Exhibit C – Scope of Work

I.   Introduction

The City of Austin (COA) seeks proposals in response to this Request for Proposals (RFP) from qualified social service providers (Offerors) with demonstrated experience in one or more of the following four categories: (1) providing job training, employment services and connections to employment opportunities; (2) helping households establish and maintain connections to mainstream benefits programs, providing benefits navigation, and enrollment assistance; (3) providing services to individuals and households with behavioral and/or mental health disorders such as access to recovery services, mental healthcare and increasing access to quality behavioral health services; and/or (4) experience working with individuals and families who are experiencing or have recently experienced homelessness. This solicitation seeks proposals to implement one or more of the following 3 service categories: Workforce Development, Benefits Enrollment, and Behavioral Health.

Offerors may apply for more than one service category but only one proposal will be accepted per service category.

Austin Public Health is releasing this solicitation as part of our homeless response strategy. Each solicitation will focus on a different component of the Homelessness Response System. Below is the solicitation schedule, which is subject to change:

Request for Proposals	Service Categories	Timeline
RFP 2022-001 Housing Stabilization Programs	1. Permanent Supportive Housing 2. Rapid Rehousing 3. Supportive Services	Closed on March 15

RFP 2022-004 Crisis Response	1. Emergency Shelter
	2. Street Outreach
	3. Day Resource Center
	4. Medical Respite Care
	5. Youth Services
	   • Emergency Shelter for Youth
	   • Street Outreach for Youth
	   • Transitional Housing for Youth
		Closed on May 12, 2022

Current – RFP 2022-006 Homeless Supportive Services	1. Workforce Development 2. Benefits Enrollment 3. Behavioral Health	Currently open Proposals due July 7, 2022

II.   Background and Purpose of Funding

In 2018, the Austin City Council adopted Austin Strategic Direction 2023 (SD23), which outlines a shared vision and six priority Strategic Outcomes. Council has directed all social services contracts to operate in alignment with SD23 to improve the identified outcomes. The areas of workforce development, benefits enrollment and behavioral health fall in the Health and Environment, and Economic Opportunity and Affordability outcomes. Economic Opportunity and Affordability strategies focus on reducing economic disparities by understanding and addressing root causes, leveraging public-private partnerships and supporting children and adults toward long-term success. Ways to combat this is to influence the skills of

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local workforce by developing and implementing a City of Austin workforce development roadmap to meet regional goals, and to align local workforce skills with needs of employers and track outcomes with a special focus on economic improvement for people of color and historically marginalized communities. Health and Environment outcome focuses on ensuring that everyone in the community can live a full, healthy life. Strategies in this outcome address disparities within the community by building successful programs so everyone can access healthy food, recreational opportunities, and quality healthcare.

In the Spring of 2021, leaders from the City of Austin worked closely with community stakeholders, community-based organizations, and business leaders to develop a community-wide implementation strategy to significantly reduce the unsheltered homeless population in Austin, known as the Summit to Address Unsheltered Homelessness in Austin ("Summit"). Summit participants included individuals with lived experience, social service providers, social justice advocates, local governments, local philanthropies, and issue area experts. The Summit resulted in an ambitious three-year community-wide investment plan to (A) house an additional 3,000 people, (B) create 1,300 new affordable housing units; and (C) to strengthen Austin's Homelessness Response Systems.

The Summit investment strategy calls for $515 million from public and private sources to fully implement the three-year plan. To date, $400 million has been committed and / or is anticipated toward this goal. Of this amount, the City has pledged over $200 million from a variety of sources, including the American Rescue Plan Act (ARPA), Emergency Solutions – CARES Act Grant (ESG-CV), City of Austin General Funds, the Housing Trust Fund, and proceeds from the 2018 General Obligation Bond for affordable housing.

Service Category 1: Workforce Development: Research indicates that the absence of employment in good jobs contributes to mortality, drug abuse, and poor physical and mental health. Workforce development was determined to be an important component for individuals experiencing homelessness to build dignity and enable individuals to maintain housing. Austin Public Health has historically funded many programs to support individuals and families in need of employment services.

Service Category 2: Benefits Enrollment: Increasing enrollment in available benefits assistance programs for those who qualify is a critical component to moving out of homelessness as public benefits programs provide a valuable source of income for individuals and households experiencing crises. That is, that it improves access to quality health care services, and provides household stability and health by providing a connection to programs designed to reduce food insecurity. It also improves household stability through connections to programs designed to provide additional income.

Service Category 3: Behavioral Health: Behavioral health greatly impacts the ability of individuals and households to become stably housed and maintain housing permanently. Research has shown that programs that support individuals and families who need behavioral health support, which includes services for children and family mental health, substance misuse, community-based behavioral health, individual counseling, and more, are some of the first steps to becoming permanently housed.

Solicitation Objectives
The objectives of this funding are to provide individuals and households who are being served in the homeless response system with services in one or more of the following 3 service categories: Workforce Development, Benefits Enrollment, and Behavioral Health services, specifically:

1. **Workforce Development:**
   o Employment search assistance and workforce preparation training
   o Work skill development and job training
   o Work opportunities provided or coordinated by the awarded proposals

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o Work programs developed in partnership with governmental or non-governmental agencies to provide employment and/or job readiness
o Increased access to and coordination with existing employment services

2. **Benefits Enrollment:**
   o Improved access to quality health care services (MAP, Medicaid/Medicare, CHIP)
   o Improved household stability and health by providing a connection to programs designed to reduce food insecurity (SNAP & WIC)
   o Improved household stability through connections to programs designed to provide for additional income (SSI/SSDI & TANF)

3. **Behavioral Health:**
   o Individual, group, and family counseling and/or therapy
   o Psychological assessment
   o Screening, initiating, and facilitating referrals to community-based services for more intensive clinical treatment
   o Early intervention strategies to prevent mental health crisis
   o Mobile or telehealth behavioral health services
   o Mental health management: psychiatric evaluation and appointments, medication management, and prescription assistance
   o Substance misuse services/Harm Reduction Services

III. **Funding and Timeline**

Department: Austin Public Health
Services Solicited: Homeless Supportive Services
Available Funding: Approximately $7,876,487 total available through the following funding sources: City of Austin General Funds and Federal Funds through the American Rescue Plan Act (ARPA).

Austin Public Health will determine the appropriate funding source for each awardee.

City of Austin General Funds: Approximately $1,426,487, which is allocated as follows:

- $826,487 for Workforce Development agreements
- $600,000 specifically for Workforce Development agreements developed in partnership with the City of Austin that meet the requirements of the Clean Community Fee

Number of Agreements and Contract Term: APH anticipates awarding up to 6 agreements for an initial term of 12 months, beginning October 1, 2022, with up to four 12-month extension options. Funding is contingent upon City of Austin Council Budget approval, agreement performance and contract compliance.

Minimum Request: $250,000 is the minimum annual amount that may be requested for use of General Funds.

ARPA Federal Funds: Approximately $6,450,000, which is allocated as follows:
- $3,000,000 for Workforce Development agreements
- $1,000,000 Benefits Enrollment agreements

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- $2,450,000 for Behavioral Health Services agreements

Number of Agreements and Contract Term: APH anticipates awarding up to 15 agreements for an initial term of 12 months, beginning October 1, 2022, with up to two 12-month extension options. Funding is contingent upon agreement performance and contract compliance.

Minimum Request: $250,000 is the minimum annual amount that may be requested for use of ARPA Funds.

Awarded programs may be structured as a reimbursable-based agreement or a deliverables-based agreement, as defined below:

1. Reimbursable Agreement- An Agreement where an agency is reimbursed for expenses incurred and paid through the provision of adequate supporting documentation that verifies the expenses.
2. Deliverable Agreement- An Agreement where an agency is reimbursed for a report or product that must be delivered to the City by the grantee (or by the Subgrantee to the Grantee) to satisfy contractual requirements. It can include goods or finished works, documentation of services provided, or activities undertaken, and/or other related documentation.

Date	Action
May 31, 2022	RFP Release
June 1, 2022 at 2 PM CST	Pre-Bid Meeting via Microsoft Teams
June 7, 2022 at 11 AM CST	Pre-Bid Meeting via Microsoft Teams
June 14, 2022 at 3 PM CST	Office Hours via Microsoft Teams
June 16, 2022 by 3 PM CST	Threshold Pre-Application Deadline. Threshold Application and Intent to Apply must be submitted electronically via PartnerGrants
June 30, 2022 at 3 PM CST	Office Hours via Microsoft Teams
July 7, 2022 by 3 PM CST	Proposal submission deadline. Proposals must be submitted electronically via PartnerGrants
August 10, 2022	Selection Notifications
August - September 2022	Newly awarded agreement negotiation period
October 1, 2022	Implementation period begins for General Fund and American Rescue Plan Act agreements

IV. **Services Solicited**

Program Services

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The City is intentionally leaving program strategies open beyond the criteria listed in this section, allowing Offerors to propose solutions that meet the needs of individuals and households in the homelessness response system effectively. APH will fund services in the following 3 service categories for the priority population:

Service Category 1: Workforce Development

1. Outreach: engaging individuals experiencing homelessness through mobile outreach and assist in overcoming barriers to obtaining employment such as establishing bank accounts, obtaining documentation required to secure employment and connecting individuals to the homeless response system by administering coordinated assessments.

2. Employment Search: activities include employment screening, assessment, or testing; structured job skills and job-seeking skills; training and tutoring, including literacy training and pre-vocational training; books and instructional material; counseling or job coaching; and referral to community resources.

3. Employment Services Case Management: Developing a sustainable employment plan utilizing a whole person-centered approach that is realistic and meets an individuals' needs.

4. Job Technical Training Programs: provide contextualized instruction and curriculum development in the field of adult literacy and adult basic education that involves designing academic skills lessons using illustrations and materials that are relevant in the context of an adult learner's interest, employment goals, and everyday life.

5. Employment Skill Development: The Transitional Jobs (TJ) model is designed to overcome employment obstacles by using time limited, wage-paying jobs that combine real work, skill development, and supportive services to transition participants successfully into the labor market.

6. Supported Employment Programs: directly connect participants to temporary, subsidized employment to support individuals increasing income and attaining life and employments skills that will lead to gainful employment, and provide referrals to other needed programs/services, and/or permanent housing. This model pairs temporary employment with case management to increase income, refer to community-based services, and promote life skills that will lead to gaining employment and/or permanent housing.

7. Direct Client Employment Assistance: the purchase of materials necessary for participant employment training or work opportunities.

8. Transportation: short-term assistance to participants to engage in employment opportunities or training through bus passes or ride share vouchers.

9. Work Opportunities: directly provided by or coordinated by the awarded proposals, such as:

   a. Work programs developed in partnership with governmental or non-governmental agencies to provide employment and/or job readiness.

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b. Work programs developed in partnership with the City of Austin that meet the requirements of the Clean Community Fee: the purpose of these programs is to keep Austin clean and enhance the livability of neighborhoods and the downtown area. Using a supported employment services model, awarded proposals will work with the City of Austin to employ individuals to remove debris and vegetation from City property. The awarded proposal(s) will employ at least three crews of at least six individuals. The City of Austin will provide staffing oversight, dumpsters, and compliance assistance.

Service Category 2: Benefits Enrollment

1) Benefits Navigation: Providing navigation services for households and individuals in the homelessness response system to understand the full range of benefits programs they may qualify for.

2) Benefits Enrollment and Maintenance: Assisting eligible households to identify, apply for, and maintain connections to mainstream benefits that can include, but are not limited to:
   - Supplemental Security Income/Social Security Disability Income (SSI/SSDI)
   - Supplemental Nutritional Assistance Program (SNAP) and all programs on the YourTexasBenefits application
   - Temporary Assistance for Needy Families (TANF)
   - Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
   - Medicaid/Medicare
   - Austin's Medical Access Program (MAP)

3) Direct Client Financial Assistance: Assisting eligible households with additional costs required for enrolling in benefits programs, as well as additional costs needed for medical assistance while a household is in the enrollment process. This assistance can include, but is not limited to:
   - Identification and Vital Document Recovery
   - Qualifying medical visits to establish client eligibility for benefits

Service Category 3: Behavioral Health

1) Individual, group, and family counseling and/or therapy: Assisting eligible households to explore:
   - Address challenging or distressing memories and experiences
   - Obtain better self-awareness and understanding through beliefs, feelings and behaviors
   - Develop a plan to achieve desired changes

2) Psychological assessment: Gathering information for eligible household to evaluate a person's behavior, character, strengths, and needs for the purpose of diagnosing, setting goals, and recommending treatment.

3) Community-based mental health programs: Provide services in approachable, culturally and linguistically responsive manner through employment of:
   - Community Health Workers
   - Peer-support services and mentorship

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4) Mobile or telehealth behavioral health services: inform and help individuals with accessing mobile or telehealth behavioral health services such as:
   - Live Video- Conferencing- A live, two-way video-based conference between a patient and their healthcare provider
   - Mobile Health (mHealth)- Mobile health is the use of smart devices that supports continued healthcare

5) Mental health management: Assisting eligible households to have:
   - Psychiatric evaluation and appointments
   - Medication management
   - Prescription assistance
   - Mental health case management

6) Behavioral health system navigation, coordination and integration: Provide navigation and system understanding to individuals in order to:
   - Prevent recurrence, recidivism and relapse
   - Ensure continuity of care
   - Provide early intervention before a crisis can occur

7) Crisis Response: Services provided to individuals in crisis:
   - Respite services
   - Behavioral health response

8) Substance misuse services/Harm reduction services: As part of continuum of care, these prevention strategies:
   - Connect individuals to overdose education, counseling and referrals for treatment
   - Reduce stigma associated with substance use and co-occurring disorders
   - Promote philosophy of hope and healing through lived experiences of recovery from others
   - Promote residential substance misuse detoxification
        i. Austin Public Health cannot pay for primary medical care, medication assisted maintenance treatment, sterile syringes, or wound care supplies and care by contracting with a nurse or nursing assistant.

Data Collection and Reporting

For all programs serving individuals, agencies will track and report the number of unduplicated clients served and document proof of the services provided where applicable. Client tracking should include methods for securely recording identity, zip code, income, and demographics of the people served without violating client confidentiality.

Organizations will be required to report the following performance measures as applicable to the proposed service category on a quarterly basis:

Workforce Development:
Outputs:
   1. Number of unduplicated individuals served
   2. For awarded proposals working with the City of Austin to remove debris only:

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a) Tons of debris removed per week. This requires ability to weigh debris or estimate debris weight of debris removed
b) Number of individuals in camps visited
c) Number of client work hours per week

Outcomes:

1. Percent of Individuals obtaining employment
   o Numerator is the number of individuals obtaining employment
   o Denominator is the number of individuals exiting the program
   o Outcome success rate is the percent of individuals obtaining employment

2. Percent of individuals increasing employment income
   o Numerator is the number of individuals increasing employment income
   o Denominator is the number of individuals existing the program
   o Outcome success rate is the percent of individuals increasing their employment income

Benefits Enrollment:
Outputs:
1. Number of unduplicated individuals served

Outcomes:
1. Percent of individuals obtaining or maintaining public benefits
   o Numerator is the number of individuals obtaining or maintaining benefits
   o Denominator is the number of individuals in the program
   o Outcome success rate is the percent of individuals obtaining or maintaining benefits

Behavioral Health:
Outputs:
1. Number of unduplicated individuals served

Outcomes:
Proposals will be required to report on at least one of the following:
1. Percent of individuals whose mental health status as measured on a standardized assessment improves
   o Numerator is the number of individuals with improved mental health status
   o Denominator is the number of individuals "initially" evaluated
   o Outcome success rate is the percent of individuals with improved mental health status

2. Percent of individuals making progress on their treatment plan goal(s)
   o Number of individuals making progress on their treatment plan goal(s)
   o Number of individuals evaluated for progress on treatment plan goals(s)
   o Outcome success rate is the percent of individuals making progress on treatment plan goal(s)

3. Percent of individuals who demonstrate improved life skill(s)
   o Number of individuals demonstrating improved life skill(s)
   o Number of individuals participating in the activity

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    o   Outcome success rate is the percent of individuals making progress on developing life skill(s)

V.   Principles of Service Delivery

All supportive services programs for all 3 service categories must adhere to the below principles of service delivery:

1. Trauma-Informed Practices: Successful offerors will apply the principles of trauma-informed practice to program and service delivery: safety, choice, collaboration, trustworthiness, and empowerment. Examples of applied principles may include an expanded food choice that honors an individual's health preferences and needs, education, program co-creation with those directly impacted, resource referrals, and discreet delivery of services that avoid or eliminate stigma.

2. Language Access Plan: Offerors will be in development of or already have developed a Language Access Plan. A language access plan is a document that guides the implementation of quality language assistance services to individuals with limited English proficiency. Language access plans include a four-factor assessment that identifies the ways services and resources can be provided to ensure program participants are able to participate in and benefit from all program services equally. Examples of some language assistance services include oral interpretation, bilingual staff, written translation, or notices to staff and program participants of the availability of language assistance services.

3. Collaboration with Community: Successful applicants will participate in local planning groups including but not limited to the Homeless Response System Leadership Council's committees and workgroups and the Ending Community Homeless Coalition (ECHO) provides a framework and is the convening body for the Homeless Response System Leadership Council. The Systems Improvement Committee meets monthly.

4. Referrals: Clients are encouraged to be referred from the Coordinated Entry system and may be made from internal programs for clients that meet the priority population and client eligibility requirements in Section VI. Clients must agree to have a Coordinated Assessment completed within the first thirty days of program enrollment if they are not already part of the homelessness response system.

Best Practices

All supportive services programs are encouraged to follow the following best practices:

- Evidence-based Practices: Evidence-based practices are those which have been developed from research, are found to produce meaningful outcomes, can be standardized and replicated, and often have existing tools to measure adherence to the model. The Offerors are encouraged to use evidence-based practices in their proposed program designs. There are several evidence-based or promising practices that can be used to develop proposed service category programs.

- Incorporating Lived Experience: Programs should be designed with input from individuals with lived expertise.

- Program Accessibility: Programs should actively seek to eliminate barriers to services such as providing services at locations and times most convenient to participants.

- Livable Wage: The City of Austin recommends offerors follow Strategic Direction measure EOA.C.3 and pay at least a livable wage to all staff working on or enrolled in the program.[1]

Workforce Development:

- Development of a Workforce Employment Plan: Creation of an individualized workplan for program participants which considers utilization of all existing resources and programs that may support an individual in obtaining and maintaining employment. The Texas Workforce Commission and the Workforce Solutions Capital Area have many resources and programs that can be useful to individuals and households that have experienced homelessness.

Behavioral Health:

- Counselor Competencies for Working with People who are Homeless: The Substance Abuse and Mental health Services Administration has put forth needed competencies in the areas of knowledge, skills and attitudes which are necessary to hold in order to provide effective services for individuals at risk of or experiencing homelessness. A full description of competencies, theoretical frameworks and corresponding practices can be found on the Substance Abuse and Mental Health Services Administration (SAMHSA) website.

VI.   Priority Populations
Grantees must prioritize individuals and households experiencing homelessness as well as households enrolled in a permanent housing program who have recently experienced homelessness.

Households experiencing Homelessness is defined by the McKinney – Vento Homeless Assistance Act 42 USC 11302 Sec.103 as amended by the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009.

City of Austin Client Eligibility Requirements
Clients must be eligible to receive services as described in Exhibit A.3: City of Austin Client Eligibility Requirements (Exhibit D of this solicitation package).

VII.   Additional Resources
- Austin Strategic Direction 2023 (SD2023) informs the City of Austin's 6 pillars and direction for 5 years
- The Summit to Address Unsheltered Homelessness in Austin is a working document of the city's plan presented in March 2021
- The Ending Community Homelessness Coalition (ECHO)'s Action Plan including recommendations from ECHO and the Bloomberg iTeam
- U.S. Department of Housing and Urban Development Limited English Proficiency
- SAMHSA Supportive Employment Evidence-Based Practices Kit

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[1] EOA.C.3 - Dollars-per-hour wage that an individual must earn to support a family in Austin | Open Data | City of Austin Texas

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- Homelessness and Employment Brief Homelessness Policy Research Institute
- Your Texas Benefits - Learn

VIII.   **Application Evaluation**

A total of 100 points may be awarded to the proposal. All proposals will be evaluated as to how it aligns with the goals of this RFP and whether each question has been adequately addressed.

RFP # 2022-006 Homeless Supportive Services Evaluation Rubric		
Form 1: Offer Sheet	Offerors must print, sign, scan and upload signed forms.	No points, but Offeror must submit signed form.
Form 2: RFP Proposal		
Part I: Fiscal and Administrative Capacity	Agency Information	No points awarded, but Offeror must pass threshold defined in Offeror Minimum Qualifications below.
Part II: Scored Proposal Section 1: Experience and Cultural Competence	Agency Experience & Performance Agency Operations Principles of Service Delivery Cultural Competence & Racial Equity	5 points 5 points 5 points 10 points **points total 25**
Form 2a/b/c: Work Statements by Category		
Part III: Scored Proposal Section 2: Program Design	Program Work Statement Program Goals and Objectives Program Clients Served & Outreach Program Services Delivery & Evidence-based Practices Service Coordination & Planning with Other Agencies	5 points 10 points 15 points 10 points **points total 40**
Section 3: Data Informed Program Management	Performance Measures APH Priorities	13 points 2 points **points total 15**

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Section 4: Cost Effectiveness	Program Staffing and Time	5 points
	Program Budget and Funding Summary	5 points
Form 3		**points total 10**
	Number of individuals served/ total budget = Cost Analysis	**points total 10**
		Total: 100 points
Form 4: COA Certifications and Disclosures	Offerors must print, sign, scan and upload signed forms.	No points, but Offeror must submit signed form.

IX.   Applicant Minimum Qualifications

- Agencies, board of directors, or leadership staff submitting a proposal must have a minimum of two years established, successful experience providing services.
- Agency must be a non-profit organization or quasi-governmental entity able to conduct business in the State of Texas, and legally contract with Austin Public Health.
- Agency must have submitted all applicable tax returns to the IRS and the State of Texas (e.g., Form 990 or 990-EZ and state and federal payroll tax filings).
- Agency must be current in its payment of Federal and State payroll taxes.
- Agency must be eligible to contract and are not debarred from contracting with the City of Austin, State of Texas and Federal government, according to SAM.gov, and State and City Debarment information.
- Agency cannot owe past due taxes to the City.
- Agency must have the ability to meet Austin Public Health's standard agreement terms and conditions, which includes Social Services Insurance Requirements.
- Agency must have an active Board of Directors that meets regularly and reviews program performance, financial performance, and annually approves the agency budget. The Board of Directors shall have a strong commitment to fundraising to ensure well-funded, sustainable programs and operations.

X.   Application Format and Submission Requirements

See Exhibit B: Solicitation Provisions, and Instructions for all requirements.

The Application must be submitted in the Partnergrants database. No late submissions will be accepted. Responses should be included for each question.

Please note: Only name your uploaded documents with letters and numbers. To reduce possible submission and/or review delays, please ensure any attached file from your local drive DOES NOT contain any special characters. Letters and numbers are acceptable.

Offerors Initial Steps: Registration

1. Confirm your organization is a registered vendor with the City of Austin.
   - To find the City of Austin Vendor Number please visit Austin Finance Online and search for the organization's legal name.

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- To register to become a potential City of Austin vendor, go to Austin Finance Online to register.

2. Be a registered user in the Partnergrants system. The proposals will be submitted through this web-based system.
    - To register, visit Partnergrants and click on "Register Here."
    - Note that the organization's City of Austin Vendor number is required to complete registration in Partnergrants.

3. Complete an Annual Agency Threshold Application in the PartnerGrants database.
    - This form must be submitted once per 12 months and remains valid for all competitions closing within that time period. The threshold application will be reviewed by APH staff and the agency will be notified once approved.
    - Once logged into PartnerGrants, click on "Opportunity" and then opportunity title "Annual Agency Threshold Application-Applicants for Funding Start Here" to complete a new threshold application.
    - Submit one per agency per 12-months and note the submission date for future use

4. Complete an **Intent to Apply form** for each proposal the offeror plans to submit by the due date identified in Form 1 – Offer Sheet.
    - Once logged into PartnerGrants, click on "Opportunity" and then opportunity title "RFP 2022-006 Homeless Supportive Services" and complete an Intent to Apply form including a Threshold Certification verifying completion of Step 3 above.
    - Offerors may submit more than one Intent to Apply form and must submit a unique Intent to Apply form for each proposal per the guidelines of the RFP.

5. Register with SAM.gov
    - In order to enter a contract with the City of Austin for this funding, you must be a registered vendor with the Federal Government by completing a registration in Sam.gov. The Federal Government estimates registration takes at least 14 hours. You must go through full registration, not just obtain an ID. Assistance can be provided by the Sam.gov team.
    - On April 1, 2022, the entire Sam.gov system transitioned so get started now because it could be very difficult to obtain assistance during this transition time from the Sam.gov helpdesk.
    - APH estimates from start to finish the registration process takes at least 4 weeks. Note that APH is NOT able to work with Sam.gov on your behalf or ask about the status of your registration. Your registration must be viewable to the public and not made private or restricted.

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