



**REQUEST FOR PROPOSAL (RFP)**  
**Internal Monitoring**  
ISSUED:  
**RFP No. 20-1013**

WorkNet Pinellas, Inc. dba CareerSource Pinellas is requesting proposals for the provision of: **INTERNAL MONITORING**

Parties interested in submitting a Proposal should review this entire document.

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## I. OVERVIEW

CareerSource Pinellas is soliciting proposals from qualified and experienced individuals; management teams; nonprofits; for profits; employment agencies; educational institutions; business/economic development associations; governmental or other eligible entities to provide **Internal Monitoring** services to CareerSource Pinellas. Internal monitoring is used to ensure compliance by CareerSource Pinellas and its subrecipients with its funding sources, federal and state laws, policies and procedures prescribed by CareerSource Florida, Inc. and the State of Florida Department of Economic Opportunity and internal policies and procedures. Internal monitoring includes both programmatic and administrative monitoring. This function will require full integration and coordination of One-Stop Career Center partners and resources to ensure compliance requirements under revised 2020 DEO Interlocal and Subgrantee Agreements.

### A. RFP Timeline

Action	Date
Issue RFP	October 13, 2020
Question and Answer Period	October 16 – October 23, 2020
Responses to RFP Due	October 27, 2020 at 5:00 PM
Proposal review and scoring	October 30, 2020
Award Date	November 18, 2020
Contract Negotiations	November 23 – December 11, 2020
Contract Start	December 15, 2020

**100% of the cost will be financed with federal funding from the US Departments of Labor, Health and Human Services and Agriculture. The dollar amount for the project is yet to be determined.**

### B. Questions and Answers

Questions and/or requests for clarification may be submitted by email to [rfp@careersourcepinellas.com](mailto:rfp@careersourcepinellas.com) until October 23, 2020 at 5:00 PM. Please reference RFP No. 20-1013 in the subject line. **Questions and Answers will be posted on the CareerSource Pinellas website at:**

<https://careersourcepinellas.com/about-us/requests-for-proposals/>  
on October 26, 2020. Questions will not be responded to individually.

### C. Proposal Submission

Sealed responses must be received no later than October 27, 2020 at 5:00 PM. Responses may be mailed or emailed. Please see Section IV-B below for full submission requirements

## II. BACKGROUND OF ORGANIZATION

WorkNet Pinellas, Inc. dba CareerSource Pinellas, is a 501(c)(3) non-profit organization. CareerSource Pinellas entered into an interlocal agreement with Pinellas County Board of County Commissioners (BCC) to provide workforce

services for all programs under the federal Workforce Innovation and Opportunity Act (WIOA). CareerSource Pinellas' Governing Board members are appointed by the BCC. The Board is comprised of representatives from businesses in Pinellas County, local elected official, local educational entities, labor organizations, economic development entities, one stop partners, community-based organizations, and other individuals as mandated by WIOA Section 107 and Florida Statute Section 445.007(1). CareerSource Pinellas is certified to serve as Region 14 Local Workforce Development Board for Pinellas County by the Florida Governor, whose responsibility has been delegated to CareerSource Florida, Inc., the state workforce board. This public-private partnership supports and promotes economic growth through workforce development. CareerSource Pinellas is one of twenty four local workforce development boards in Florida.

A. Vision

To enhance lives by making talent the region's key competitive asset.

B. Mission

To build the talent pipeline for today and the future by providing easy access to workforce solutions.

C. Core Values

- Collaboration - we actively build community capacity by engaging businesses, customers, families and partners in our work to improve outcomes and ensure long-term success.
- Innovation - we embrace on-going creativity and change for achieving continuous improvement and growth.
- Integrity - we act with honesty, transparency, and accountability to build trust and achieve results.
- Opportunity - we work in ways that instill hope and offer pathways of opportunity for our customers to succeed and thrive.
- Respect - we treat our team members, customers, and partners with mutual respect and sensitivity, recognizing the importance of diversity. We respect all individuals and value their contributions.
- Results - we deliver our very best in all we do, holding ourselves accountable for results.
- Stewardship - we honor our role as stewards of the public trust by managing human and financial resources respectfully and responsibly.

