Contracting Handbook for NCS Service Providers

A Guide to the Neighborhood & Community Services Department's Contract Development Processes and Requirements

REVISED MAY 2025

Contents

NCS staff involved in contract negotiation & processing

Community Resources Analyst, Principal (Program Manager) = CRAP
Community Resources Analyst, Senior = CRAS
Contract/Program Auditor = CPA
Financial Assistant = FA
Management Support Tech, Senior = MSTS
Resource Manager = RM
Systems and Strategy Division Manager (STDM)

INTRODUCTION

Neighborhood & Community Services Background

The Neighborhood & Community Services Department (NCS) works to build healthy and successful neighborhoods and households through community problem solving, funding human services, and partnering with community members to facilitate safe, clean, and attractive neighborhoods.

Neighborhood & Community Services funds community programs that strengthen our community. Funded programs support our efforts to improve livability, education, safety, civic engagement, and equity and accessibility indicators in the Tacoma 2025 Strategic Plan.

For more information, please visit www.tacoma.gov/ncs.

Purpose of this Handbook

The purpose of this handbook is to inform Providers on what to expect as it relates to contracting with NCS. This includes:

- Registering as a supplier in Ariba
- Contract negotiations & Scope of Work development
- Contract changes (amendments and change orders)
- Monitoring
- Invoicing
- Reporting
- Frequently Asked Questions

GETTING STARTED

What is SAP Ariba?
SAP Ariba is the platform used by NCS for contracting and invoicing. All Providers will be required to register in Ariba to execute contracts and submit invoices.

Registration Steps
(More details in New Provider Reference Guide attached at the end of this document)

1) Register on the SAP Ariba Network: **https://tacoma.gov/government/departments/finance/procurement-and-payables-division/purchasing/sap-ariba/**

2) Once your registration is received, it will be reviewed by the City of Tacoma Finance Department, Procurement & Payables Division and you will be notified of your approval status.

3) When all the needed information has been provided, your organization will become approved as a supplier.

For SAP Ariba registration questions, contact supplier.enablement@tacoma.gov.

CONTRACT NEGOTIATION & DEVELOPMENT

(May take up to approximately 61-76 business days)

Scope of Work Development
After the Provider receives the notice of funding recommendation, NCS staff will contact Provider to start negotiating, developing Scope of Work, and requesting additional required documentation. The outcome of this phase of contracting is a fully reviewed and approved Scope of Work and a reviewed and approved Certificate of Insurance and applicable Endorsement(s).

Information and documents that NCS staff will request from Provider:

- Point(s) of contact for Scope of Work negotiation
- Point(s) of contact for budget section of Scope of Work
- Certificate of Insurance and applicable Endorsement(s) that meets the insurance requirements that NCS staff will provide
- Most recent financial audit (or most recent board-approved financial statements if audit is not required)
- Information for Scope of Work
    - Brief job descriptions of personnel supported by this funding
    - Service-related outputs and goals
    - Outcomes to be tracked
    - Budget/expenses that will be charged to this contract

Steps for Provider to complete during contract negotiation and development:

- Ensure that all actions are completed for SAP Ariba supplier enablement *(See Getting Started section)*
- Negotiate and finalize Scope of Work with NCS staff
- Work with your insurance provider to submit your agency's Certificate of Insurance and applicable Endorsement(s) to NCS staff
- Submit your agency's most recent financial audit (or most recent board-approved financial statement if audit is not required) to NCS staff
- Sign contract through DocuSign. Contract document will be sent to the Provider's Executive Director or Authorized Signatory
    - **Important note:** If there is a change in Executive Director or Authorized Signatory, please e-mail ncscontracting@tacoma.gov to inform of the change as soon as possible.

What NCS staff are doing to execute contracts timely:

- Ensuring that Providers are enabled in SAP Ariba.
- Routing your contract documents for approval to appropriate City Staff (NCS Program Manager, NCS Division Manager, NCS Director, Legal, and/or Risk Manager).

NOTE: Contracts must be fully signed and published in Ariba prior to invoicing.

AMENDMENTS AND CHANGE ORDERS

If a contract needs to be changed, an amendment or change order must be completed. Changes to contracts may occur as a result of:

1) Provider request to make a change because of uncontrolled or unforeseen issues affecting the program or necessary program changes (i.e. change in services, output goals, etc.) or
2) NCS approves a change to all contracts (i.e. revising a contractual requirement for all Provider contracts).

Information to know before starting an Amendment or Change Order process:

- <u>Amendments</u>
  - May take about 31-46 business days.
  - Required if the change affects the contractual terms in the Service Agreement, or "boilerplate," language (e.g., increase or decrease in budget, change of contract term, etc.).
- <u>Change Orders:</u>
  - May take about 10-25 business days.
  - May be utilized if the change affects only the Exhibits of the contract (e.g., location of service delivery, change in output goals, program services, etc.).

Steps for Provider to complete during contract amendment or change order process:

- For change orders initiated by the Provider, the NCS Contract/Program Auditor will send Provider a change order document to complete, including information about the proposed change and a strong rationale for why the change is needed and how it will benefit City of Tacoma residents.
- For change orders initiated by NCS, NCS Contract/Program Auditor will complete change order document
- For amendments or change orders that greatly impact the Scope of Work of the program, NCS staff will work with Provider staff to develop and finalize an amended Scope of Work.
- Final amendment and change order documents will be routed to Provider Executive Director or Authorized Signatory.

What NCS Staff are doing to execute amendments/change orders timely:

- Routing the amendment or change order documents for approval to appropriate City Staff (NCS Program Manager, NCS Division Manager, NCS Director, Legal, and/or Risk Manager).
- Ensuring that the amendment or change order is routed appropriately through SAP Ariba and/or DocuSign.

NOTE: Change orders and amendments must be fully signed before changes are effective. If changes are made to budget, Providers may not invoice against updated budget until change order or amendment is fully signed and updated in Ariba (if necessary).

MONITORING

Records Related to Performance of Contract

Upon CITY's request, CONTRACTOR shall make available to CITY all accounts, records and documents related to the performance of this Contract for CITY's inspection, auditing or evaluation during normal business hours as reasonably needed by CITY to assess performance, compliance, and quality assurance under this Contract. Upon City's request CONTRACTOR shall provide to CITY any and all records or documents related to the performance of this Contract that CITY deems to be public records responsive to a request made to the CITY pursuant to the Washington State Public Records Act, Chapter 42.56 Revised Code of Washington.

Contract monitoring provides a mechanism for NCS to ensure that contracted Providers provide adequate services and comply with contract terms. NCS utilizes both Intermediate and Standard (on-site) Monitorings.

- For programs contracted for one year, NCS staff will complete at least a Standard Monitoring.
- For programs contracted for two years, NCS staff will generally complete an Intermediate Monitoring in the first year and a Standard Monitoring in the second year.
- NCS staff may complete additional monitorings when necessary.

<u>Intermediate Monitoring</u>

- CPA notifies Provider that an Intermediate Monitoring will be conducted. In this notification, CPA shall request any documents needed, send the monitoring tool (already partially completed) to Provider for them to complete and verify, and offer to meet virtually if Provider wants to ask questions, express concerns, share highlights, etc.
    - A meeting with the Provider is not required unless there are findings in the CPA-completed portions.
- Once Provider sends back the Intermediate Monitoring tool with information included, CPA shall review and work with Provider to discuss any potential issues.
- After the Intermediate Monitoring report is completed, it will be sent out to Provider for signatures via DocuSign.

<u>Standard (on-site) Monitoring</u>

NCS performs Standard (on-site) Monitorings when:

- A contracted Provider receiving funding for ongoing services is under contract, once per biennium, or
- City staff identify a performance concern, or
- A contracted Provider has a documented history of non-compliance with City of Tacoma contract terms

Standard Monitoring Process:

- NCS staff will send Provider staff information to schedule monitoring visit as well as Monitoring Tool to help Provider prepare for monitoring.
- On-site monitoring will take approximately 2-3 hours and include:
    i. Program Quality and Performance Review
        - Reporting review
        - Financial review
    ii. Compliance Review

        - Adherence to applicable funding source requirements (CDBG, ESG, MHSUD)
    iii. Document Review
        - Personnel policies and agency documents
        - Accounting files and practices
        - Client files (when applicable)
    iv. One-on-one assistance to resolve any issues

- Provider staff that can answer to the questions in the monitoring tool should be available. Typically, they are the Program Manager, Human Resources staff, and Finance staff.
- If a Provider has any findings and corrective actions, a follow-up monitoring will take place within the specified timeframe in the corrective actions. There will be additional follow-up monitorings if the specified corrective actions are not resolved in a timely manner.
- Information and documents that Provider should have ready for NCS staff to review:
    - Five randomly selected participant files (a mixture of active and inactive clients)
    - Program's internal data collection system (i.e. database, Excel sheet, etc.)
    - Policies and Procedures Manual for the program (if available)
    - Policies and Procedures Manual for the agency
    - Accounting Policies and Procedures Manual
    - Non-Discrimination Policy
    - Records Retention Policy
    - Washington State Mental Health Provider license (for Providers receiving Mental Healthy and/or Substance Use Disorder funding)
    - Access to employee files, including background check documents and I-9 or E-Verify forms.
    - Most recent financial audit, board-approved year-end financial statements, Form 990, or Profit and Loss Statement.
    - Name of Agency's accounting system and a report showing source and use of funds (to verify tracking of NCS-specific funds)
    - Additional requirements for ESG funded shelters follow the link below: https://www.hudexchange.info/resource/3766/esg-minimum-habitability-standards-for-emergency-shelters-and-permanent-housing/

INVOICING

Billing Submission

Billings must be submitted via the SAP Ariba system by the 15th of the month for the previous month of service, unless otherwise stated in a Scope of Work. If a billing is incomplete or includes inaccurate information, Provider will be expected to submit a revised billing within one week of receiving notice of error(s).

Payment term is typically NET30, unless otherwise negotiated. NET30 means 30 days from receipt of a properly completed invoice.

Invoice is considered inaccurate if:

- Total amount requested in Ariba does not match billing template and/or back-up documentation.
- Missing or inaccurate billing template (including all necessary tabs such as Payroll Verification Form, Non-Personnel w Receipts).
- Missing or inaccurate back-up documentation (timesheets, paystubs, receipts, sign-in sheets, etc.)

**Minor discrepancies such as typing errors may not be considered inaccurate.*

Invoices submitted after the 15th will be considered late except:

- If the 15th falls on Saturday or Sunday, then invoices are due the following Monday
- Providers have given advance notification of reasonably late invoice, as determined by NCS staff.
- If impacted by upcoming contracts/amendments/change orders or delays caused by NCS staff.

Cost Reimbursement

Contract payment is on a cost reimbursement basis. Provider will be reimbursed for costs incurred during the contract period, to the extent that these costs fit within budgeted line items prescribed in the Budget table in the Scope of Work. Reimbursement requests may be submitted to the City after allowable costs have been incurred. