. RESPONSE TIME

The successful vendor in each category will be given a reasonable time as determined by the agency to fill a job order from the date of its placement. In the event that the successful vendor cannot fill the job order within a reasonable time as determined by the requesting agency, the requesting agency reserves the right to cancel the order and place it with another vendor. It is the State's intention, in all cases where possible and regardless of the size of the order, to provide timely and reasonable notice to the vendor concerning orders placed with them.

In an emergency situation where the requirement to fill a job is less than the normal response time and the successful vendor cannot fill the order, the requesting agency can cancel the order and place it with another vendor.

6. SKILLS/BACKGROUND VERIFICATION

The vendor is responsible to assure only qualified personnel are utilized, and that the background of personnel employed, warrants employment in any State facility. This will include the completion of mandatory background checks including criminal background checks on all applicants prior to filling any State of Delaware position. Upon request of the State agency, the vendor must furnish related test scores/resumes and proof of background check of temporary personnel who are scheduled for interviews upon request of the State. All costs associated with skills and background verification are to be paid by the vendor.

7. STATE EMPLOYMENT OF TEMPORARY PERSONNEL

Vendor will waive any separation fee provided an employee works for both the vendor and hiring agency, continuously, for a three (3) month period and is provided thirty (30) days written notice of intent to hire from the agency. Notice can be issued at second month if it is the State's intention to hire.

8. TRANSITION PERIOD

Any vendor(s) awarded under this solicitation who does not bid, or for any reason whatsoever is not awarded a subsequent contract that has active placements shall have a requirement to transition placements within 90 days to any of the subsequently awarded vendor(s) under successor contracts, should the State desire placements. During that period of time, vendors shall perform in accordance with the terms and conditions of the award under which their placements were made. Such placements shall not incur any expense to the placed temporary employee or the State and non compete agreements of any vendor(s) shall not prevent the opportunity of any current temporary placement to transition to a newly awarded vendor under successor contract.

9. TEMPORARY PERSONNEL LENGTH OF EMPLOYMENT

The primary purpose of this contract is for vendor(s) to provide qualified employees to fill State positions on a temporary basis. The Statewide Contract is not intended to permanently replace any current State employee or position. At the same time, this contract can not dictate whether the agency requires a temporary employee for two weeks, or six months. However, in order to meet agency operational requirements and at the same time, promote maximum competition and business among potential and qualified vendors, it is recommended that the agency not retain any one employee for more than one year. Agencies should develop internal procedures to support this initiative.

The State reserves the right to limit the number of hours a temporary employee is permitted to work weekly.

10. QUARTERLY MEETINGS

Both the State and the Vendor(s) will commit to quarterly reviews of internal customer satisfaction and will make consistent efforts to improve customer satisfaction.

11. REPORTS

Vendor will commit to checking in with requesting agencies; no less than a bi-monthly basis, to ensure all is going well and if any updates need to be made (position title, supervisor name, etc) to the monthly usage report. It is the vendor's responsibility to ensure the monthly usage report submitted is current and accurate.

12. LEGAL AND PROFESSIONAL CONDUCT

Temporary employees will conduct themselves in a professional manner. Individual temporary employment candidates, based on position, may be subject to criminal checks, fingerprinting, and background checks upon whose results the State may choose to base its decision to accept an individual for an assignment. These services are the duty of the vendor and will be performed free of charge.

13. CORDIALITY, PUNCTUALITY, AND RESPONSIBILITY

Temporary employees must make every effort possible to be on time for work. Being late, either two days in a row or four times in two weeks, will trigger a penalty, payable by the vendor, to be mutually agreed upon. Temporary employees who call the State to cancel less than one business day in advance are responsible for alerting the vendor to find a replacement with comparable skills/fit for their specific position. The vendor must then provide the State with a suitable replacement or give at least four hours notice that a replacement cannot be found.

Temporary employees must be respectful of other State employees with whom they interact with. The State reserves the right to reject any candidate that does not exhibit common courtesy and cordiality towards other State employees or representatives of the state.

14. DRUG AND ALCOHOL USE

No temporary employee for the State may use illegal drugs, nor may any temporary employee consume alcohol at work or at such times that the temporary employee's work is negatively affected. Indications of such use may result in immediate termination and no acceptance for further assignments.

15. DRESS CODE

Dress Code must be followed in guidelines with the agency issuing the service order. Where an I.D. badge is required; the badge MUST be turned in at the end of the assignment. The successful bidder will be held accountable for the return of the badge and financially responsible for the costs incurred for card replacement.

16. OVERTIME

Overtime is defined as any hours worked in excess of 40 in a seven-day work week (Saturday – Friday). All overtime work must be pre-approved by the State-appointed supervisor.

17. HOLIDAYS

Holidays are defined as the legal holidays of the State of Delaware. Regular hourly rates will be paid on the observed holiday only to those placed employees working in a facility that operates on a 24/7 basis on a designated holiday.

In accordance with Title 1, Chapter 5, subsection 501, Delaware Code, as amended, the following are legal holidays in the State of Delaware for Calendar Year 2013:

NOTE: Please refer to http://www.delawarepersonnel.com/labor/holidays/ for future Calendar Years.

STATE OF DELAWARE 2013 Holidays		
In accordance with Title 1, Chapter 5, §501, Delaware Code, as amended, the following are legal holidays in the State of Delaware for Calendar Year **2013**:		
New Years Day	January 1	Tuesday
Martin Luther King Jr. Day	January 21	Monday
Good Friday	March 29	Friday
Memorial Day	May 27	Monday
Independence Day	July 4	Thursday
Labor Day	September 2	Monday
Veterans Day	November 11	Monday
Thanksgiving Day	November 28	Thursday
Day After Thanksgiving	November 29	Friday
Christmas Day	December 25	Wednesday

Temporary employees not working in a 24/7 facility will not be eligible for holiday pay by the State of Delaware. Temporary employees are not prohibited from taking advantage of any holiday or vacation time permitted by their employer.

18. FRAUDULENT OR OVER-REPORTING OF HOURS WORKED

The State will hold the contracted vendor(s) liable for fraudulent or over-reporting of hours worked.

19. INCLEMENT WEATHER & STATE OF EMERGENCIES

In the event of inclement weather, including State of Emergency declarations, late openings, early closing temporary employees are to follow the same instructions as Non-Essential personnel. Temporary employees will not be paid for those hours not worked due to State Delays & Closings. Information regarding State of Delaware Delays & Closings can be found online at: http://delawarepersonnel.com/closings/advisory.asp

20. REQUEST FOR TEMPORARY EMPLOYEE

Agency requests for a temporary employee shall contain the following information, at a minimum: county to be assigned, location of assignment, estimated work hours, anticipated start date, and job title.

Agency requests for temporary employees shall *only* contain the job title to be filled. Additional job descriptions or modifications provided by an agency at the time of request shall not be utilized.

Once a candidate has been selected Requesting Agency shall provide vendor with the following additional infomration: Supervisor name, location of assignment, estimated work hours, anticipated start date, billing information, and confirmation of pay rate agreed upon.

Requesting Agencies do not have the authority to authorize increases in pay and/or bill rates awarded as a result of this contract.

Vendors are only permitted to fill those positions for which they have been awarded. Awarded vendors are not authorized to fill positions they have not been awarded nor positions not on the contract.

21. TRAINING

Personnel provided to satisfy placements under this award are expected to have qualifications and skill sets necessary to perform the essential functions of the position. Should the Agency seeking temporary services require Agency training in order to fully utilize temporary employee services they may, provide provided that it is within state and during normal working hours.

Agencies that require training of temporary employees which requires out of state travel or overnight stay must seek approval of their Agency Head/Cabinet Secretary and must be compliant with all provisions of the State Travel Policy if so approved. In the event that out of state training is approved by the Agency Head/Cabinet Secretary the State shall be billed only for the actual hours of training and not travel or time away from the State.

22. ACCEPTABLE USE POLICY

The successful vendor(s) will abide by the State of Delaware Acceptable Use Policy, found at http://dti.delaware.gov/pdfs/pp/AcceptableUsePolicy.pdf. Signed Acknowledgement Statement will be required by all Temporary Employees how are granted access to the State's network.

H. SERVICE AND QUALITY ASSURANCE

The State considers service and quality issues very important. Vendors are asked to respond to the service and quality assurance areas listed below in the proposed Reply Section of this RFP.

1. FULFILLMENT RATES

Please provide an explanation of how your company tracks and measures fulfillment rates. Also provide minimum fulfillment rates that your agency proposes to maintain for the State of Delaware and penalties for not maintaining these minimums.

2. STAFF SCREENING

Please provide a description of your company's screening procedures for new temporary employee applicants. Include detailed descriptions of any background checks and drug testing that is done.

3. STAFF PRE-TESTING

Please provide a description of your agency's pre-testing procedures. Include detailed descriptions of any aptitude or skills tests that are administered prior to qualifying any employee for a particular position.

4. INVOICING

Please provide a detailed description of your agency's invoicing procedures. Topics of particular interest include:

- For consistency purposes, all vendors awarded under this contract will be required to utilize the State of Delaware standardized time sheet. (see attached Appendix – Sample State Timesheet)
- Temporary employees will provide the area supervisor a copy of their completed signed time card; then the supervisor shall verify hours, sign, and email or fax the completed time sheet to the contractor for processing. The temporary employee and the area supervisor shall retain a copy of the final timesheet. Copies of time sheets must be attached to the Invoices.
- Your agency's weekly payroll timing, including deadlines for submission of timesheets.

5. CONFLICT RESOLUTION

Please describe the methods you recommend to resolve issues with staff or agency performance.

6. EMPLOYEE BENEFITS

Please provide detailed information of paid time off, life insurance, health and retirement programs sponsored for its employees.

7. OPERATING STATE EQUIPMENT

Any and all positions covered under this contract may require the placed employee to operate a State vehicle or other equipment. Requests for non-state employee drivers are reviewed by the Insurance Risk Office. Approval from the Insurance Risk Office does not waive any liability of the vendor.

Mileage reimbursement requests received due to (but not limited to): (1) a vendor's unwillingness to authorize the use of State equipment; or (2) the temporary employee not approved by Fleet and/or the Insurance Coverage Office; or (3) the temporary employee electing to utilize their personal vehicle instead of a Fleet vehicle (with authorization) or carpooling will not be approved.

8. NO-COMPETE CLAUSE

Does your employment contract (signed between the vendor and employee) contain a No-Compete Clause? Please provide a copy of any employment contracts your employees are required to sign.

I. SUBSTITUTE TEACHER, NURSE AND PARAPROFESSIONAL REQUIREMENTS

1. SCOPE OF WORK

To provide the State of Delaware School Districts with Delaware Class A, B, or C substitutes for designated teachers in grades K-12 and designated paraprofessionals. The State is looking for a fill rate of 100% as absences occur for these employees. The contract will also cover substitute nurses who are RN's with a Delaware nursing license, are CPR certified and have at least 3 years of nursing experience.

Class A: A Teaching Certification or Masters Degree
Class B: A Bachelor's Degree
Class C: A High School Diploma or Associate's Degree
Paraprofessionals: those positions where the employees work under the supervision of a teacher

2. WORKING HOURS

Substitute rates for partial days worked will not be prorated. The minimum rate paid will be ½ day. Any time worked beyond ½ day will be treated as a full day. No substitute should be provided for any period less than 3 hours and 45 minutes.

3. VENDOR RESPONSIBILITY

The information regarding report frequency and content may change depending on the School District needs. The information contained in this RFP regarding reporting is general overview; the individual School Districts shall provide you their reporting requirements when the initial account is set-up.

- Recruit, interview, employ, and train all substitutes prior to placement.
- Include samples of all required and available reports with your bid submission.
- Provide a 24-hour toll-free number and a website for substitutes and District personnel. District employees will contact the vendor directly to request a substitute.
- Provide daily, monthly and annual reports of substitute activity. The format of the reports shall include teacher, school, and district summaries.
- Track the number of days utilized for each school by month and when requested by the District put a hold on placing substitutes if a school goes over their monthly allotment.
- Provide a daily report of substitute replacements and shortages to each school as well as to the District Office. Each school is to be notified at least ½ hour before classes begin.
- Provide a daily report in an Excel spreadsheet format which includes the school, teacher, substitute name, type of absence, time of teacher contact and duration of assignment.
- Maintain all documentation necessary to verify the Class A, B, and C classification for substitute teachers.
- Ensure that substitutes meet all State health, police background checks, and other requirements of the Delaware Code and Department of Education, and local District requirements pertaining to substitute teachers and maintain documentation which substantiates meeting these requirements.
- Waive any fees if the School District hires a substitute into any position within the District.

4. PERFORMANCE COMPLAINTS

If there is a complaint from the building principal, the substitute will be removed from the assignment immediately and not be placed in another assignment until an investigation has been completed and the School District has been informed of the situation.

The School District reserves the right to have any substitute removed immediately from service to any school or to the entire District.

STATE OF DELAWARE
Office of Management and Budget
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APPENDIX B
JOB TITLES AND DESCRIPTIONS

GSS13112A-TEMP_EMPL
Temporary Employment Services

The following pages detail the job titles and descriptions that will be included in this contract. Additional job titles and descriptions may be added throughout the contract period to accommodate State Agency needs. Requests from agencies for temporary employees shall only contain the job title. Additional job descriptions provided at the time of request shall not be utilized. Requests for positions not covered by this solicitation may only be added by the Office of Management and Budget, Government Support Services. Awarded vendors will not be authorized to fill positions they have not been awarded nor positions not on the contract.

Requesting Agencies do not have the authority to authorized increases in pay and/or bill rates awarded as a result of this contract.

STATE OF DELAWARE
Office of Management and Budget
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ACCOUNTING TECHNICIAN (SET-ASIDE)

Description of Occupational Work

This class series uses two levels of work in the Administrative Services occupational group, Fiscal Services occupational series and describes full performance accounting support work. Accounting support services provide technical support to accounting, bank/tax examinations, collection, cash management, revenue, program funding, auditing, financial analysis, program management, timekeeping/payroll, and various other fiscal, financial, and tax functions.

Work typically includes various combinations of business transactions such as, but not limited to classifying, computing, verifying, recording/posting, reconciling, simple audit/examination, summarizing numerical data, and compiling reports. Assignments are accomplished through manual and electronic applications. Regular contacts include intra/inter agency, local/state/federal agencies, and private sector organizations/individual citizens.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Compute fiscal/financial transactions.
- Reconcile transactions/accounts.
- Classify and code fiscal/financial transactions.
- Review to ensure compliance with required documentation, computations, codes, signatures, and rules/regulations.
- Record fiscal/financial transactions to various financial information systems.
- Interact with public/private sector to provide/obtain information.
- Compile information/develop reports for use by others.
- Monitor balances and report discrepancies.
- Participate in recommending systems and forms enhancements.

Levels of Work

This level represents full performance technical support of fiscal/financial/auditing functions. Work encompasses the full range of activities as described in Essential Functions.

- Learns various processes/procedures, laws, rules, and regulations.
- Responsible for full range of support activities involving agency fiscal/financial/auditing functions.
- Assignments fall within established and known systems, processes, and operations.
- Works independently with supervision limited to periodic review of completed work.
- Provide technical assistance to higher level fiscal/financial/audit staff and various other internal/external contacts.
- Regular communication typically includes internal/external contacts for the purpose of clarifying/gathering information and problem resolution regarding routine matters.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills, and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the principles and practices of bookkeeping/basic accounting/basic auditing.
- Knowledge of office practices, procedures, and equipment.
- Knowledge of applicable accounting systems, budgetary processes, and auditing/reporting procedures.
- Knowledge of employing agency's program concentration, policies, and procedures.
- Knowledge of the applicable laws, rules, and regulations.
- Ability to apply analytical methods including computer applications to resolve bookkeeping/accounting problems.
- Ability to perform basic mathematical calculations.
- Ability to develop/recommend courses of action and express ideas clearly, concisely, and effectively, both orally and in writing.

Job Requirements

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

- Possession of an Associate's degree or higher in Accounting or related field.
  OR
- Possession of a Bachelors degree or higher in Accounting, Business Administration, Economics, Finance, Business Management, Computer Information Systems or related field.
  OR

1. Experience in accounting support which includes performing financial transactions such as classifying, computing, verifying, recording/posting, reconciling, audit/examination, summarizing financial data, and compiling reports.
2. Experience in office operations which includes operating office machines, handling incoming and outgoing mail, postal and shipping services, answering phones, directing calls and taking messages; file maintenance; maintaining and updating supplies.
3. Experience in record keeping which includes maintaining records, logs, and filing systems
4. Experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.

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ADMINISTRATIVE SPECIALIST I, II, III (SET-ASIDE)

Description of Occupational Work

This class series uses three levels in the Administrative Services occupational group, Administrative Support occupational series and describes technical and administrative work done in support of an agency's business, programs, projects and operations. Administrative Specialists carry out a variety of activities in support of general administrative services such as budgeting, accounting, purchasing, human resources and related activities, or agency operations or state/federal programs.

Work involves creating word processing documents typically using a standardized software package such as Word; creating and maintaining databases typically using a standardized software package such as Access; creating and maintaining spreadsheets typically using a standardized software package such as Excel; creating original presentations typically using a standardized software package such as Power Point. Creating and producing these support documents requires applying advanced technology skills.

The extent to which positions use the computer applications will vary due to specific work assignments; however, the overall concept of the level of work will be used to make classification decisions.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Applies agency laws, rules, regulations, policies and procedures in maintaining and processing agency information.
- Creates official agency word processing documents; creates and maintains agency databases typically using Access or similar software packages; creates and maintains spreadsheets; creates original presentations using software packages.
- Serves as a liaison with the public, clients, agency staff and others to exchange information and explain agency services, laws, rules, regulations, policies and procedures.
- Assures effective coordination of operational functions.
- Establishes tracking and monitoring systems and conducts follow up to ensure effective resolution of matters.
- Obtains, organizes and drafts technical and administrative material necessary for public information or departmental use. Collects and compiles data to prepare reports and provide supporting documentation.
- Analyzes routine operating practices and procedures and makes recommendations to ensure smooth and efficient office operation.
- Maintains and controls data and/or filing systems to ensure effective, accurate and easily retrievable documentation of operations, program and project activities.
- May oversee or supervise lower level employees.

Levels of Work

Administrative Specialist I

This is the first level of administrative specialist work processing administrative and program information utilizing word processing, spreadsheet and database computer applications.

- Word processing documents produced typically require formatting, tables/columns creation, graphics, use of macros and merging information from different documents/applications. Spreadsheets produced typically require recording/arranging data and creating charts/graphs. Database applications typically requires creating and maintaining the database as the sole support and includes activities such as design, create and edit file structures; sort/filter tables; and create/modify queries.
- Principal contacts are for the purpose of obtaining or verifying information in the processing of agency program data, to provide technical assistance concerning system processed information and resolving problems relating to procedures and delinquent deadlines.

Levels of Work (Continued)

Administrative Specialist II

This is the second level administrative specialist work organizing and coordinating administrative activities in support of a variety of operational areas. Positions assigned to this level report to an administrator typically responsible for a program area involving several functional areas or a statewide program operating from a central office for which the incumbent performs support services of a diverse and complex nature.

- Word processing documents produced typically require composing correspondence in addition to the work performed at the I level, i.e., formatting, tables/columns creation, graphics, use of macros and merging information from different documents/applications. Spreadsheets produced typically require developing formulas for calculations, analyzing data to make projections, creating a spreadsheet database, query database and developing/printing reports, create and use macros in addition to the work performed at the I level, i.e., recording/arranging data, creating charts/graphs. Database applications typically require creating and maintaining the database as the sole support and includes activities such as performing calculations and embedding objects in addition to the work performed at the I level, i.e., design, create and edit file structures; sort/filter tables; and create/modify queries. Presentations typically require developing layout, outline, slide presentation and handouts to create original presentations.
- Obtains administrative information for which an administrator may base his/her decisions for making recommendations.
- Keeps superior apprised of issues and accomplishments, follows up and tracks work flow and resolves problems relating to procedures and deadlines.
- Principal contacts are for the purpose of coordinating administrative details with the agency's other programs/functions or with other state/federal agencies and private businesses.

Administrative Specialist III

This is the third level of administrative specialist work providing administrative support in a variety of operational areas to a Division Director, Deputy Director or head of a large operating unit or an administrative official typically at the upper management level. A significant aspect of the work is representing the agency on behalf of the superior in providing guidance and consultations to all levels of management on policy questions and administrative matters. Typically, only one Administrative Specialist III will be allocated to a manager as described above.

- Word processing documents produced typically require composing correspondence, formatting, tables/columns creation, graphics, use of macros and merging information from different documents/applications. Spreadsheets produced typically require developing formulas for calculations, analyzing data to make projections, creating a spreadsheet
  database, query database and developing/printing reports, create and use macros, recording/arranging data, creating charts/graphs. Database applications typically require creating and maintaining the database as the sole support and includes activities such as performing calculations and embedding objects, design, create and edit file structures; sort/filter tables; and create/modify queries. Presentations typically require developing layout, outline, slide presentation and handouts to create original presentations.
- Conducts limited research and analyses of agency services or other situations requiring agency action to determine, implement or authorize an appropriate course of action. Briefs management on potential areas of difficulties.
- Coordinates operations and/or components of functional programs with Federal, local and state agencies to accomplish identified goals and objectives and assist in the administration and management of staff functions.
- Principal contacts are with department directors, division administrators, agency management, and executives outside the department and elected officials to confer and advise on the resolution of problems. Frequently handles highly sensitive, confidential, and/or political issues on behalf of the superior in situations critical to overall agency operations.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of operations, services, programs and agency organization.
- Knowledge of program policies, procedures, and requirements.
- Knowledge of state and federal laws and regulations related to the area of assignment.
- Knowledge of administrative support practices and procedures.
- Knowledge of grammar, punctuation, spelling and composition.
- Knowledge of the methods and techniques in composing written communications such as responses to inquiries and narrative reports.
- Skill in applying basic and advanced tools used in word processing applications.
- Skill in applying the tools used in creating and modifying spreadsheet and database applications.
- Skill in coordinating agency/program operations.
- Ability to oversee the work of lower level clerical employees.
- Ability to establish and maintain effective working relationships.
- Ability to understand, explain, and apply rules, regulations, policies and procedures.
- Ability to verify accuracy of information, resolve discrepancies and follow-up on outstanding activities.
- Ability to communicate effectively with staff, employees and public.

In addition to the above knowledge, skills and abilities, the Administrative Specialist II requires:

- Knowledge of principles and practices of general administration.
- Skill in coordinating diverse activities to ensure completion of projects and work assignments.

In addition to the above knowledge, skills and abilities, the Administrative Specialist III requires:

- Knowledge of department/division policies, priorities and objectives, operations and functions of all program areas.
- Skill in collecting, compiling, evaluating and analyzing information from a variety of sources.
- Skill in drawing conclusions and developing solutions to operational or service problems.

Job Requirements

Administrative Specialist I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in coordinating administrative operations or functions such as coordinating organizational operations or components of functional programs, tracking workflow and resolving problems, providing guidance and consultation to management, customers and others on administrative matters.
2. Experience in public relations, media relations or communications which includes establishing and promoting a positive image with the public, informing or influencing specific audiences through the use of internal and external communications such as public forums, journalism, writing, marketing, advertising, promotions, or special events.
3. Experience in interacting with legislators, cabinet officials or interest groups as a liaison.
4. Experience in project management which includes planning, developing, implementing, managing and evaluating projects to ensure objectives are met.
5. Experience in interpreting laws, rules, regulations, standards, policies, and procedures.
6. Experience in narrative report writing.

Job Requirements (Continued)

Administrative Specialist II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in coordinating office activities such as planning/coordinating meetings or conferences; tracking workflow and follow up; composing meeting notes; directing clients/customers; explaining services to the public and customers/clients; establishing or maintaining filing/record systems.
2. Experience in data collection which includes collecting, compiling and maintaining data from multiple sources such as files, records, databases, customers, staff or others.
3. Experience in creating reports which includes combining and presenting data from multiple sources in an organized format.
4. Experience in using standard computer software programs for word processing, spreadsheets or databases.

Administrative Specialist III

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in coordinating administrative operations or functions such as coordinating organizational operations or components of functional programs, tracking workflow and resolving problems, providing guidance and consultation to management, customers and others on administrative matters.
2. Experience in data collection which includes collecting, compiling and maintaining data from multiple sources such as files, records, databases, customers, staff or others.
3. Experience in analyzing and evaluating data.
4. Experience in creating reports which includes combining and presenting data from multiple sources in an organized format.
5. Experience in using standard computer software programs for word processing, spreadsheets or databases.

STATE OF DELAWARE
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DATA ENTRY TECHNICIAN (SET-ASIDE)

Description of Occupational Work

This class series uses two levels in the Administrative Services occupational group, Administrative Support occupational series and describes work in operating data entry and verification equipment and for checking source documents for completeness and accuracy.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Receives, reviews source documents, compares documents to database information, edits, codes, corrects or returns documents.
- Sets up data transcription equipment by manipulating keys, switches and/or probe to the appropriate format.
- Inputs data from source documents to designated fields on magnetic tapes or discs.
- Identifies causes of data entry problems.
- May provide information system generated reports to management and others.
- May maintain records and files regarding work processed.
- Contacts are with initiators of source documents.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the operation of key to disc, verification and related data processing equipment.
- Knowledge of mechanical set up procedures for transcription and verification of data.
- Knowledge of agency function, coding system and policies and procedures.
- Skill in the operation of key to disc, verification and related equipment.
- Ability to recognize errors in source documents and obtain correct information.
- Ability to input data quickly and accurately.
- Ability to effectively communicate.

Job Requirements

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in office operations which includes operating office machines, handling incoming and outgoing mail, postal and shipping services, answering phones, directing calls and taking messages; file maintenance; maintaining and updating supplies.
2. Experience in data collection which includes collecting, compiling and maintaining data from multiple sources such as files, records, databases, customers, staff or others.
3. Experience in record keeping which includes maintaining records, logs, and filing systems.
4. Experience in using an automated information system to enter, update, modify, delete, retrieve, inquire and report on data.

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OPERATION SUPPORT SPECIALIST (SET-ASIDE)

Summary Statement

This class is responsible for processing data/information in support of an agency's operations.

Nature and Scope

This class reports to an administrative or technical superior. Assignments are stable in nature and are carried out in accordance with standard practices and general work instructions. Work at this level is completed using manual and automated information systems. Processing data includes entering, updating, modifying, deleting, retrieving/inquiring and reporting on data in established information systems or manual systems. Work is done in support of agency operations. Agency operations include but are not limited to administrative support functions such as accounting, human resources, fleet management, procurement, contracts and related support areas or line operations such as revenue/tax, medical/institutional, human/social services, transportation, public safety and other agency operations.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Processes information to include sorting, coding, entering, modifying, deleting, filing and retrieving data; establishing new files and new filing systems; maintaining control of data and conducts follow-up to maintain continuity of operations; purges and disposes of data/records.
- Interacts with the public, clients, vendors, agency staff and others to respond to inquiries and to process information/data. May schedule appointments, coordinate conferences, hearings, travel, and related office activities.
- Explains standard forms, policies, procedures, agency services, systems and basic program requirements; screens complaints and provides basic technical guidance to State agencies and the public; refers individuals to appropriate agencies.
- Collects and compiles data to prepare reports; may compose and type routine correspondence.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of applicable agency programs, procedures, policies, services, systems and operations.
- Knowledge of the methods and techniques for eliciting and disseminating information.
- Knowledge of keyboard operations and document formatting.
- Knowledge of agency filing and information systems.
- Knowledge of office practices and procedures.
- Knowledge of grammar, punctuation and spelling.
- Knowledge of basic mathematical calculations.
- Knowledge of legal, medical, scientific or other technical terminology.
- Skill in filing and searching files/records for information.
- Skill in verifying, recording, processing and compiling data accurately and resolving discrepancies in records.
- Skill in operating a variety of office machines and equipment including but not limited to computers, copiers, and telephone systems.
- Ability to learn how to use agency information systems.
- Ability to perform a variety of duties efficiently and accurately.
- Ability to communicate effectively in oral and written form.
- Ability to compose routine memoranda.
- Ability to schedule appointments and make arrangements for travel, hearings, conferences and similar activities.
- Ability to compile routine reports from records/files maintained.

Job Requirements

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in office operations which includes operating office machines, handling incoming and outgoing mail, postal and shipping services, answering phones, directing calls and taking messages; file maintenance; maintaining and updating supplies.
2. Knowledge of data collection which includes collecting, compiling and maintaining data from multiple sources such as files, records, databases, customers, staff or others.
3. Knowledge of record keeping which includes maintaining records, logs, and filing systems.
4. Knowledge of using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.

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SOCIAL WORKER/CASE MANAGER (SET-ASIDE)

Summary Statement

A class incumbent is involved in case management work counseling and assisting clients to determine financial and medical eligibility for assistance/admission into hospitals, clinics, courts and other social agencies.

Nature and Scope

A class incumbent reports to a technical administrator and is responsible for interviewing applicants, family members and other appropriate individuals to determine eligibility and needs. Work involves aiding and counseling clients to provide assistance in adjusting to situations and preparing case histories, summaries and logs of case activity. Concurrently, an incumbent is involved in coordinating with other agencies, hospitals and resources to prepare for client's reception of service. Work includes participating with other professionals in program reviews and class reassessments on a regular basis.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Interviews applicants, family members and others to determine eligibility for assistance and/or hospital admission.
- Develops a plan to aid and assist applicant to receive care and assistance needed in collaboration with hospitals, clinics, agencies and other appropriate resources.
- Evaluates information derived from applicant interviews, counseling sessions, case history and other pertinent sources and refers to proper channels for review.
- Provides counseling to clients and families prior to receiving requested service and assistance.
- Coordinates with other agencies, hospitals, clinics, and resources to expedite the process on behalf of applicant.
- Prepares case histories, reports, maintains records and chronological logs of case activities.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of principles, practices, methods and techniques of social work.
- Knowledge of Federal/State eligibility and assistance requirements including Delaware Hospital for the Chronically Ill admission Medicare and Medicaid.
- Knowledge of agency, hospital, community functions, resources and eligibility requirements
- Skill in writing, preparing case histories, summaries, logs, reports and records.
- Skill in interviewing applicants and analyzing, assessing and determining needs.
- Skill in counseling clients and establishing effective working relationships with co-professionals.
- Ability to conduct investigations.
- Ability to work in stressful situations.

Job Requirements

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

- Possession of an Associate's degree or higher in Behavioral or Social Science or related field.

OR

1. Experience in health or human services support which includes interviewing clients and assessing personal, health, social or financial needs in accordance with program requirements; may coordinate with community resources to obtain client services.
2. Experience in making recommendations as part of a clients service plan such as clinical treatment, counseling, or determining eligibility for health or human services/benefits.
3. Experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.
4. Experience in narrative report writing.

STATE OF DELAWARE
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Government Support Services

SUPPLY, STORAGE AND DISTRIBUTION CLERK I, II, III (PARTIAL SET-ASIDE)
SUPPLY, STORAGE AND DISTRIBUTION TECHNICIAN I, II
Duties relating to internal Mail deliveries are Set-Aside. All other duties under this classification are open.

Description of Occupational Work

This class series uses seven levels of work in the Administrative Services occupational group, Supply, Procurement and Contracting occupational series and describes the overall functions of Supply, Storage, and Distribution involved in inventory control, materials handling, and distribution of materials, equipment, supplies, and other articles. Inventory control involves counting, recording, maintaining, managing, coordinating, tracking, determining disposition, and the acquisition of inventory. Distribution involves transporting, transferring, and issuing inventory. Materials handling involves physically cleaning, inspecting, preparing, assembling, disassembling, operating, loading, unloading, storing, disposing, and displaying inventory.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Collects, receives, marks, sorts, stacks, distributes, and inventories supplies, materials, equipment, parts, or other articles.
- Locates and selects material, supplies, tools, equipment, parts, or other articles from stockroom, warehouse, storage yard, or other related areas.
- Adjusts, repairs, assembles, or prepares products, supplies, equipment, or other items according to specifications or customer requirements.
- Operates a variety of equipment for the purpose of preparing, inspecting, weighing, evaluating, recording, marking, or transporting supplies, materials, equipment, or other articles.
- Records type, quantity, value, or location of material, supplies, equipment or other articles received, shipped, used, or issued.
- Cleans and maintains supplies, tools, equipment, instruments, and storage areas to ensure compliance with safety regulations; ensures security of inventory.

Levels of Work

Supply, Storage and Distribution Clerk I

This is the first level of work providing supply inventory service that involves collecting, marking, sorting, stacking, preparing, and distributing a supply, such as linen, and clothing.

- Operates equipment such as label machines to stamp and mark supplies, and handcarts to transport supplies.
- Makes minor repairs and alterations to supplies.
- Records basic information such as type, size, and quantity of items received, and issued.
- Typical contacts are with individuals receiving services and agency employees to exchange information.

Supply, Storage and Distribution Clerk II

This is the second level of work providing supply inventory service that involves receiving, sorting, calculating cost, preparing, and distributing items such as documents and mail, or food commodities.

- Operates equipment such as computerized scales and postage machines to sort, weigh and determine mail cost, x-ray machines to perform routine inspections of mail, cash registers to record commodity sales transactions, and kitchen appliances to prepare hot and cold food commodities such as sandwiches, drinks, and soups.
- Calculates and records cost of items for billing purposes, using clearly defined instruction.
- Typical contacts are with agency employees, and individuals receiving services to request/explain policies, procedures, agency services, and basic program requirements.

Levels of Work (Continued)

Supply, Storage and Distribution Clerk III

This is the third level of work providing an inventory courier service where the work emphasis is on material handling and operating vehicles to distribute a variety of supplies, materials, equipment, and other articles on a time schedule.

- Operates various vehicles ranging from automobiles to trucks equipped with hydraulic lifts and air-brakes to transport a wide variety of supplies, equipment, materials, and other articles such as furniture, office equipment, prepared foods, sensitive or hazardous materials, specimens, documents and mail to various locations throughout the State.
- Records, secures, and ensures proper handling of materials and equipment to avoid in-transit damage/spoilage.
- Arranges cargo to avoid unbalanced loads and to expedite delivery, loading, unloading, and most efficient use of space.
- Follows time schedules and determines statewide routes to provide timely delivery.
- Typical contacts are with lower level employees to provide direction and training and/or with customers to answer questions and to explain policies, procedures, and basic service requirements.

Supply, Storage and Distribution Technician I

This is the fourth level of work providing all aspects of inventory control, materials handling, and distribution services for a variety of supplies, materials, and equipment or other articles.

- Performs specialized handling activities such as assemble, inspect, display, demonstrate, and prepare equipment/materials/parts for proper operation, use, or issue.
- May also decontaminate, sterilize, refrigerate, test, or perform quality checks on supplies, materials, and equipment, and/or ensure appropriate safety precautions are used in handling/disposing specimens or hazardous material.
- Conducts various detailed inventories to comply with stock rotation schedules, periodic inventory audits, and to identify inventory turnover rate; acquisitions/purchases required inventory.
- Maintains recordkeeping systems, compares inventory records with sales orders, invoices, and requisitions to verify accuracy and receipt, and investigates discrepancies.
- Operates a variety of equipment such as, medium size trucks, forklifts, pallet- jacks, hand trucks and dollies to transport or distribute supplies, equipment, materials, or other articles.
- Typical contacts are with suppliers, vendors, and agency employees to obtain, clarify, give or screen information.

Supply, Storage, and Distribution Technician II

This is the fifth level of work performing as the lead level in all aspects of inventory control, materials handling, and distribution services for a variety of supplies, materials, and equipment.

- Lead worker involves the accountability for the work product of others.
- Typical elements include assigning tasks, monitoring progress and workflow, scheduling work, establishing work standards, and/or controlling the transfer of supplies by others between competing stock rooms.
- Tracks and coordinates movement, acquisition, and disposition of supplies, materials and equipment to prevent overstocking and to meet short-term needs.
- Serves as a resource to others in the resolution of supply, storage, and distribution problems and issues.
- May drive a tractor-trailer inter and intra state in support of a warehousing operation.
- Typical contacts are with a variety of persons such as agency employees, and the public to coordinate operations.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of basic inventory practices and procedures.
- Knowledge of safety and security practices for assigned area.
- Ability to identify and select materials, supplies, or other articles from stock and to collect or issue stock items.
- Ability to operate various equipment and machines to make minor adjustments or alterations to prepare products for issue.
- Ability to use manual or computerized record-keeping systems to record inventory activities.
- Ability to maintain basic inventory records and to use basic mathematical calculations.
- Ability to maintain a clean storage area.

In addition to the above Knowledge, Skills and Abilities, the Supply, Storage and Distribution Clerk II requires:

- Knowledge of prescribed cost and assessment procedures for items such as mail or commodities such as soups, sandwiches, and sodas.
- Ability to follow clearly defined instructions.
- Ability to operate a variety of equipment such as cash registers, and postage machines.
- Ability to respond to a wide variety of individuals; explain policies, procedures, agency services, and basic program requirements.
- Ability to keep accurate billing records of items such as mail postage, or commodity sales.

In addition to the above Knowledge, Skills and Abilities, the Supply, Storage and Distribution Clerk III requires:

- Knowledge of delivery routes within geographic service area.
- Knowledge of materials handling methods and procedures for a wide mixture of supplies, materials, equipment or other articles.
- Ability to operate a wide variety of vehicles, handcarts, forklifts, or other equipment used to move, distribute, or transport supplies, materials, equipment, merchandise, and/or mail on a time schedule.
- Ability to use independent judgment to accomplish supply, materials, and equipment pickup and delivery.
- Ability to coach lower level employees.

In addition to the above Knowledge, Skills and Abilities, the Supply, Storage and Distribution Technician I requires:

- Knowledge of assigned inventory technical features and routine maintenance requirements.
- Knowledge of maintenance and general recordkeeping methods to reflect stock movement.
- Skill in applying inventory control techniques such as periodic inventories, stock rotation, and quality assurance.
- Ability to identify, assemble, inspect, operate, test, demonstrate, disinfect, sterilize, dispose, or perform other specialized material handling procedures for assigned inventory.
- Ability to balance, and verify recordkeeping from sale orders, invoices, requisitions, and other postings.
- Ability to requisition, and purchase items to replenish inventory.

In addition to the above Knowledge, Skills and Abilities, the Supply, Storage and Distribution Technician II requires:

- Skill in operating a wide variety of vehicles and equipment safely and efficiently such as forklifts, pallet lifts, lawn care equipment and tools; may include a tractor-trailer.
- Skill in maintaining a recordkeeping system designed for inventory, purchasing, and bookkeeping control.
- Ability to organize, prioritize and follow through on details such as coordinating stock movement between multiple stockrooms, setting up and controlling distribution sites, or controlling storekeeping operations.
- Ability to oversee and coach others.

Job Requirements

Supply, Storage and Distribution Clerk I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of math such as addition, subtraction, multiplication, division, percentages, or decimals.

Supply, Storage and Distribution Clerk II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of math such as addition, subtraction, multiplication, division, percentages, or decimals.
2. Knowledge of record keeping which includes maintaining records, logs, and filing systems.

Supply, Storage and Distribution Clerk III

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of operating equipment used to distribute and transport materials.
2. Knowledge of record keeping which includes maintaining records, logs, and filing systems.
3. Knowledge of math such as addition, subtraction, multiplication, division, percentages, or decimals.

Supply, Storage and Distribution Technician I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in inventory control which includes ordering, receiving, tracking, storing and handling inventory; disbursing materials, supplies and equipment.
2. Experience in operating equipment used to distribute and transport materials.
3. Experience in record keeping which includes maintaining records, logs, and filing systems.
4. Experience in math such as addition, subtraction, multiplication, division, percentages, or decimals.

Supply, Storage and Distribution Technician II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in inventory control which includes ordering, receiving, tracking, storing and handling inventory; disbursing materials, supplies and equipment.
2. Experience in operating equipment used to distribute and transport materials.
3. Experience in math such as addition, subtraction, multiplication, division, percentages, or decimals.
4. Experience in record keeping which includes maintaining records, logs, and filing systems.
5. Knowledge of prioritizing, assigning and reviewing the work of others.

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CLERICAL ASSISTANT (SET-ASIDE)

Summary Statement

An incumbent in this class is responsible for providing general clerical assistance to office staff as directed.

Nature and Scope

Work is performed with close supervision from a clerical superior. Assignments are limited in nature, and tasks are highly structured and performed in accordance with detailed instructions, established routines, and pre-determined methods, techniques and procedures. A class incumbent may perform the following and similar tasks as instructed.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Operates copy machines and collates materials.
- Opens, sorts and delivers mail.
- Locates, retrieves and files general alphabetical/numerical materials from easily identifiable sources.
- Delivers oral and written messages.
- Collects and delivers paperwork, records, supplies and other items from one office to another.
- Places supplies and other materials in storage or display areas.
- Sorts or assembles forms and other materials according to a pre-determined format.
- Labels and stuffs envelopes.
- Proofreads materials for accuracy by comparing information on one form to information on another form.
- Records general information from one record to another.
- Learns to use telephone console and take accurate messages.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the alphabet and number system.
- Ability to read, write and spell.
- Ability to effectively communicate in oral form.
- Ability to sort and deliver mail.
- Ability to follow written and oral instructions.
- Ability to learn to operate office machines and equipment.
- Ability to learn office practices.
- Ability to learn and apply basic filing techniques.
- Ability to learn telephone techniques.

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TELEPHONE OPERATOR (SET-ASIDE)

Description of Occupational Work

This class series uses two levels in the Administrative Services occupational group, Administrative Support occupational series and describes the operation of a telephone system to answer calls and transfer connections to the appropriate person.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Answers calls and makes necessary switchboard connections.
- Operates paging systems in order to connect internal calls and places external calls that require assistance.
- Operates fireboard according to internal procedures in order to notify proper parties of an emergency.
- Maintains a reference directory.
- Keeps records such as logging calls, incident logs, daily/weekly census sheet/roster.
- Performs related duties such as greet and direct visitors and distribute mail.

Levels of Work

This level of work performs the full range of the essential functions as a telephone operator.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of simple record keeping.
- Knowledge of alpha/numeric sorting processes.
- Knowledge of the operation of internal paging systems.
- Knowledge of applicable departmental/institutional policies and procedures.
- Knowledge of proper procedures for answering calls and message taking.
- Skill in the operation of telephone system.
- Skill in the operation of paging systems.
- Ability to accurately record information.
- Ability to maintain reference directories.
- Ability to communicate effectively.

Job Requirements

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of telephone systems operations.
2. Knowledge of customer service which includes providing prompt, accurate, and courteous service to customers, seeking information, answering requests as quickly as possible, ensuring customers are satisfied with service, and responding to complaints.
3. Knowledge of record keeping which includes maintaining records, logs, and filing systems.

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HOUSEKEEPER (SET-ASIDE)

Description of Occupational Work

This class series uses two levels of work in the Labor, Trades and Crafts Occupational Group, Custodial and Laundry Services Occupational Series and describes housekeeper work including maintaining a clean and sanitary household, providing laundry services, assisting with meal preparation, serving meals and refreshments, and ordering and maintaining an inventory of supplies.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Sets table for dinner parties, receptions and lunches. Serves food and beverages; greets and receives guests upon arrival to events; cleans tables after functions; washes, dries and returns dishes to storage area.
- Washes and dries laundry; irons clothes and linens; mends clothes and linens; changes bed linens and turns back bed for guests.
- Assists with meal preparation by performing such duties as preparing various salads, baking cookies, making coffee and preparing beverages.
- Supports operations of facility by providing courier service, running errands, making urgent deliveries, and picking up orders on an as-needed basis.
- Dusts and polishes silver and brass fixtures and wood furniture, usually antiques; vacuums, mops, scrubs and/or waxes floors and walls.
- Cleans and disinfects bathrooms, kitchens and appliances and replenishes soap and paper products.
- Orders paper and cleaning supplies and maintains inventory, loads and unloads food, paper products, and supplies as needed.
- Assists at functions by taking coats and providing for the needs of guests.

Levels of Work

The first level in the housekeeper series performs the full range of essential functions.

- Reports to an administrative superior.
- Contacts are with elected and other state officials, vendors and the public.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of laundry methods and techniques including caring for special linens.
- Knowledge of cleaning methods and techniques including caring for antiques.
- Knowledge of proper table settings and serving practices and procedures.
- Knowledge of the rules of etiquette.
- Knowledge of basic food preparation.
- Ability to mix proper amounts of water/chemical solutions.
- Ability to operate equipment.

Job Requirements

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in planning and directing housekeeping operations

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DART – RESERVATIONIST (SET-ASIDE)

Summary of Job

The Reservationist is responsible for responding to customer telephone inquiries, trip requests and cancellations for statewide paratransit operations. Specific responsibilities include assisting clients and agencies in making paratransit transportation arrangements; performing modifications of trip requests, cancellations, or rescheduling; communicating with Scheduler/Dispatcher for estimated time of arrivals, documenting all cancellations in conjunction with DNG Policy; and documenting clients on will-call schedule. Interacting and follow up with outside agency personnel is essential to ensure trip requests are taken in a timely manner. The incumbent is responsible for ensuring that all aspects of requested trips are properly geo-coded, as well as ensuring the set-up and maintenance of subscription trips. The Reservationist must work closely with Operations to ensure the efficiency of this portion of paratransit service. The Reservationist is equally responsible for disseminating Fixed Route information for Sussex County and seasonally for the Resort Service. The incumbent will work in team-based environment. The incumbent may be selected to participate in customer service related public events such as, public hearings, service changes, special project teams, Marketing promotions and the annual Customer Service Week. The position reports to the Assistant Customer Service Manager.

Skills: Experience based

The Reservationist draws on experience in customer service with special emphasis on interpersonal skills. Due to the variety of customer service calls entering the reservationists call center, the reservationist responds to Fixed Route customers statewide and customer relations calls by delivering information or directing the caller to the appropriate customer service personnel. The incumbent must have the ability to deliver information to the public in a readily understandable manner. Strong computer skills are also important. Computer skills required range from basic keyboarding to navigation in highly sophisticated, transit specific, scheduling software. The software functionality depends heavily upon the reservationist's aptitude in computer competency. In addition, software skills require geography coding, map location, editing, and designating a provider code.

Skills: Knowledge based

The Reservationist must have a working knowledge of the components of the statewide paratransit system with particular emphasis on Federal and State mandates impacting on paratransit eligibility. In addition, the Reservationist must have knowledge of the geographic areas and landmarks in each county, including the resort area. The incumbent must possess multi-task abilities with respect to accurately conveying information while simultaneously entering the information into a database. The Reservationist must exhibit map reading abilities which includes the ability to interpret directions and translate those directions into a digital map system.

Exercise of Discretion

The Reservationist is seen as representing the Corporation through daily contacts with customers. Exercise of judgment is necessary in interpreting established guidelines and procedures when fielding questions from both clients and service agency representatives. A high level of confidentiality must be maintained as it pertains to customer file data. A high level of professionalism is required from the Reservationists in inter-departmental communication regarding customer service needs. In addition, customer relations may request information, of a sensitive nature, from the Reservationist which requires discretion.

Complexity

The function is relatively straightforward with day-to-day operations governed by an established set of guidelines and procedures, however, the daily application of transit specific software increases the complexity of this position and the responsibilities it entails. The incumbent must possess the ability to accurately interpret transit schedule information and deliver this information to the public in a readily understandable manner.

Supervision Received

The Reservationist operates under the general direction and through guidelines and procedures developed by the Chief, Customer Support. Daily work is monitored on a spot check basis. The Customer Relations Manager provides management of the Reservationist Call Center.

Supervision Exercised

The Reservationist has no direct supervisory responsibilities; however, teamwork and leadership qualities are relied upon for success within the Reservationists position and to contribute to accomplishing the mission of the corporation.

Scope and Impact

The Reservationist function is corollary to the job of carrying passengers, but is important in maximizing use of the paratransit system. In this way, the position ultimately impacts revenues and the health of the organization. The teamwork effort of each Reservationist has a direct impact on the customer service image and perception to DTC=s internal and external customer.

Work Contacts

In addition to interaction with the Information Center, Customer Relations and other customer service personnel, the Reservationist interacts with Operations= personnel in Scheduling and Dispatch although the majority of interaction is with individuals outside the organization. While most contact is informational, significant problem-solving occurs in dealing with customer concerns. The incumbent is seen as representing the corporation through customer contact.

Working Conditions

The position operates largely in an office environment. The workdays and hours are generally regular, although subject to periodic exception.

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DART – CUSTOMER RIDE CHECKER (SET-ASIDE)

Summary of Job

This position is responsible for collecting ridership data on buses for the Federal Transit Administration and National Transit databases. This is accomplished by observing and recording how many passengers get on and off at each bus stop during service hours.

Skills: Experience based

Experience in data collection and the recordation of data on appropriate forms. Experience recording data accurately and legibly.

Skills: Knowledge based

Must be able to read, write and speak English, must be able to write legibly, ability to tell time and understand the cardinal directions, i.e. north, south, east, and west; ability to pay close attention to detail, ensuring accuracy in recording necessary data.

Exercise of Discretion

This position performs the duty assignment after receiving detailed instructions as to methods, procedures, and desired end results with little room for deviation. The immediate supervisor may, at times, provide close and constant review.

Complexity

This position requires regular interaction involving exchange and receipt of information.

Supervision Received

This position reports directly to a Customer Ride Check Supervisor. The incumbent is expected to be able to make sound judgments on technical problems and/or know when to seek advice from the supervisor or others. Work performed by this position is subject to review on a day-to-day basis.

Supervision Exercised

This position has no responsibility for the direction or supervision of others.

Scope and Impact

The position directly impacts revenues and the health of the organization by accurately collecting customer counts.

Work Contacts

This position is seen as representing the corporation through customer contact. The incumbent interacts little with customers; interface with the general public, service agencies, and staff elsewhere in the support unit is also required. Contacts are largely informational.

Working Conditions

This position generally involves irregular hours and workdays. Work may be conducted at a variety of locations throughout the State and may entail indoor/outdoor work, as well as work under difficult and or uncomfortable circumstances.

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FOOD SERVICE WORKER (SET-ASIDE)

Description of Occupational Work

This class series uses three levels in the Labor, Trades and Crafts occupational group, Food Services occupational series and describes work assisting with food preparation and the distribution of meal trays in accordance with state and federal laws governing nutritional and sanitary standards.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Sets up serving line by gathering utensils, foods and supplies needed for the serving process.
- Prepares meal trays by dipping the correct portion of appropriate foods from the serving pan.
- Loads completed meal trays or food pans into food carts; Delivers loaded carts to proper location; Returns carts and trays to kitchen after individuals have completed meals.
- Assists cooks by opening cans, slicing and chopping food items, making sandwiches, bulk salads, desserts or preparing beverages.
- Cleans carts and trash containers, sweeps and mops floors, wipes tables, steam carts and counters and performs other functions necessary to ensure that food preparation and serving areas are sanitary.
- Performs all phases of dishwashing process.
- Keeps various records.

Levels of Work

This is the first level.

- Receives close supervision of a technical superior.
- Assists in the preparation and distribution meal trays and in the cleaning of kitchen-areas, dishes and utensils.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of proper methods and procedures of food handling and serving.
- Knowledge of cleaning methods and procedures applicable to institutional food service.
- Knowledge of departmental rules, regulations, policies and procedures.
- Knowledge of the physical layout of assigned facility for the purpose of cart delivery.
- Ability to follow oral and written instructions.
- Ability to keep records.

Job Requirements

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of record keeping which includes maintaining records, logs, and filing systems.

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ACCOUNTING SPECIALIST

Description of Occupational Work

This class series uses two levels of work in the Administrative Services occupational group, Fiscal Services occupational series and describes full performance accounting support work. Accounting support services provide technical support to accounting, bank/tax examinations, collection, cash management, revenue, program funding, auditing, financial analysis, program management, timekeeping/payroll, and various other fiscal, financial, and tax functions.

Work typically includes various combinations of business transactions such as, but not limited to classifying, computing, verifying, recording/posting, reconciling, simple audit/examination, summarizing numerical data, and compiling reports. Assignments are accomplished through manual and electronic applications. Regular contacts include intra/inter agency, local/state/federal agencies, and private sector organizations/individual citizens.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Compute fiscal/financial transactions.
- Reconcile transactions/accounts.
- Classify and code fiscal/financial transactions.
- Review to ensure compliance with required documentation, computations, codes, signatures, and rules/regulations.
- Record fiscal/financial transactions to various financial information systems.
- Interact with public/private sector to provide/obtain information.
- Compile information/develop reports for use by others.
- Monitor balances and report discrepancies.
- Participate in recommending systems and forms enhancements.

Levels of Work

This level represents technically advanced support of complex fiscal/financial/auditing functions. It is distinguished from the Technician level by work assignments broad in functional scope and/or requiring advanced technical knowledge, both of which require application of complex state or federal program laws, rules and regulations. Work encompasses the full range of activities as described in Essential Functions.

- Responsible for full range of support activities related to agency fiscal/financial/auditing functions. Assignments fall within established and known systems, processes, and operations. Problem solving requires choice of solutions from range of known options.
- Broad functional scope typically involves rotational work assignments throughout multiple functional areas such as various tax functions, i.e. Personal Income Tax, Business Tax, Tax Audit, Tax Collection; or, various administrative bookkeeping functions, i.e. payroll, benefits, accounts payable/receivable, etc.
- Advanced technical depth typically involves responsibility for cost/salary/revenue projection; ledger reconciliation/consolidation, etc, requiring application of state or federal program laws, rules, regulations, policies and procedures.
- May assign/oversee the work of subordinate levels.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills, and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the principles and practices of bookkeeping/basic accounting/basic auditing.
- Knowledge of office practices, procedures, and equipment.
- Knowledge of applicable accounting systems, budgetary processes, and auditing/reporting procedures.
- Knowledge of employing agency's program concentration, policies, and procedures.
- Knowledge of the applicable laws, rules, and regulations.
- Ability to apply analytical methods including computer applications to resolve bookkeeping/accounting problems.
- Ability to perform basic mathematical calculations.
- Ability to develop/recommend courses of action and express ideas clearly, concisely, and effectively, both orally and in writing.
- Knowledge of interrelationships of agency's accounting/program functions.
- Skill in completing special projects/studies.
- Skill in educating internal/external contacts regarding policies/procedures related to complex fiscal/financial/auditing activities.
- Ability to complete assignments across multiple functional areas.

Job Requirements

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

- Possession of an Associate's degree or higher in Accounting or related field.

  OR
- Possession of a Bachelors degree or higher in Accounting, Business Administration, Economics, Finance, Business Management, Computer Information Systems or related field.

  OR

1. Experience in accounting support which includes performing financial transactions such as classifying, computing, verifying, recording/posting, reconciling, audit/examination, summarizing financial data, and compiling reports.
2. Experience in data collection which includes collecting, compiling and maintaining data from multiple sources such as files, records, databases, customers, staff or others.
3. Experience in applying laws, rules, regulations, standards, policies and procedures.
4. Experience in record keeping which includes maintaining records, logs, and filing systems.
5. Experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.

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ACCOUNTANT I, II

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Collects, analyzes and evaluates financial data from a variety of sources.
- Ensures all transactions comply with accounting and tax policies, procedures, laws, rules and regulations.
- Provides counsel and advice to state organizations to resolve discrepancies, preclude errors and delays in processing.
- Approves requests, verifies coding for transaction processing or cancellation.
- Implements accounting functions, policies, procedures, systems and plans.
- Develops and recommends policies and procedures consistent with state accounting, rules, regulations, priorities, objectives and new federal mandates.
- Performs audits of documents to ensure proper accounting of funds.
- Provides recommendations, guidance and direction to management for the purpose of understanding, meeting functional and operational goals and objectives.

Levels of Work

State Accountant I

This is the first level of accounting work at the state level.

- Works under the close supervision of a technical superior.
- Interprets and applies applicable laws, rules, regulations, standards, policies and procedures.
- Choices are within a range of specified, acceptable procedures, standards, alternatives and technical practices.
- Consults with higher level State Accountant staff for issues that are outside the range of specified, acceptable procedures, standards and practices.
- Assists in developing and recommending policies and procedures.
- Contacts include state organization representatives, primarily for the purpose of gathering, coordinating and relaying information.

State Accountant II

This is the full performance level of accounting work at the state level.

- Full performance (full range of accounting activities for assigned accounting function(s). Receives less supervisory direction and assistance than at the I level. Supervisor does periodic review of progress.
- Ensures accurate/proper interface between various accounting systems.
- Examines and analyzes diverse financial transactions and system processes to ensure proper application of statewide accounting policies and practices.
- Participates in or leads portions of the on-going functional analysis, design, development, and testing of system changes.
- Evaluates the relevance of accounting principles, concepts, rules and regulations.
- May act as lead worker providing guidance/direction to lower level professional and/or technical staff.
- May plan, assign, review and evaluate the work of lower level professional, technical and support staff.
- Contacts include state organization representatives to coordinate mass changes, troubleshoot problems, implement corrections and recommend solutions.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of accounting theories, concepts, principles and standards.
- Knowledge of government accounting methods and techniques.
- Knowledge of state accounting methods and techniques.
- Knowledge of applicable federal, state and private laws, rules, regulations and procedures.
- Knowledge of state and departmental computerized financial management systems, including date entry and correction procedures.
- Knowledge of recordkeeping and report preparation techniques.
- Ability to assemble and analyze financial and accounting data and make recommendations.
- Ability to explain policies and procedures to others.
- Ability to explain a variety of financial reports.
- Ability to establish and maintain effective working relationships.

In addition to the above knowledge, skills and abilities, the State Accountant II requires:

- Knowledge of accounting theories, concepts, principles and standards.
- Knowledge of government accounting methods and techniques.
- Knowledge of state accounting methods and techniques.
- Knowledge of applicable federal, state and private laws, rules, regulations and procedures.
- Knowledge of state and departmental computerized financial management systems, including date entry and correction procedures.
- Knowledge of recordkeeping and report preparation techniques.
- Ability to assemble and analyze financial and accounting data and make recommendations.
- Ability to explain policies and procedures to others.
- Ability to explain a variety of financial reports.
- Ability to establish and maintain effective working relationships.
- Knowledge of the theory, components, configurations and operation of an automated information system. Knowledge of on-line processing and related control tables.
- Knowledge of state and federal tax regulations regarding public and private entities.
- Knowledge of information systems needs analysis, requirements analysis and alternate design analysis.
- Skill in collecting and analyzing data and making recommendations.
- Skill in recognizing accounting and reporting anomalies.
- Ability to explain and teach individuals in the use of an automated information system, application of accounting and payroll policies and procedures and state and federal laws.
- Ability to plan, coordinate and implement complex projects.

Job Requirements

State Accountant I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Bachelors degree or higher in Accounting, Business Administration, Economics, Finance, Business Management, Computer Information Systems or related field.

   OR

1. Experience in accounting which includes recording, verifying and reporting financial information using Generally Accepted Accounting Principles (GAAP).
2. Experience in financial analysis which includes compiling, analyzing and interpreting financial data to ensure effective and efficient accounting of funds or to make projections for financial planning.
3. Experience in using an automated financial management information system to enter, update, modify, delete, retrieve/inquire and report on data.
4. Experience in interpreting laws, rules, regulations, standards, policies, and procedures.
5. Knowledge of analyzing financial problems, developing alternatives, recommending and advising management on solutions.
6. Knowledge of narrative report writing.

State Accountant II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. At least one year experience in accounting which includes recording, verifying and reporting financial information using Generally Accepted Accounting Principles (GAAP).
2. Experience in accounting which includes recording, verifying and reporting financial information using Generally Accepted Accounting Principles (GAAP).
3. Experience in financial analysis which includes compiling, analyzing and interpreting financial data to ensure effective and efficient accounting of funds or to make projections for financial planning.
4. Experience in analyzing financial problems, developing alternatives, recommending and advising management on solutions.
5. Experience in interpreting accounting or payroll laws, rules, regulations, standards, policies and procedures.
6. Experience in narrative report writing.
7. Knowledge of information system functional support which includes planning for informational needs to initiate system changes; developing user, operational and program documentation; coordinating, overseeing and participating in the testing of new/modified computer program enhancements by creating test data, analyzing the system's actions and determining critical system performance to ensure applications meet user needs.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

MANAGEMENT ANALYST I, II, III

Description of Occupational Work

This class series uses three levels in the Engineering, Planning, Technical Services occupational group, Research and Analysis occupational series and describes the collection and analysis of statistical data for studies of management and operational programs, policies and procedures to determine cost efficiency, corrective action and compliance with goals and objectives. Work involves developing solutions to problems, deciding on a course of action, and making recommendations to management.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Interviews agency staff, observes work processes and gathers data relating to operational and managerial practices and procedures for use in evaluating services provided and/or determining compliance to goals and objectives.
- Reviews, performs statistical analysis and interpretation of collected data relating to policies, procedures, organization, managerial and operational practices; Defines and may make recommendations for correcting problems.
- Analyzes data gathered and develops solutions or alternative methods of proceeding.
- Analyzes and evaluates the effectiveness of operations in meeting established goals and objectives.
- Provides technical assistance in understanding and developing management objectives and controls for resolution of issues and concerns.
- Studies pertinent background material such as legislation, administrative orders and regulations.
- Makes recommendations for and assists in the implementation of new techniques or procedures to improve methods of operations, strengthen controls, and effectively utilize resources.
- Documents findings of studies and prepares recommendations for implementation of new systems, procedures, or organizational changes.

Levels of Work

Management Analyst I

This is the first level performing data collection and statistical analysis for studies as it relates to specific activities or functions of a single program area.

- Works under the close supervision of a technical superior.
- Participates in the development and maintenance of a system for continuously monitoring internal services provided by agency staff and/or outside agencies for operational and fiscal compliance with departmental, state and federal rules and regulations and/or to determine if services meet goals and objectives.
- Develops or revises forms for data retrieval and reporting systems.

Levels of Work (Continued)

Management Analyst II

This is the second level responsible for coordinating and conducting studies to provide technical assistance and recommendations to division components.

- Reports to an administrative or technical superior and works under well defined policies.
- Review and analyzes managerial practices and procedures including organization, procedural techniques, decision making, communications, staffing and management controls within a division.
- Reviews and interprets applicable Federal and State directives, instructions and guidelines and recommends operational changes for compliance.
- Participates in studies in which needs and problems are identified, objectives are clarified and defined and alternate approaches are explored and assessed.
- Performs short-and long-term analysis for use in revisions and modification of operational programs and policies.
- May involve instructing training courses as required.
- Evaluates statistical data and may forecast manpower and operating costs.
- Monitors services provided by agency staff and/or outside agencies for operational and fiscal compliance with departmental, state and federal rules and regulations and/or to determine if services meet operational goals and objectives.
- Writes proposals, procedural manuals, special and routine reports.
- Contacts include internal and external agencies regarding, fiscal, operational and managerial adherence to state, department and division rules and regulations.

Management Analyst III

This is the third level directing management studies, analyzing data, evaluating options and recommending alternatives in a diverse range of complex management and operational areas.

- Works under the supervision of an administrative superior.
- Directs the preparation, administration and completion of highly complex and varied interdepartmental management studies and/or performs complex analysis of statewide multidisciplinary operational issues. Makes recommendations and suggests alternatives for proper course of action.
- Formulates scope of studies in which needs and problems are identified, objectives are clarified and defined and approaches are explored and assessed.
- Plans and conducts varied statistical studies on departmental operations, labor market and economic conditions and other areas of interest.
- Oversees and participates in monitoring internal services and those contracted to other agencies for compliance with policies, procedures, rules and regulations.
- Develops/designs systems for evaluating the effectiveness of operations in meeting established goals and objectives.
- Identifies program, operational, and/or financial management needs and provides an advisory service that enables other administrative personnel to modify existing or develop new policies and procedures.
- Participates on committees, task forces, councils and commissions.
- Participates in reviews concerning grant applications or requests for additional funding or programmatic changes and makes recommendations.
- Participates in the preparation and maintenance of an operating budget for all assigned areas; develops and formulates policies and procedures relative to financial matters.
- May plan, assign and review the work of subordinate staff.
- Contacts include key management to explain proposals, resolve differences, secure coordination and cooperation in current and proposed studies and reorganization.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of methods and techniques used in the analysis of managerial and operational problems.
- Knowledge of the principles, practices and theory of administration and management.
- Knowledge of statistics and their use as an analytical and evaluative tool.
- Skill in program evaluation.
- Skill in conducting research studies.
- Ability to understand the laws and regulations governing a division or department.
- Ability to establish and maintain effective working relationships with employees and or outside contacts and to deal tactfully with problems associated with management audits.
- Ability to perform analysis of managerial systems and operations.
- Ability to express and present ideas and conclusions clearly, concisely and effectively.
- Ability to collect data through interviews and consultations.

In addition to the above knowledge, skills and abilities, the Management Analyst II requires:

- Knowledge of statistics and evaluation design.
- Knowledge of the principles and techniques used in public administration.
- Skill in eliciting information.
- Skill in statistics and evaluation design.
- Skill in analyzing and evaluating goals and objectives.
- Ability to organize and instruct training classes.
- Ability to conduct studies.

In addition to the above knowledge, skills and abilities, the Management Analyst III requires:

- Knowledge of the principles, practices and theory of organization and management in the public sector.
- Knowledge of the laws and regulations governing a division or department and their impact on management goals and objectives.
- Knowledge of budget analysis and administration.
- Knowledge of data management software and automated management systems.
- Skill in the analysis of managerial systems.
- Ability to plan, assign, and review the work of subordinate personnel.

Job Requirements

Management Analyst I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

- Possession of a Bachelors degree or higher which includes coursework in conducting studies, descriptive statistics and inferential statistics.

  OR

1. Experience in conducting studies which includes evaluating operations, programs, services, policies and procedures to determine efficiency, effectiveness, whether goals and objectives are met and compliance with laws, rules, regulations, policies and procedures.
2. Experience in descriptive statistics such as the mean, median, mode or standard deviation.
3. Experience in narrative report writing.
4. Knowledge of inferential statistics such as correlation, t-tests, f-tests or analysis of variance.

Job Requirements (Continued)

Management Analyst II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in conducting studies which includes evaluating operations, programs, services, policies and procedures to determine efficiency, effectiveness, whether goals and objectives are met and compliance with laws, rules, regulations, policies and procedures.
2. Experience in descriptive statistics such as the mean, median, mode or standard deviation.
3. Experience in interpreting laws, rules, regulations, standards, policies, and procedures.
4. Experience in narrative report writing.
5. Knowledge of designing studies which includes determining study goals and objectives, information needed, data sources, sampling and collection methods.
6. Knowledge of making recommendations for continuation or changes to operations, programs, services, policies or procedures based on findings.
7. Knowledge of inferential statistics such as correlation, t-tests, f-tests or analysis of variance.

Management Analyst III

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in designing studies which includes determining study goals and objectives, information needed, data sources, sampling and collection methods.
2. Experience in conducting studies which includes evaluating operations, programs, services, policies and procedures to determine efficiency, effectiveness, whether goals and objectives are met and compliance with laws, rules, regulations, policies and procedures.
3. Experience in making recommendations for continuation or changes to operations, programs, services, policies or procedures based on findings.
4. Experience in descriptive statistics such as the mean, median, mode or standard deviation.
5. Experience in interpreting laws, rules, regulations, standards, policies, and procedures.
6. Experience in narrative report writing.
7. Knowledge of inferential statistics such as correlation, t-tests, f-tests or analysis of variance.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

PLANNER I, II, III, IV, V

Description of Occupational Work

This class series uses nine levels of work in the Engineering, Planning and Technical Services occupational group, Planning occupational series and describes full performance professional planning work. Full performance professional planning encompasses analyzing past and current trends, synthesizing the results with the present regulatory, social, economic, political, and environmental situation, conceptualizing and developing viable alternatives and recommendations, presenting the findings and recommendations to public officials and citizens, and evaluating the impact and outcomes of those recommendations.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Analyze and assess data, problems, and issues and their impact on programs, plans or the current environment.
- Define and evaluate alternative uses of resources, viable options/approaches and anticipated costs and benefits, consequences and outcomes using present and projected information.
- Develop recommended course of action for public and private decisions in formal plans and policies including policy statements, budget allocations, regulations and/or legislation to affect and facilitate change and reach objectives.
- Formulate plans and policies to meet the social, economic, and physical needs of communities.
- Develop, promote and market strategies for the implementation of plans, policies and programs.
- Build consensus with community leaders, customers, advocates, and other affected parties via negotiations, mediation and facilitation.
- Involve and educate special interest groups, customers, and public officials via variety of forums, e.g., seminars, workshops, conferences, newsletters, assessments, and analytical reports.
- Coordinate planning activities and policies across state, regional, county and local levels; integrate with other entities outside the state.
- Provide technical assistance, training and education for understanding and managing change.
- Design and manage the planning process.
- Systematically evaluate the impact of plan implementation and incorporate findings with the ongoing planning process.

Levels of Work

Planner I

This class describes first level planning work encompassing the full range of planning activities as described in Essential Functions.

- Performs full range of planning activities.
- Learns agency operations.
- Receives close supervision in agency processes and procedures.
- Responsible for less complex planning projects.
- Responsible for providing assistance to higher level planning staff on more complex projects.
- Regular contacts are typically with internal agency staff and with others outside the supervisory chain, regardless of the method of communication, for the purpose of coordinating and gathering information.

Levels of Work (cont.)

Planner II

This class describes full performance planning work for projects of varying complexities including complex projects and providing assistance to higher level planning staff on the most complex projects.

- Full performance (full range of planning activities).
- Receives less supervisory direction and assistance.
- Responsible for full range of planning for projects of varying complexities including complex projects.
- Project leader on less complex projects (can include or be limited to contractual staff).
- Responsible for providing assistance to higher level planning staff on the most complex projects.
- Regular contacts are typically with internal agency staff and with others outside the supervisory chain, regardless of the method of communication, for the purpose of clarifying underlying rationale, intent, and motive by educating others on unfamiliar concepts and theories.

Planner III

This class describes full performance planning work for the most complex planning projects that may include work at a project lead level.

- Full performance (full range of planning activities) for the most complex planning projects.
- Work at this level may include full performance project leaders (can include or be limited to contractual staff). Typical elements of direct control over other positions/employees by a project leader include assigning work, monitoring progress and work flow, checking the product for timeliness, correctness and soundness, scheduling work and establishing work standards.
- Receives general supervision - supervisor does periodic review of progress.
- Regular contacts are typically with internal agency staff and with others outside the supervisory chain and agency, regardless of the method of communication, for the purpose of educating others on the benefits and intent of proper planning in order to gain support for projects and strategies.

Planner IV

This class is the expert level in a broad area of planning requiring the highest level of technical expertise. Positions at this level will report to top management/agency officials.

- Technical expert in broad area of planning.
- Acknowledged as expert (non managerial) planning professional position by peers and management by being delegated to function as a recognized expert in the application, use and adaptation of guidelines related to a broad area of planning; positions are recognized by management and peers as authoritative sources of expertise who possess a comprehensive knowledge in a broad area of planning and apply such knowledge to assignments; managers, peers, and users recognize and rely on position to provide guidance, direction, and instruction regarding the proper application and adaptation of standards (such as federal guides, rules and regulations), principles, concepts, techniques, systems and other guidelines related to the area of expertise.
- Formulates policies to carry out and implement activities.
- Provide expert direction to management on planning activities on a statewide basis.
- Direct and oversee all activities related to a broad area of planning.
- Directly influence management decisions and the direction of a broad area of planning.
- Formulates strategies that support objectives and activities of a broad area of planning or changes in direction and new initiatives.
- May represent Cabinet Secretary at state, county and local levels at planning meetings.
- Note: This level does not preclude positions also having responsibilities as project leaders.

Levels of Work (cont.)

Planner V

This class is the expert level in a broad area of planning requiring the highest level of technical expertise at the state, regional and national level. Positions at this level will report to top management/agency officials.

- Performs essential functions of the IV level.
- Acknowledged as expert (non managerial) planning professional at the state, regional and national level.
- Appointed by Cabinet Secretary to represent the Department at the national and regional level on boards and professional association committees to develop policy and professional standards.
- On a regular and continuing basis, represents Cabinet Secretary at state, regional and national levels at planning meetings and conferences.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the principles and practices of the planning profession.
- Knowledge of the areas of concentration, e.g., environmental, social, land use, health, emergency management, transportation, etc., as it applies to planning functions.
- Knowledge of historical and contemporary issues in the planning profession.
- Knowledge of the intergovernmental and inter-departmental planning activities.
- Knowledge of the principles and practices of project leadership and project management.
- Knowledge of the applicable laws, rules and regulations.
- Knowledge of public policy formulation and evaluation.
- Knowledge of state and federal funding sources and budgetary cycles, procedures.
- Skill in formulating problems and designing and conducting research.
- Skill in applying analytical methods including computer and statistical methods to planning problems.
- Skill in designing mechanisms for collecting and evaluating information such as surveys.
- Skill in building interpersonal relationships in order to work effectively with peers, customers, the public and state and federal officials.
- Skill in organizing and facilitating focus groups, meetings, symposium and other public forums.
- Ability to develop comprehensive plans and visualize their efforts.
- Ability to see issues in a global perspective and understand the relationship with other initiatives within and outside the agency.
- Ability to integrate various disciplines into the planning process.
- Ability to analyze and examine issues and options.
- Ability to mediate and facilitate group discussions.
- Ability to synthesize, interpret and simplify complex issues.
- Ability to be resourceful, use initiative and sound judgment in defining and preparing significant substantive elements of planning activities in the public interest.
- Ability to develop recommended courses of action and express ideas clearly, concisely, and effectively, both orally and in writing.

In addition to the above Knowledge, Skills and Abilities, the Planner V requires:

- Skill in developing national standards for the planning profession.
- Skill in public policy formulation and evaluation at the state, national and regional levels.

Job Requirements

Planner I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of the theories, concepts, principles, practices and procedures of planning.
2. Knowledge of the principles and practices of problem formulation, research design, implementation and analysis.
3. Knowledge of analytical and evaluative modes.

Planner II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. At least one year experience as a planner OR at least one year experience in a planning function.
2. Experience in designing, collecting data, analyzing and presenting results of a complex planning project (complexity is to be determined based on variables such as discipline, population, fiscal impact, geographic area, social impact, planning horizon, public involvement, research and analysis, and the nature of the project team).
3. Experience as a project manager on a less complex project (complexity is to be determined based on variables such as discipline, population, fiscal impact, geographic area, social impact, planning horizon, public involvement, research and analysis, and the nature of the project team).

Planner III

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. At least two years experience as a planner OR at least two years experience in a planning function.
2. Experience in designing, collecting data, analyzing and presenting results of a most complex planning project (complexity is to be determined based on variables such as discipline, population, fiscal impact, geographic area, social impact, planning horizon, public involvement, research and analysis, and the nature of the project team).
3. Experience as a project manager/leader on a complex project (complexity is to be determined based on variables such as discipline, population, fiscal impact, geographic area, social impact, planning horizon, public involvement, research and analysis, and the nature of the project team).

Planner IV

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. At least three years experience as a planner OR at least three years experience in a planning function.
2. Experience in having responsibility for a most complex planning project (complexity is to be determined based on variables such as discipline, population, fiscal impact, geographic area, social impact, planning horizon, public involvement, research and analysis, and the nature of the project team).
3. Experience in serving as a subject matter expert in the field listed in the selective.

Planner V

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in having responsibility for a most complex planning project including designing and conducting research, applying analytical methods including computer and statistical methods, and designing mechanisms for collecting and evaluating information (complexity is to be determined based on variables such as discipline, population, fiscal impact, geographic area, social impact, planning horizon, public involvement, research and analysis, and the nature of the project team).
2. Experience in serving as a subject matter expert in the field listed in the selective.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

TRAINER/EDUCATOR I

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Develop and implement training, development, informational, and/or educational programs, courses, curricula, training resources, lesson plans, materials, and visual aids.
- Evaluate effectiveness of programs, courses, curricula, training resources, lesson plans, materials, and visual aids and modify to meet identified problems/needs, state/federal requirements, and agency goals/objectives.
- Present training, development, informational, and/or educational programs via classroom, workshop, or seminar using formal classroom instruction, exercises, handouts, materials, visual aids, etc. for group or one-on-one instruction.
- Research, evaluate, and select materials, handouts, visual aids, exercises, etc. that will best promote learning.
- Identify and analyze needs through interviews, surveys, and meetings with supervisors, management, administrators, officials, clients, the public, etc.
- Provide recommendations regarding problems/needs, effectiveness of training resources, and implementation of new or modified programs, courses, curricula, training resources, lesson plans, materials, and visual aids.
- Collect, analyze and evaluate data from a variety of sources and effectively present/communicate information.
- Coordinate training/educational activities with agency personnel, contractors, community/professional organizations, and other providers.
- Monitor and ensure compliance with state and federal laws, rules, regulations, requirements, and/or contract agreements.

Levels of Work

As the first level of professional training/education work, positions provide training/education services and typically report to a technical superior.

- Receive close supervision with work reviewed in progress.
- Assist in development/analysis of needs assessment.
- Present training/education using existing curricula/materials.
- Evaluate participant achievement of course/training objectives using existing format.
- Regular contacts are typically with state employees and others outside state government primarily for the purpose of gathering information and coordinating/ providing training.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of methods, principles and techniques in development and implementation of education and training programs.
- Knowledge of training resources and materials.
- Knowledge of applicable state, federal and departmental laws, rules, regulations, policies, procedures and processes pertaining to agency and program area.
- Knowledge of adult education/training.
- Knowledge of the methods and techniques of conducting needs assessment.
- Knowledge of the principles and techniques of effective communication.
- Knowledge of program evaluation techniques and monitoring devices.
- Knowledge of the methods, principles and techniques used to improve individual and group performance.
- Skill in the collection, analysis, evaluation and presentation of data from a variety of sources.
- Skill in communicating effectively.
- Ability to identify and analyze problems/needs/issues and assess the impacts.
- Ability to establish and maintain effective working relationships with a variety of people.

Job Requirements

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in presenting training or education courses which includes using a variety of training methods such as lecture, e-training, structured exercises, role play or group discussion as well as the use of training materials such as overheads, PowerPoint, handouts or videos.
2. Knowledge of preparing and developing training or education courses which includes designing learning objectives, curricula and materials.
3. Knowledge of developing and analyzing training needs assessments at the individual, job or organizational level.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

UNEMPLOYMENT INSURANCE CLAIMS INTERVIEWER

Summary Statement

A class incumbent is responsible for reviewing Unemployment Insurance claimants' eligibility for continuing benefits and offering job search assistance.

Nature and Scope

A class incumbent performs with guidance from a Senior Claims Deputy and overall supervision from the Unemployment Insurance Local Office Manager. Other positions reporting in at this level include Claims Deputies and Claims Processors. Work involves interviewing claimants to determine progress made toward re employment and providing assistance in formulating job search plans. Eliciting confidential information from claimants of varied backgrounds is a significant aspect of the work.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Reviews questionnaires completed by claimants regarding education, skills, desired employment, and job search activities to ensure that claimants are actively seeking and available for work; selects claimants for personal interview based on information provided and/or length of unemployment.
- Conducts personal interviews with claimants to clarify information provided on questionnaires; discusses factors which may affect claimants' opportunity for re-employment such as acceptable starting wage, hours or days available for work, lack of transportation; may suggest possible solutions to routine problems which affect re-employment opportunities or conflict with job search requirements.
- Determines whether claimant is in compliance with job search requirements based on interview results; prepares written statement regarding claimants' non-compliance in order to recommend review of claimants' eligibility to receive benefits.
- Reviews listing of job openings available through the job bank and compares qualifications or jobs with claimants' education, skills and desired work; refers claimant to job bank to apply for specific jobs and receive additional employment information; follows-up with claimant and/or job bank personnel to verify referral results.
- Takes claims for Unemployment Insurance benefits during peak claim periods.
- Assists claimants in developing a job search plan by reviewing proposed plans of claimant to seek employment, suggest additional employment sources, identify training needs and provide labor market information such as wage rates, availability of workers in certain skills, and minimum wage laws.
- Prepares monthly activity report which includes information such as number of claimants scheduled for interviews, initial interviews conducted, referrals to the Division of Employment and Training and referrals for non-monetary eligibility determinations.
- May complete and process forms to recover overpayment of benefits due to unreported wages or duplicate checks issued.
- May review pay orders completed by claimants receiving benefits on a continuous basis for completeness and reported earnings during benefits week; records information such as date, pay order number and deductions from weekly benefit amount on claimants' master file.
- May provide technical guidance to clerical staff engaged in taking and processing claims for Unemployment Insurance benefits.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of laws, regulations, procedures and eligibility requirements for receiving Unemployment Insurance benefits.
- Knowledge of Employment and Training Division program and services in order to refer claimants.
- Skill in interviewing to elicit confidential information from persons of varied backgrounds.
- Skill in maintaining accurate records and preparing routine reports.
- Skill intact and diplomacy.
- Ability to guide claimant to establish a realistic job search plan and identify problems which may affect re-employment opportunities.
- Ability to analyze data and make sound recommendations.
- Ability to perform simple arithmetic computations such as addition, subtraction, multiplication and division.
- Ability to record information accurately, complete and process standard forms.

Job Requirements

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in record keeping which includes maintaining records, logs, and filing systems.
2. Experience in applying laws, rules, regulations, standards, policies and procedures.
3. Experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.
4. Knowledge of health or human services support which includes interviewing clients and assessing personal, health, social or financial needs in accordance with program requirements; may coordinate with community resources to obtain client services.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

UNEMPLOYMENT COMPENSATION APPEALS REFEREE

Summary Statement

A class incumbent is responsible for conducting Unemployment Insurance Appeals hearing and rendering decisions in accordance with applicable laws.

Nature and Scope

A class incumbent performs with general supervision from the Chief Referee and is involved in conducting quasi-judicial hearings, researching and deciding Unemployment Insurance Appeals. The incumbent has contact with employers, claimants, and attorneys in hearings: decides the case and responds to general inquiries regarding the law and administrative procedures. In addition, an incumbent has contact with local claims offices to clarify information regarding a specific case. The ability to understand people in stressful situations and to render just legal decisions is a significant aspect of the work. An employee in this class renders case decisions that enable the Division to award benefits in an equitable manner.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Conducts Unemployment Insurance appeals hearings in accordance with applicable laws; administers oaths and affirmations; issues subpoenas of persons or evidence relevant to a case; receives and reviews evidence and rule on its admissibility.
- Regulates and controls the hearing, hears testimony, and questions witnesses and parties to case.
- Researches and reviews applicable Federal and State laws as well as precedent cases to determine liability.
- Renders written decisions on dispensation of Unemployment Insurance appeals cases.
- Records the proceeding on tape including the testimony and evidence presented, applicable laws or precedent cited, and decision rendered, in case decision is appealed to a higher authority.
- Responds to inquiries from the general public regarding laws, appeal procedures, time limitations.
- Prepares required reports and logs.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of Unemployment Insurance laws and Administrative Law procedures.
- Knowledge of the principles and practices of obtaining testimony to preserve the rights of all parties.
- Knowledge of the methods and techniques of legal report preparation.
- Knowledge of the laws concerning admissibility of evidence.
- Knowledge of research techniques.
- Skill in eliciting information.
- Skill in performing legal research.
- Ability to learn, understand, and interpret applicable laws, rules and regulations to case determinations.
- Ability to conduct quasi-judicial hearings.
- Ability to render logical decisions based on testimony given, evidence presented and applicable laws and precedents set.
- Ability to establish and maintain effective working relationships with employees, representatives of private industry, and the general public.
- Ability to communicate effectively both orally and in written form.

Job Requirements

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Juris Doctorate.
2. Experience in drafting legal documents and writing legal briefs which includes presenting facts, setting out and analyzing legal issues and applying legal precedents.
3. Experience in legal research which includes researching statutes, regulations, case law and background information.
4. Experience in interpreting laws, rules, regulations, standards, policies, and procedures.
5. Knowledge of quasi judicial proceedings.

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PARALEGAL I, II, III

Description of Occupational Work

This class series uses four levels of work in the Administrative Services occupational group, Legal Services occupational series and describes paralegal work involving administrative and judicial proceedings regarding civil, regulatory, and/or criminal law. Work involves providing an agency's management staff or professional legal staff of legal support work. Work may include providing paralegal services to inmates as mandated by federal law. Activities include maintaining a law library and instructing inmates in the use of legal documents and resource material, legal document preparation, and research techniques.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Establishes and maintains case files.
- Reviews legal/court documents for completeness and accuracy.
- Compiles and evaluates facts to complete program, legal, and/or court documents.
- Provides administrative reports and recommendations for new/revised operating policies/procedures.
- Reviews state and federal codes, laws, rules, regulations, policies, and procedures to ensure compliance of legal actions/processes.

Levels of Work

Paralegal I

This is the first level of paralegal work.

- Reports to a technical or administrative supervisor. Receives technical guidance from the agency's legal staff, legal staff in the Office of the Attorney General and/or legal staff in the Office of the Public Defender.
- Performs the full range of Essential Functions.
- Identifies problems with legal/court documents and case files, alerts supervisor, and assists in correcting and locating required information, files, and necessary documents.
- Writes and places public notices in newspapers, notifies all involved parties of date and time for hearing, court appearances; attends public or court hearings, depositions, as part of job training.
- Gathers information to satisfy requests under the Freedom of Information Act (FOIA). Reviews with technical superior prior to releasing.
- Acts in liaison capacity between superior and various interested parties and judicial and/or court staff, clients, defendants, plaintiffs, victims, witnesses, law enforcement agents, elected and/or appointed officials and the public to gather, clarify and provide information regarding case facts and status.

Paralegal II

This is the second level of paralegal work.

- Interviews involved parties to gather information for completion of various legal and/or court documents and evidence for case preparation.
- Reviews law sources such as case law, judicial decisions, statute law, codes, regulations, and legal and subject matter articles to ensure issues are properly cited and provides superior with written details of similar cases including findings, judicial decisions, and memorandum/opinions of law.
- Assists with preparation of legal pleadings, e.g. briefs, motions, indictments, information and appeals.
- Maintains case files ensuring that the files contain complete and accurate information essential to each step of the proceedings from pre-hearing and/or pre-trial through trial and sentencing.
- Follows-up to resolve problems, acquires missing information and completes required steps.
- Advises non-legal staff members on legal policies and procedures.
- Reviews and comments on proposed legislation and may draft legislation.

Levels of Work (Continued)

Paralegal II (Continued)

- May direct and coordinate the operation of a law library, assisting clients and establishing operating policies and procedures.
- May provide administrative and technical direction to support staff.
- Contacts include clients, defendants, plaintiffs, victims, witnesses, and law enforcement agents to gather information and/or evidence and advise and judicial and/or court staff for case scheduling and processing.

Paralegal III

This is the advanced level of paralegal work.

- Conducts case law research concerning precedents and past court decisions.
- Writes legal briefs and/or memoranda of law which sets out legal issues and applications of law based on case facts.
- Conducts intake interview of investigating officers, interviews witnesses, clients and defendants on complex crimes usually involving multiple victims, defendants, and/or violations.
- Determines legal jurisdiction, how cases should be pursued, what additional information is necessary, who else should be interviewed, and what records must be searched.
- Ensures procedural compliance through guidance and training to less experienced paralegal staff, law enforcement personnel, and agency administrators and/or managers.
- Assists legal staff at court proceedings to gather information, review applicable statutes, and various other discovery material.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of state and federal codes, laws, rules, and regulations applicable to assigned area or program.
- Knowledge of policies and procedures applicable to assigned area to include administrative hearings, public hearings, evidentiary hearings, and civil and criminal court proceedings.
- Knowledge of the methods and techniques of basic legal research.
- Knowledge of effective communications.
- Ability to set work and time priorities.
- Ability to recognize pertinent information and develop methods for attaining information.

In addition to the above knowledge, skills and abilities, the Paralegal II requires:

- Knowledge of research sources and methods, legal and program specific.
- Knowledge of interviewing techniques.
- Knowledge of legal ethics ensuring attorney-client confidentiality.
- Ability to collect evidence through one-on-one interview of variously involved parties.
- Ability in office organization, leadership, and training.
- Ability to research, document, and summarize law sources.

In addition to the above knowledge, skills and abilities, the Paralegal III requires:

- Knowledge of the principles, concepts and methods of legal research, analysis, and summary preparation applicable to case development and documentation.
- Skill in legal research methods and techniques.
- Skill in the preparation of legal documents.
- Skill in gathering information through one-on-one interviews.
- Ability to write legal briefs and/or memoranda.

Job Requirements

Paralegal I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in preparing and maintaining legal documents and case files.
2. Experience in data collection which includes collecting, compiling and maintaining data from multiple sources such as files, records, databases, customers, staff or others.
3. Experience in analyzing and evaluating data.
4. Knowledge of legal terminology.

Paralegal II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in preparing and maintaining legal documents and case files.
2. Experience in interpreting laws, rules, regulations, standards, policies, and procedures.
3. Experience in interviewing which includes using structured or unstructured interview techniques to obtain facts, explore issues and identify courses of action.
4. Experience in legal research which includes researching statutes, regulations, case law and background information.
5. Experience in analyzing and evaluating data.

Paralegal III

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in drafting legal documents and writing legal briefs which includes presenting facts, setting out and analyzing legal issues and applying legal precedents.
2. Experience in legal research which includes researching statutes, regulations, case law and background information.
3. Experience in preparing and maintaining legal documents and case files.
4. Experience in interviewing which includes using structured or unstructured interview techniques to obtain facts, explore issues and identify courses of action.
5. Experience in interpreting laws, rules, regulations, standards, policies, and procedures.

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EMPLOYMENT SERVICES SPECIALIST I

Description of Occupational Work

This class series uses four levels of work in the Health and Human Services occupational group, Human Services occupational series. This class series describes employment placement services for both job seekers and employers. Employment placement services include core services, intensive services, training services and supportive services. Core services include activities such as orientation of job seekers to levels of services available, conducting a job search, placement assistance, career counseling and assessment of job seeker skill levels. Intensive services include comprehensive assessments, individual or group career counseling, job development and referral, formulating employment plans, and assisting eligible job seekers in receiving education and training. Training services include working with job seekers in obtaining occupational skills training, OJT, entrepreneurial training, job readiness training and adult education and literacy. Supportive services include but are not limited to transportation, child care, dependent care, housing, and needs-related payments necessary to enable an individual to participate in employment and training.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Conducts individual and group intake sessions to orient job seekers and employers to the services available and instructs and coaches job seekers/employers on using resources/equipment available.
- Conducts individual or group assessments to determine level of service needs.
- Identifies job seeker's employment potential using assessment tools and labor market information.
- Assists job seekers to develop realistic and achievable employment goals; identifies obstacles/barriers to employment; jointly formulate employability development plans directed at employment outcomes.
- Refers clients to employers for possible job placement based upon comparison of applicant qualifications to employer job requirements.
- Refers clients to educational and other support service agencies to resolve obstacles to employment.
- Develops job placement opportunities.
- Works with eligible job seekers to obtain training from state approved training institutions or explores other avenues for pursuing training and employment goals.
- Monitors job seeker's progress towards completion of employability development plan and modifies as necessary.

Essential Functions

The Employment Services Specialist I is the first level in this series.

- Conducts orientation for job seekers to levels of services available and conducts workshops on topics such as successful interviewing.
- Provides assessment of job seeker skill levels, placement assistance, and career counseling. Makes critical assessments for intensive service eligibility or referral to other community based organizations.
- Manages a limited number of less complex cases.
- Attends training programs and receives on the job training.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the knowledge, skills and abilities listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the laws, rules, regulations and procedures that govern employment and training activities.
- Knowledge of job duties, titles, requirements of various occupations.
- Knowledge of community based organization and social service agencies.
- Knowledge of self-help services available to clients and employers.
- Knowledge of computer hardware/software operations for data entry/retrieval.
- Knowledge of career counseling methods and techniques.

Knowledge, Skills and Abilities (Continued)

- Knowledge of individual and group counseling methods and techniques.
- Ability to make appropriate referrals for job opportunities.
- Ability to communicate effectively in written and oral form.
- Ability to effectively interact with others from a variety of diverse ethnic, social and/or educational backgrounds.
- Ability to develop and organize workshop materials and present/facilitate workshops.
- Ability to promote the benefits of self-help services (e.g., electronic labor exchange, related Internet applications) and other job search tools.

Job Requirements

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of career counseling which includes assisting hard to serve job seekers to develop realistic and achievable employment goals; interviewing to obtain facts and explore issues; identifying obstacles or barriers to employment and jointly formulating employability development plans directed at employment outcomes.
2. Knowledge of presenting training courses which includes using a variety of training methods such as lecture, structured exercises, role play or group discussion as well as the use of training materials such as overheads, PowerPoint, handouts or videos.
3. Knowledge of using standard computer software programs for word processing, spreadsheets or databases.
4. Knowledge of narrative report writing.

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EMPLOYMENT AND TRAINING CONTRACT SPECIALIST

Summary Statement

A class incumbent negotiates for the purpose of providing job training and employment opportunities for economically disadvantaged clientele and others in need of training; manages, monitors and provides on-going technical assistance for these contracts.

Nature and Scope

A class incumbent is responsible for coordinating all activities involved with developing, managing, monitoring and evaluating employment and training programs. The incumbent provides technical assistance in the awarding of funds to subcontractors, negotiates contracts and provides assistance to subcontractors in contract implementation and on-going maintenance, and is the department contact for subcontractor questions and problems. This incumbent has frequent contact with the division's Fiscal and MIS units to determine and provide payments to subcontractors; the incumbent also must be knowledgeable regarding all contracts. Important aspects of the position include approving or disallowing payments to subcontractors, and identifying and recommending corrective action for problems.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Negotiates and develops cost reimbursement and performance contracts with outside contractors and the Division of Employment and Training; supervises negotiation team.
- Acts as technical advisor to subcontractors during contract period: identifies managerial and operational problems; develops corrective action plans; provides interpretation of laws, guidelines, and policies.
- Monitors and evaluates contract management effectiveness through on-site review and analysis of subcontractor performance and operations.
- Initiates and/or participates in the development of unit/program policy and procedure and long-range planning goals and objectives; analyzes proposed and enacted legislation to determine impact on training and employment operations.
- Determines flow of funds to subcontractors based on analysis of statistical and fiscal reports; determines advance amounts; approves/disallows payments.
- Make individual and/or group oral and written presentations to special interest groups; participates on related committees and task forces.
- Performs special projects individually or as part of a work group such as: conversion of the unit's manual system to an automated system, development of new policies, procedures and forms, and development of EEO compliance guidelines.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of principles and practices of employment and training programs and methodologies.
- Knowledge of training and employment operations.
- Knowledge of labor market conditions and trends as they relate to labor supply and demand.
- Knowledge of financial planning and budget analysis.
- Knowledge of program evaluation techniques, methods and procedures.
- Knowledge of auditing practices, procedures and methods.
- Knowledge of the special needs and problems associated with disadvantaged groups and unemployed individuals.
- Skill in administration; planning, organizing, and problem solving.
- Skill in interviewing to elicit sensitive, complete information.
- Skill in effective oral and written communication.
- Skill in contract negotiation.

Knowledge, Skills and Abilities (Continued)

- Skill intact and diplomacy.
- Skill in establishing and maintaining effective working relationships with special interest groups, subcontractors, clients.
- Skill in mathematics to perform routine statistical analysis.
- Ability to lead others effectively and conduct training.
- Ability to analyze data and make sound recommendations.

Job Requirements

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in planning, developing, implementing, and evaluating employment and training programs.
2. Experience in budget management and control which includes managing a budget for the purpose of keeping expenditures within the limitations of available appropriations and available revenue and maintaining, monitoring, projecting and controlling a budget within set policies and procedures.
3. Experience in contract management and control which includes ensuring compliance with terms of contracts; negotiating changes to existing contracts.
4. Experience in interpreting employment and training program laws, rules, regulations, policies, and procedures.
5. Experience in narrative report writing.

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HUMAN RESOURCES TECHNICIAN

Summary Statement

A class incumbent is responsible for performing entry level para-professional human resources work to support the administration of the human resources function.

Nature and Scope

A class incumbent reports to a technical superior and processes human resource transactions primarily in the areas of pay, benefits and applicant services that require specific application of merit rules, state/federal human resource program requirements, department/agency policies and procedures and union contracts. As experience is gained, a progressively expanding range of human resource transactions are processed.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Reviews human resources transactions for accuracy and compliance with merit rules, federal guidelines and departmental procedures; prepares less complex, more routine human resource documents for processing.
- Provides routine information to employees and applicants in areas of assigned human resources responsibilities.
- Prepares memos, letters and general correspondence in support of human resources activities.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of standard office practices and procedures.
- Knowledge of mathematics.
- Ability to apply the procedures for processing human resource transactions.
- Ability to apply interviewing practices and techniques.
- Ability to learn and apply merit rules, department/agency policies and procedures in areas of job responsibilities.
- Ability to obtain and compile information from a variety of sources.
- Ability to operate standard office equipment such as typewriters, copy machines, calculators, word processors and personal computers.
- Ability to establish and maintain effective working relationships with department employees, applicants, and the public.
- Ability to communicate orally and in writing.

Job Requirements

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

- Possession of a Bachelors degree or higher in Human Resource Management, Public Administration, Business Administration, Psychology, Sociology, Behavioral Science, Political Science or related field.
  OR
- Possession of a SPHR, PHR, IPMA-CP, IPMA-CS or equivalent professional human resource certification OR for current State employees, the Office of Management and Budget Human Resource Certification.
  OR

1. Experience in office operations which includes operating office machines, handling incoming and outgoing mail, postal and shipping services, answering phones, directing calls and taking messages; file maintenance; maintaining and updating supplies.
2. Knowledge of human resource support which includes processing human resource transactions in areas such as payroll, benefits or applicant services in accordance with laws, rules, regulations, policies and procedures; providing guidance and information to others; researching and resolving problems.
3. Knowledge of using standard computer software programs for word processing, spreadsheets or databases.

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COOK

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Applies food service principles, practices and methods governing food preparation activities such as food handling, proper storage and temperature control, cleaning of kitchen equipment and utensils to comply with safety and sanitary standards.
- Complies with applicable state and federal rules and regulations.
- Operates various commercial kitchen equipment such as dishwashers, ovens, toasters, meat slicers, choppers, deep fryers, food processors, steam pots, blenders, and mixers.
- Prepares and cooks a variety of food items by baking, frying, and broiling, gathering and measuring ingredients according to standardized menus/recipes and dietetic guidelines.
- May prepare requisitions for food items and other needed supplies.
- Attends Department approved training programs.

Levels of Work

This describes the full performance level. Positions receive general supervision from a technical superior.

- Performs the full range of cooking and food preparation activities. Record food/refrigerator temperatures and the number of meals prepared each day. Assist with the orientation and training of newly hired Cooks.
- Regular contacts are with dietary staff regarding patient meals and federal/state inspectors/surveyors to respond to questions concerning food safety regulations involving food preparation activities.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities are to give a general indication of the core requirements for all positions in the class series; therefore, the KS&A's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge in applying the food service principles, practices, processes and techniques involved in the food preparation activities.
- Knowledge of the materials, methods and equipment used to cook and prepare large volumes of food.
- Knowledge of safety and sanitary procedures related to cooking, food preparation, storage, equipment, and food handling.
- Knowledge of departmental rules, regulations, policies and procedures as well as applicable state and federal regulations.
- Skill in the operation of kitchen equipment.
- Ability to cook complete meals with a minimum of supervision.
- Ability to work from a menu in the preparation of meals.
- Ability to prepare records and reports.
- Ability to establish and maintain effective working relationships.

Job Requirements

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in institutional or commercial cooking and baking.
2. Knowledge of proper safety, storage and sanitation standards for food items.

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PHYSICAL PLANT MAINTENANCE/TRADES HELPER

Summary Statement

This class is involved in assisting Physical Plant Maintenance/Trades Mechanics by performing a variety of basic maintenance, repair and construction work and performing minor routine tasks as assigned.

Nature and Scope

An incumbent functions under immediate supervision of a technical superior and is involved in prepping interior and exterior surfaces for painting; assisting in constructing, repairing and maintaining roofs, floors, walks, partitions, tables and chairs; changing light bulbs, and checking safety equipment such as fire extinguishers. Concurrently, an incumbent assists in minor/routine plumbing repair and maintenance, maintains and repairs windows, screens, door latches, light switches, receptacles, faucets and other objects. A class incumbent, depending on the assigned agency, is responsible for completing tasks not requiring detailed knowledges and skills. An incumbent uses a variety of hand and power tools, moves objects and materials; is involved in snow/ice removal and grass cutting; and may operate a vehicle. Work may require working at heights requiring ladders and/or scaffolding.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Assists mechanics and skilled tradesmen in basic and routine repair and maintenance functions such as plumbing, carpentry, masonry, electrical and other trades operations.
- Participates in inspection as assigned to spot preventative maintenance problems.
- Repairs roof leaks, pumps water, sweeps, patches pot holes, helps inspect vehicles and equipment as needed.
- Assists in snow/ice removal, grass cutting.
- May pick up and transport supplies and materials.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of basic tools, their application, maintenance and repair.
- Knowledge of basic tasks and repairs in mechanical/trade fields.
- Skill in basic applications, techniques or procedures of a mechanical/trade field.
- Ability to understand and comply with written and oral instructions.
- Ability to apply principles, practices, methods, tools and equipment used by skilled tradesmen/mechanics in helping them carry out their tasks.
- Ability to operate equipment and power tools.

Job Requirements

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of operating and maintaining a variety of equipment, hand and power tools used in trades fields such as plumbing, carpentry, electrical, painting or HVAC.

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PHYSICAL PLANT MAINTENANCE/TRADES MECHANIC I

Summary Statement

This class is involved in completing basic repairs in several trade fields and performing routine preventative maintenance and repair work at the semi-skilled level.

Nature and Scope

An incumbent performs under the close supervision of a technical supervisor. Assignments are carried out in accordance with instructions and established routines. A class incumbent provides on-going and incidental maintenance and repair services to help ensure efficient operation of a physical plant. Concurrently, an incumbent makes routine repairs and performs routine maintenance in one or more trade disciplines involving plumbing, carpentry, painting, electrical, welding and plastering; replaces bulbs, switches, plugs, fuses, cleans threads, replaces washers, traps drains, spigots, overhauls small motors and compressors, and assists higher level technicians as assigned. Significant aspects of work in this class may include monitoring heating and cooling plants, inspecting gauges, pumps, lubricating and cleaning motors, making adjustments to maintain adequate pressure, replacing filters and additives, and makes basic repairs to system elements as well as removing snow/ice, mowing grass, operating vehicles, transporting passengers, tools, equipment and materials. An incumbent may also assist in operating oil-fired boilers and auxiliary equipment as well as maintaining life safety devices such as auxiliary generators, sprinkler systems, and emergency lighting. Work may require working at heights requiring ladders and/or scaffolding.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Performs routine maintenance and preventative maintenance on equipment, interior and exterior of facility which may include replacing ballast for exits and fluorescent tubes, lights and switch starters, lubricate pumps, clean filters, check fan belts, and inspect gauges and pumps.
- Performs minor and basic repairs in trade areas such as plumbing, painting, carpentry, installs masonite and tile, repairs door locks, window blinds and tracks and wall boards.
- Assists in machinery and equipment repair.
- Assists in ground keeping activities, snow/ice removal, grass cutting, trash removal.
- Assists technical supervisor in plumbing, electrical, building repairs and structural additions when required and may assist in the operation of treatment and disposal plants and basic repairs to other system elements when necessary.
- Operates machinery and vehicles, transports passengers, tools, equipment and materials, and assists in maintaining and servicing equipment.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of basic methods and techniques used in traditional building and/or mechanical trades.
- Knowledge of basic repair of less complicated equipment and facilities.
- Knowledge of equipment tools and procedures to safely carry out tasks.
- Skill in performing a diversity of tasks and following instructions.
- Skill in effective use of hand and power tools.
- Ability to relate to co-workers, other personnel and general public.

Job Requirements

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of operating and maintaining a variety of equipment, hand and power tools used in trades fields such as plumbing, carpentry, electrical, painting or HVAC.
2. Knowledge of performing work in a variety of trades fields such as plumbing, carpentry, electrical, painting or HVAC.
3. Possession of a Drivers License.

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INVESTIGATOR I, II

Description of Occupational Work

This class series uses four levels in the Public Safety occupational group, Investigative Services occupational series and describes work in investigating regulated activities to assure compliance with applicable laws, rules, regulations, standards, policies, and procedures. Work includes investigating alleged or possible violations, interviewing witnesses, claimants, victims and others to gather facts relating to alleged or possible violations. An investigation normally results in civil, criminal, or administrative action.

Positions in the class series perform investigations involving the interpretation of applicable laws, rules, regulations, standards, policies, and procedures; this distinguishes these positions from compliance reviewers or inspectors who conduct compliance reviews using predetermined regulatory criteria. This class series is not focused on law enforcement work.

Description of Occupational Work

This class series uses four levels in the Public Safety occupational group, Investigative Services occupational series and describes work in investigating regulated activities to assure compliance with applicable laws, rules, regulations, standards, policies, and procedures. Work includes investigating alleged or possible violations, interviewing witnesses, claimants, victims and others to gather facts relating to alleged or possible violations. An investigation normally results in civil, criminal, or administrative action.

Positions in the class series perform investigations involving the interpretation of applicable laws, rules, regulations, standards, policies, and procedures; this distinguishes these positions from compliance reviewers or inspectors who conduct compliance reviews using predetermined regulatory criteria. This class series is not focused on law enforcement work.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Conducts investigations, which includes conducting interviews to obtain confidential information, gathering evidence and documenting findings.
- Interviews or interrogates witnesses, complainants and others.
- Verifies claims of alleged or probable violations.
- Examines various records and documents in order to ascertain relevant information.
- Gathers, controls and evaluates evidence.
- Makes judgments after evaluating all available facts and recommends appropriate action.
- Interprets and applies applicable laws, rules, regulations, standards, policies and procedures.
- Prepares various investigative reports.
- Testifies before boards, commission, administrative bodies or courts.
- May conduct surveillance and undercover investigations.

Levels of Work

Investigator I

This is the first level of investigative work.

- Receives supervision from a technical or administrative supervisor.
- Performs the full range of investigative work as described in the Essential Functions.

Investigator II

This is the second level of investigative work.

- Plans and conducts complex investigations such as investigations that include conducting extensive interviews, crossing jurisdictional lines, working with law enforcement agencies, long term investigations, substantial dollar amounts, severe cases of alleged violations of law that result in criminal charges, fraud or other fraudulent activity.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of investigative methods, techniques and procedures.
- Knowledge of providing testimony before boards, commissions, administrative bodies, or court officials.
- Knowledge of applicable division, state and federal laws, rules, regulations, policies and procedures.
- Knowledge of legal rights and rules of evidence.
- Knowledge of civil, criminal or administrative proceedings.
- Skill in the methods and techniques of evidence gathering and analysis.
- Skill in the methods and techniques for preparing clear and concise reports and correspondence.
- Skill in conducting interviews to elicit information of a sensitive and confidential nature.

In addition to the above knowledge, skills and abilities, the Investigator II requires:

- Skill in planning and conducting complex investigations.
- Skill in providing testimony before boards, commissions, administrative bodies, or court officials.
- Skill in interpreting, applying, explaining and determining compliance with applicable laws, rules, regulations, standards, policies and procedures.

Job Requirements

JOB REQUIREMENTS for Investigator I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in conducting investigations which includes conducting interviews to obtain confidential information, gathering evidence and documenting findings.
2. Six months experience in determining compliance with laws, rules, regulations, standards, policies and procedures.
3. Six months experience in narrative report writing.
4. Knowledge of civil, criminal or administrative proceedings.

JOB REQUIREMENTS for Investigator II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in conducting investigations which includes conducting interviews to obtain confidential information, gathering evidence and documenting findings.
2. Six months experience in determining compliance with laws, rules, regulations, standards, policies and procedures.
3. Six months experience in civil, criminal or administrative proceedings.
4. Six months experience in narrative report writing.

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LAUNDRY WORKER

Description of Occupational Work

This class series uses three levels of work in the Labor, Trades and Crafts Occupational Group, Custodial and Laundry Services Occupational Series and describes laundry work in a state institutional facility.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Operates washers, dryers, irons, extractors, conditioners, pressers and folding equipment.
- Presses, folds, and stacks clothing, linens and other items either by hand or by operating various machines.
- Sorts soiled laundry by color and type; pretreats if necessary.
- Weighs and counts clothing, linens and other items and records count on production records.
- May pick up laundry from and deliver to wards, mark laundry with names; mends laundry if necessary.
- May clean machinery using various chemical solutions.

Levels of Work

The first level in the laundry series performs the full range of essential functions.

- Reports to a Laundry Supervisor.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the operation of various institutional laundry machines.
- Knowledge of laundry processes and procedures.
- Knowledge of departmental rules, regulations and procedures.
- Ability to follow instructions.
- Ability to record production counts.
- Ability to operate institutional laundry machines in a safe manner.
- Ability to mend torn linens and articles as required.

Job Requirements

JOB REQUIREMENTS for Laundry Worker

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of math such as addition, subtraction, multiplication, division, percentages, or decimals

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LABORER

Summary Statement

A class incumbent is responsible for performing manual labor which involves the use of hand and power tools.

Nature and Scope

Class incumbents work under general supervision of a technical superior and are responsible for performing heavy manual labor. Incumbents also use hand and power tools and may operate motor vehicles as required.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Operates jackhammer, air compressor, power saw and related mechanical devices.
- Uses picks, shovels, axes, rakes, hammers, brooms, saws and other hand tools.
- Picks up trash and mows grass.
- Loads and unloads materials, supplies, equipment and related items.
- Assists in maintenance and repair of roads, grounds and facilities.
- Trims and may top trees; assists in planting and transplanting of trees and plants.
- Removes snow and spreads salt.
- May assist skilled craftsmen.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of practices, tools, equipment and materials used in maintenance and repair of roads, grounds and facilities.
- Knowledge of safety practices and procedures.
- Ability to operate power tools.
- Ability to perform heavy manual labor for extended periods of time, often under adverse weather conditions.
- Ability to keep simple records, make routine reports and to follow oral instructions.

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PROGRAM COMPLIANCE SPECIALIST

Summary Statement

This is quality control work involving statewide public assistance programs. Case reviews are conducted within federally mandated time frames. Failure to meet time frames can result in federal administrative penalties.

- Review and evaluate approximately 31 different public assistance programs. This requires extensive program knowledge.

Nature and Scope

Class incumbents report to the Program Compliance Supervisor and are responsible for the conduct of quality control reviews/audits of various public assistance cases including, but not limited to Food Stamps, Aid to Families with Dependent Children (AFDC) and the multiple Medicaid programs. Incumbents conduct comprehensive reviews and analysis of statistically selected case files to evaluate Division of Social Services compliance with program objectives and federal/state standards and program regulations. A significant aspect of the work involves expertise in interpretation and application of program rules, regulations, policies and procedures. Work requires incumbents to conduct the review at the client's home. Incumbents are responsible for identifying factors which cause or contribute to errors rooted in the eligibility determination process and for recommending corrective actions which specifically address the problem. Emphasis is placed on the accuracy of the incumbents' decisions in order to avoid federal monetary sanctions since work is subject to federal subsample audit. Incumbents must keep abreast of frequent policy and program changes at the federal and state level.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Review/audit public assistance case records and document the nature of all errors so that: the total error rate can be determined.
- Present program methods and procedures can be evaluated; and more effective methods and procedures can be developed and implemented as needed.
- Examine case records to include mathematical computations of incomes, resources and expenses relative to receipt or denial of assistance.
- Schedule home visits with program recipients and interview to verify and/or supplement case record information.
- Make written, telephone and personal collateral contacts with employers, State and Federal agencies, schools etc., in order to substantiate and/or supplement case record information.
- Analyze case determinations for compliance with applicable laws, rules, regulations, policies and procedures of the assistance programs. Completes required federal schedule for each case assignment. Write a summary for each case reviewed detailing the nature of errors as applicable.
- Analyze data accessed from automated information systems.
- Maintain records of cases received with particular emphasis given to review initiation and completion dates.
- Attend staff meetings to discuss laws, rules, regulations and policy interpretations and revisions.
- Make recommendations regarding possible solutions to recurring errors.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of interviewing techniques to include the ability to obtain sensitive information.
- Knowledge of the policies, procedures and regulations of public assistance programs.
- Knowledge of recordkeeping procedures, scheduling practices, and reports preparation.
- Skill in the use of basic statistics to include averages and percentages.
- Skill in interpretation and application of laws, rules, policies, procedures, and regulations and application of same to public assistance.
- Skill in interpreting and analyzing data received from automated information systems.
- Ability to deal effectively with persons having varied educational and/or socio-economic backgrounds.

Knowledge, Skills and Abilities (cont.)

- Ability to deal effectively with stressful and sometimes emotional situations.
- Ability to develop recommendations for corrective action.
- Ability to access data from automated information system.
- Ability to work within federally mandated deadlines.
- Ability to work independently.
- Ability to perform arithmetical calculations.

Job Requirements

JOB REQUIREMENTS for Program Compliance Specialist

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in interviewing which includes using structured or unstructured interview techniques to obtain facts, explore issues and identify courses of action.
2. Experience in making recommendations for continuation or changes to operations, programs, services, policies or procedures based on findings.
3. Experience in determining compliance with laws, rules, regulations, standards, policies and procedures.
4. Knowledge of quality improvement which includes evaluating the quality of services, identifying problems and needs and recommending corrective action and improvements to ensure optimum service delivery, goals and objectives are met and ensure compliance with applicable laws, rules, regulations and standards.

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DART – CUSTOMER RIDE CHECKER SUPERVISOR

Summary of Job

This position is responsible for the supervision of Customer Ride Checkers for the data collection with respect to the Federal Transit Administration (FTA) required National Transit Database (NTD) report by directing the Customer Ride Checkers.

Skills: Experience based

Experience in supervising employees, verifying data and reporting for consistency and accuracy. Experience in data collection and the recordation of data on appropriate forms. Experience recording data accurately and legibly and performing arithmetic quickly and accurately.

Skills: Knowledge based

Experience-based skills required in this position include supervisory experience in an operational facility environment. Specific skills include oral and written communication, coordination, problem analysis and decision-making. Strong interpersonal skills are also vital.

Exercise of Discretion

Although the Customer Ride Check Supervisor operates within a body of generally known and accepted transportation and supervisory techniques and approaches, the incumbent exercises judgment in matters involving priorities to support efficient collection of customer counts and completion of daily schedules. Dealing with dispatch and operators' concerns in the field requires discretion necessary to resolve problems with minimum service disruption.

Complexity

Although the Customer Ride Check Supervisor's duties are governed, for the most part, by established guidelines, policies and procedures, prioritization of multiple responsibilities lends an additional element of complexity.

Supervision Received

The Customer Ride Check Supervisor operates under general guidance from the corporate contact but is expected to determine methods and to make specific recommendations for the efficient and accurate collection of customer counts.

The Corporate contact is given general guidance from the Business Analyst, Finance but is expected to determine methods and to make specific recommendations for the efficient and accurate collection of customer counts. Must be able to communicate effectively and train the staff in coordination with DTC Business Analyst. Supervisor must address any issues that the Customer Ride Checkers have with regard to performing their required duties and providing the same to DTC Business Analyst. Supervisors are responsible for4 documenting Customer Checkers' actual hours worked, scheduling an adequate number of Customer Ride Checkers to ensure that on and off of each block is completed accurately within the project time constraints without incurring overtime. Supervisors are also required to review the Customer Ride Checkers' folders for completeness and return the folders to DTC, Business Analyst in a timely manner.

Supervision Exercised

The Customer Ride Check Supervisor may be responsible for one or more Customer Ride Checker, as well as general supervisory responsibilities as assigned.

Scope and Impact

The Customer Ride Check Supervisor carries out responsibilities that have strong impact on the success of the Corporation's primary mission.

Work Contacts

The Customer Ride Check Supervisor works closely with Finance and Operations personnel. Interactions are both informational and of a problem-solving nature. They are also a liaison between the Customer Ride Checkers and DTC, Business Analyst. Supervisors must also provide dispatch the days scheduled work to coordinate with bus operators.

Working Conditions

This position generally involves irregular hours and workdays. Work may be conducted at a variety of locations throughout the State and may entail indoor/outdoor work, as well as work under difficult and or uncomfortable circumstances.

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DART – TRANSPORTATION STORE REPRESENTATIVE

Summary of Job

The Transportation Store Representative is responsible for providing schedule and fare information; selling SEPTA and stored value cards, reconciling their cash register monies/paperwork; reconciling overages/shortages; providing refunds, redemption reports, entitlement coupons; and schedule replenishment. The position reports to the Transportation Stores Supervisor.

Skills: Experience based

The position draws on experience in the customer service field. Must have the ability to deliver information to the public in a readily understandable manner and be comfortable in handling monetary instruments. Specific experience-based skills include communication and attention to detail.

Skills: Knowledge based

The Transportation Store Representative must have knowledge of general mathematical skills and a basic understanding of schedules and time tables.

Judgment and of Discretion

The Transportation Store Representative is seen as representing the Corporation through daily contacts with DART First State customers. Exercise of judgment is necessary in interpreting established guidelines and procedures when fielding questions from customers.

Complexity

The function is relatively straightforward with day-to-day operations governed by an established set of guidelines and procedures.

Supervision Received

The Transportation Store Representative operates under the general direction and through guidelines and procedures developed by the Transportation Stores Supervisor. Work is monitored on a spot check basis, as much of the work is performed at transportation store locations with no direct supervision.

Supervision Exercised

The Transportation Store Representative has no supervisory authority.

Scope and Impact

The position directly impacts revenues and the health of the organization by accurately collecting and reconciling monies, providing accurate fare and schedule information, and creating a positive interaction for DTC customers.

Work Contacts

The Transportation Store Representative position is seen as representing the corporation through customer contact. The incumbent interacts extensively with customers; interface with the general public, service agencies, and staff elsewhere in the support unit is also required. Contacts are largely informational; however, the element of problem solving may be required in directing contacts with the public.

Working Conditions

This position operates primarily in the transportation store environment; however, the incumbent can work in an office or money room environment as required. The workdays and hours are based on regular shifts, although subject to periodic exception in order to provide adequate staffing during all hours the stores are in operation. As a result, this position is expected to be available to work before or after normal business hours, and in any of DTC's transportation stores, and North District money rooms and Administration locations. Occasional weekend work may be required to cover for employees that are on vacation or to staff DTC special events.

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APPENDIX C
STANDARD TIME SHEET

GSS13112A-TEMP_EMPL
Temporary Employment Services

TEMPORARY AGENCY NAME: _____

ADDRESS: _____

_____

TELEPHONE #: _____

POINT OF CONTACT: _____

EMPLOYEE NAME: _____

POSITION TITLE: _____

FAX # _____ STATE AGENCY _____

PAY PERIOD: _____

DAY	DATE	START TIME	END TIME	LUNCH (MINUTES)	TOTAL HOURS
SUNDAY					
MONDAY					
TUESDAY					
WEDNESDAY					
THURSDAY					
FRIDAY					
SATURDAY					
				PAY PERIOD TOTAL	

EMPLOYEE SIGNATURE: _____ DATE: _____
I certify that the hours entered on this time sheet are accurate.

SUPERVISOR SIGNATURE: _____ DATE: _____
I certify that the hours entered on this time sheet are accurate.

Instructions For Completing Form:

*The start time & end time must be computed to the nearest quarter hour. (Example: 8:00, 8:15, 8:30 & 8:45)
*Total hours must be calculated by quarter hours. (Example: 7.25, 7.5, 7.75)
*Lunch minutes must be recorded in minutes. (Example: .30, .45, 60)