D. Goals

- Develop Robust Partnerships with Employers
- Strengthen Partnerships with Organizations that Provide Educational Opportunities
- Expand Outreach to Jobseekers
- Build Organizational Capacity, Promote Change and Transformation of CareerSource Pinellas

### III. SCOPE OF SERVICE

#### A. Purpose

The Service Provider shall assist CareerSource Pinellas by conducting internal programmatic monitoring semi-annually. Utilizing the DEO monitoring tools, the Service Provider will conduct internal monitoring for the following programs: Wagner-Peyser, RESEA, Veterans Programs, WIOA Adult and Dislocated Worker, Youth, Trade Adjustment Assistance (TAA), Welfare Transition Program (WTP), SNAP Employment and Training Program, and special projects, utilizing a representative sample size.

In addition, the Service Provider will conduct internal monitoring for Tampa Bay YouthBuild and other special projects utilizing the U.S. DOL Core Monitoring Guide.

#### B. Service Components

CareerSource Pinellas is seeking internal monitoring services, specifically:

- 1) Program/Performance monitoring to validate actual program performance against performance standards and determine whether CareerSource Pinellas and the Subrecipient are performing the contracted service at the required level. Involves a review of contract compliance, as well as, program performance and integrity, achievement of placement and retention goals, timely reporting and the identification and understanding of the causes of any problem areas, along with recommended solutions.

The proposed monitoring will use the most recent State of Florida Department of Economic Opportunity monitoring tools as a resource in the development of an Annual Monitoring Plan. Using the state monitoring tools, review all programs to include compliance with contract terms, compliance with federal/state policies and regulations and compliance with local Standard Operating Procedures. The State of Florida Department of Economic Opportunity monitoring tools may be found here: <https://floridajobs.org/local-workforce-development-board-resources/program-monitoring-and-reports/Programmatic>.

- 2) Administrative monitoring to review compliance with processes to ensure that appropriate regulations are followed.

The internal monitoring shall include, but not be limited to, the following activities:

- A review of CareerSource Pinellas staff and Board membership conflict of interest guidelines, board quorums and by-laws for conformance with all applicable laws, regulations, and procedures;
- A review of CareerSource Pinellas Internal Control Questionnaire

- (ICQ) procedures to ensure that CareerSource Pinellas staff are following federal, state, and local directives and policies; and
- A review of requirements of the Grantee/SubGrantee Agreement.

### C. Reporting

Proposer will prepare a report, similar to DEO's format, regarding the review of CareerSource Pinellas and each Subrecipient outlining findings, ONIs, observations, and recommendations for improved program performance.

#### Locations/Hours of Operation

##### **Gulf to Bay**

2312 Gulf to Bay Boulevard Clearwater, FL 33765

8:00 a.m. - 5:00 p.m.

(727) 524-4344

##### **St. Petersburg**

3420 8th Avenue South St. Petersburg, FL 33711

8:00 a.m. - 5:00 p.m.

(727) 524-4344

##### **Tarpon Springs**

682 E. Klosterman Road Tarpon Springs, FL 34689

8:00 a.m. - 5:00 p.m.

(727) 524-4344

## IV. PROPOSAL REQUIREMENTS

### A. Proposal Content

The proposal should include the following content and in the following order:

#### 1. Cover Statement (optional)

States the RFP number and title; contains Respondent's name, email address, mailing and location address, telephone number, the name of Respondent's contact person; and, if different from that of Respondent, the contact person's mailing and location address, telephone number, and email address.

#### 2. Table of Contents (**required**)

Table of Contents should identify the page location for each section in the proposal.

#### 3. Appendix A – Organization Information (**required**)

#### 4. Executive Summary (**required**)

State your company's mission, vision, and overall operation including company structure, office locations, types of services provided, geographic information, years of operation, and company requirements for criminal background checks, if any, for employees.

5. Appendix B - Scope of Services – Description of Services to be provided and reports issued, including timing (**required**)
6. Appendix C - Qualifications and Requirements (**required**)
7. Appendix D – References (**required**)
8. License Information (**required**)  
Provide a copy of your State of Florida business license
9. Appendix E - Budget Information (**required**)  
Itemize the structure for services, personnel, equipment, fees, etc.

Do not respond to any questions by referencing material presented elsewhere. All appendices must be completed. A response of "*will comply*" or "*see above*" or similar statement shall be considered unresponsive.

**NOTE: Failure to respond** to any required section of this RFP may result in disqualification of the proposal. Do not include the full RFP document in your proposal.

## B. Submission Requirements

### 1. Proposal Format

- Response must be typed, using a minimum of 12-point font size and submitted on 8 ½" X 11" letter size paper.
- Proposals should be limited to a maximum of 20 pages.

### 2. Response Due Date

In order to be considered, the response to this RFP must be received no later than October 27, 2020 at 5:00 PM EST. The on-time delivery of the response is solely and strictly the responsibility of the respondent. Responses received after the aforementioned due date/time will not be considered.

- Proposal modifications will be allowed if they are received, in writing or via confirmed email, prior to the submission deadline.
- Proposals may be withdrawn at any time, before or after the submission deadline.

### 3. Number of Copies

**If mailing a Response**, Respondents should submit:

- 1 signed paper original, clearly marked "Original"
- 3 paper duplicates, each clearly marked "Copy"
- RFP response shall be submitted in a sealed package with RFP No. 20-1013 prominently displayed on the front and addressed to:

**CareerSource Pinellas  
Attn: Jennifer Brackney, CEO  
13805 58<sup>th</sup> Street North, Suite 2-140  
Clearwater, FL 33760**

**If emailing a Response**, it must be submitted as a single .pdf document, inclusive of all attachments and be submitted to:

[rfp@careersourcepinellas.com](mailto:rfp@careersourcepinellas.com).

Each submission must be followed up with a confirmation email directed to [rdaratany@careersourcepinellas.com](mailto:rdaratany@careersourcepinellas.com), confirming such submission.

### C. General Conditions

#### 1. Respondent

All private-for-profit corporations, not-for-profit corporations, local education agencies, governmental units, or public agencies properly organized in accordance with State and Federal law and in business for at least 3 years may submit a RFP. Minority and women-owned and operated businesses are encouraged to submit. RFP will not be reviewed if (1) the Respondent has been debarred or suspended or otherwise determined to be ineligible to receive federal funds by an action of any governmental agency; (2) the Respondent's previous contract(s) with CareerSource Pinellas have been terminated for cause; (3) the Respondent has not complied with an official order to repay disallowed costs incurred during its conduct of programs or services; or (4) the Respondent's name appears on the convicted vendor list.

#### 2. Contract Terms and Conditions

The term of this contract shall be from a period commencing on December 15, 2020, and terminating June 30, 2021 with an option to extend for up to three (3) additional one year terms based on performance, business needs and funding availability. Invoices must be submitted on a monthly basis by the 10th of the month following the month of incurred expenses.

#### 3. Assignment of Contract

No third party contracts or subcontracts will be allowed, unless specifically approved, in writing by CareerSource Pinellas.

#### 4. Conflict of Interest

In connection with this RFP, each respondent shall ensure that no improper, unethical, or illegal relationships or conflicts of interest exist between or among



the respondent, CareerSource Pinellas, and any other party(ies) to this RFP. The respondent is responsible for disclosing at the point of response submission any such relationships. CareerSource Pinellas reserves the right to determine the materiality of such relationships, when discovered or disclosed, whether intended or not, and to decide whether or not respondent disqualification and/or cancellation of contract shall result. Such disqualification and/or cancellation shall be at no fault or liability whatsoever to CareerSource Pinellas. CareerSource Pinellas and respondent shall comply with WIOA sec. 121 (d)(4)(A) and (C), 20 CFR 678.610(c), 20 CFR 200.318(c)(1), and 20 CFR 679.430, as applicable.

#### 5. Reserved Rights

The rights reserved by CareerSource Pinellas, which shall be exercised in its sole and absolute discretion, and shall be at no fault, cost or liability whatsoever to CareerSource Pinellas, include without limitation, the right to:

- Supplement, amend or otherwise modify or cancel any provisions set forth in this solicitation at any time.
- To accept or reject any or all responses, to re-advertise this RFP, to postpone or cancel this process and to change or modify the project schedule at any time.
- Disqualify any respondent that submits an incomplete or inadequate response or is not responsive to the requirements of this RFP.
- Waive any defect, technicality or irregularity in any response received.
- Require additional information and/or oral presentation from one or more respondents to supplement or to clarify the RFP submitted.
- Determine whether the respondent's written or oral representations are true, accurate and complete or whether the respondent has adequately responded and has the necessary experience, including seeking and evaluating independent information on any respondent.
- Consider any information submitted that is not requested by CareerSource Pinellas in a proposal response as supplemental information and not subject to evaluation by the selection committee or CEO.
- Unless otherwise specifically proposed by the respondent, CareerSource Pinellas reserves the right to hold such pricing as effective for the entire intended contract term.
- End contract negotiations if acceptable progress, as determined by the CEO, is not being made within a reasonable time frame.
- Change specifications and modify contracts as necessary to (a) facilitate compliance with the legislation, regulations and policy directives, and (b) to manage funding.

The issuance of this RFP constitutes only an invitation to present a response. All information provided by CareerSource Pinellas in this RFP is offered in good faith; CareerSource Pinellas makes no certification that any item is without error. CareerSource Pinellas is not responsible or liable for any use of

the information or for any claims attempted to be asserted therefrom.

If the respondent is to be engaged to perform any additional services, the scope and fee will be negotiated in a separate contract to be awarded as a result of this solicitation. Such contracts, including provisions for additional fees, are valid only if approved in writing by both the respondent and CareerSource Pinellas.

## V. EVALUATION AND SELECTION PROCESS

### A. Consideration Requirements:

1. Response received by required due date/time
2. Response includes all items and required attachments, effectively addressed/answered
  - Table of Contents
  - Executive Summary
  - Appendix A- Organization Information
  - Appendix B- Scope and Description of Services
  - Appendix C- Qualifications and Requirements
  - Appendix D- References
  - Appendix E- Budget
  - State of Florida business license
3. Response adhered to page limitations and format requirements
4. Response included signed original and three copies
5. Response included all required attachments

### B. Evaluation Process:

The evaluation and selection will be based on the criteria set forth below:

CRITERIA	WEIGHT FACTOR
<b>Proposal Specifications</b> The Respondent adheres to RFP timeline, format and content. Respondent meets requirements to provide services and is licensed in the State of Florida.	Mandatory
<b>Description of Services</b> The proposal adequately addresses each Scope of Service Category.	50 Points
<b>Cost Reasonableness</b> The Respondent's Budget Information reflects reasonable costs for the staff and services as detailed in the Scope of Service.	20 Points
<b>Respondent Experience and References</b> The Respondent has successful experience in providing similar services.	20 Points

<b>Other Criteria:</b> <ul style="list-style-type: none"> <li>• Due diligence by CareerSource Pinellas</li> <li>• Online reviews</li> <li>• Past experience</li> <li>• Respondent's reputation</li> </ul>	10 Points
<b>TOTAL SCORE</b>	100 Points

All proposals will be reviewed for responsiveness. A selection committee will review and score each responsive proposal, place the proposals in rank order, and present the results along with their recommendation to CareerSource Pinellas Board of Directors, if applicable. Unresponsive proposals will not be reviewed by the selection committee. After approval by the Board, contract negotiations will begin with the highest ranking proposer.

Should CareerSource Pinellas be unable to negotiate a final contract, negotiations with that firm will be formally ended and negotiations will be undertaken with the next ranked proposer. These negotiations would include all aspects of services. The content of the proposal submitted by the winning proposer may become part of the resultant contract.

**C. Appeal Procedure**

From the date and time of selection/notice of intent to award, any respondent has 3 business days to file a written appeal/protest with the CareerSource Pinellas CEO, Jennifer Brackney, at the address included within this RFP. Any appeals/protests will be heard by at least three individuals of a Local Workforce Development Board Ad Hoc Committee. The decision of this committee is final.

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**Appendix A – Organization Information**

Company Name:			
Street/Mailing Address:			
City:	ZIP:	County:	
Company Contact Person:			Title:
Phone:	Ext.:	Fax:	
Email Address:		Website Address:	
Date of Inception:	Years in Business:	Total # Full-time Employees at this location:	
Legal Structure of Business:	Sole Proprietor	Partnership	Corporation
	Non-profit	Leased	Other(please indicate)
Employer's Federal ID #:		Unemployment Comp ID #:	
<b>Dunn and Bradstreet. DUNS #:</b>		Primary NAICS	and or (SIC) Code:
Is your company current on all State of Florida tax obligations?		YES	NO
Description of your business, product(s) and/or service(s):			
Authorized Signature(1): _____ (1) Signature required by an individual who has the authority to bind the Company to the RFP			

"Execution hereof is certification that the undersigned has read and understands the terms and conditions herein, and that the undersigned's principal is fully bound and committed."

# Internal Monitoring

## RFP 20-1013

### Appendix B - Scope of Services

<b>1 Conducting internal programmatic monitoring twice annually.</b>
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- A Describe the methods to be used to ensure compliance with DEO Program requirements.
  
- B Describe the methods to be used to ensure compliance with the 2020 DEO Subgrantee agreement.
  
- C Describe the specifications/technology used to accomplish the goals of this RFP.

- 
- D Describe experience monitoring Wagner-Peyser, RESEA, Veterans Programs, YouthBuild, WIOA Adult and Dislocated Worker, Youth, Trade Adjustment Assistance (TAA), National Dislocated Worker (NWDG), CareerSource Florida (CSF) Grants, Welfare Transition Program (WTP), and SNAP Employment and Training Program.

<b>2 Titles or types and brief description of materials to be delivered.</b>
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- A What form will the final reports be in?
  
- B Describe how the provider will ensure that DEO monitoring tools will be used as designed.

<b>3 Describe the entity's plan for working with CareerSource Pinellas to learn about CareerSource Pinellas' current internal programs and processes for monitoring.</b>
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<b>4</b>	<b>Miscellaneous</b>
<b>A</b>	Has Service Provider provided services similar in nature, scope and complexity for at least 3 years?
<b>B</b>	Is Service Provider licensed to conduct business in the state of Florida?
<b>C</b>	What is the Service Provider's overall experience in monitoring federal and state funded programs, including experience monitoring those programs? Describe the Service Provider's recent local and regional monitoring experience similar to the type of monitoring services requested by CareerSource Pinellas.
<b>D</b>	Identify supervisors and staff who will work on the monitoring team.
<b>E</b>	Attach resumes that demonstrate relevant experience for each person assigned to the monitoring team.
<b>F</b>	Describe the Service Provider's capability to monitor state computerized systems.
<b>G</b>	Describe the process for preparing and issuing comprehensive narrative reports of monitoring visits, monitoring activities, findings, recommendations for corrective actions, and follow-up reports.
<b>H</b>	Describe the process for conducting follow-up activities to determine whether appropriate corrective actions were completed and documented.

<p><b>I</b> Describe the process for determining whether the subrecipient(s) activities, supporting expenditures and requests for reimbursement are allowable and appropriately documented.</p>
<p><b>J</b> Describe the review process that will be used to ensure CareerSource Pinellas internal procedures are being followed for compliance with the federal, state and local directives and policies.</p>
<p><b>K</b> Describe the review process that will be used to ensure CareerSource Pinellas conflict of interest guidelines, by-laws and board quorums, are in conformance with all applicable laws, regulations and procedures.</p>
<p><b>L</b> Describe the method for reviewing CareerSource Pinellas information technology system for compliance with State and internal requirements.</p>
<p><b>M</b> Describe the process for preparing and issuing comprehensive narrative reports of CareerSource Pinellas' internal review findings, recommendations for corrective actions, and follow-up reports.</p>
<p><b>N</b> Describe the process for conducting follow-up activities to determine whether appropriate corrective actions were completed and documented.</p>
<p><b>O</b> Does the Service Provider have direct experience, and extensive knowledge of the federal workforce system and the programs and services associated therewith?</p>

**P** Does the Service Provider have direct experience and extensive knowledge of the federal workforce system and the programs and services associated therewith?

**Q** Does the Service Provider have a proven record of meeting or exceeding contracted performance measures



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**Appendix C – Qualifications and Requirements**

Respondent must meet all the minimum qualifications outlined below. Respondent **may not** presently be debarred or suspended from contracting with the federal, state, or local government. To be considered, all respondents must:

- Have provided services similar in nature and complexity for at least three years.  
 Yes      No
- Be licensed to conduct business in the state of Florida (please provide copy).  
 Yes      No

**Respondents must respond to each item listed below.**

1. **Respondent or one of its collaborative partners** has subsidiaries, a parent organization, or other affiliates.  
 Yes      No If yes, provide a full explanation.
2. **Debarment/Suspension.** Is Respondent or any collaborative partner presently debarred or suspended from contracting with the federal, state, or local government?  
 Yes      No
3. **Contract Termination for Default.** Has Respondent had a contract terminated for default in the last five years? Termination for default is defined as notice to stop performance, delivered to Respondent due to Respondent's non-performance or poor performance and the issue of performance was either not litigated due to inaction on the part of Respondent; or litigated and determined that Respondent was in default.  
 Yes      No If yes, provide details.
4. **Bankruptcy.** Has Respondent or any of the collaborative partners declared bankruptcy and/or had any assets attached by any court in the last three (3) years?  Yes      No If yes, provide a full explanation.
5. **Affirmations: Initial** to affirm the statement below.

	Respondent is financially solvent.
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## Appendix D–References

Respondent must include a list of references. Respondent shall provide examples of prior experience and past performance of similar projects. Reference names and addresses, telephone and facsimile numbers should be included. Also, contact information for a person that is qualified to discuss Respondent’s performance must be included. CareerSource Pinellas reserves the right to contact any person(s) or organization(s) who is familiar with the work of Respondent to document the qualifications and successful experiences of Respondent, as well as to solicit character references.

<b>Reference No. 1</b>	<b>Reference No. 2</b>	<b>Reference No. 3</b>
Organization Name:	Organization Name:	Organization Name:
Address:	Address:	Address:
Key Representative Name:	Key Representative Name:	Key Representative Name:
Title:	Title:	Title:
Phone:	Phone:	Phone:
Email:	Email:	Email:
Services Provided:	Services Provided:	Services Provided:

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## Appendix E - Budget Information

Itemize the structure for services and fees. Complete the first and second page where costs for services may be broken down as applicable. If item not applicable, write N/A.

Payment under the contract will be cost reimbursement. Provider shall be reimbursed for all approved allowable, allocable, and necessary costs incurred for contract-related expenses as itemized in the contract budget.

Budget Summary – Cost Category	Amount	Budget Narrative - details
Salaries (Itemized salaries sheet must also be completed)		
Fringe Benefits		
Staff Travel		
Staff Training		
Professional Fees (drug screens, background checks, etc.)		
Licensing Fees		
Other-explain		
Other-explain		
Other-explain		
Other-explain		
<b>Total General</b>	<b>0.00</b>	
Indirect Rate and Cost		
Profit/Management Fee		
<b>Total Other</b>	<b>0.00</b>	
<b>Grand Total</b>	<b>0.00</b>	

Salaries Itemized

Position Title	# Staff	Annual Salary	Percent	Total	Budget Narrative
				0.00	

				0.00	
				0.00	
				0.00	
				0.00	
				0.00	
				0.00	
				0.00	
				0.00	
<b>Total Staff</b>	<b>0</b>			<b>0.00</b>	

Fringe Benefits

<b>Cost Category</b>	<b>Total</b>	<b>Budget Narrative</b>
FICA	0.00	
Unemployment Insurance	0.00	
Health Insurance	0.00	
Dental Insurance	0.00	
Vision Insurance	0.00	
Supplemental Insurance	0.00	
Retirement Plan	0.00	
Workers' Compensation	0.00	
Other-	0.00	
Other-	0.00	
Other-	0.00	
Other-	0.00	
<b>Total Fringes</b>	<b>0.00</b>	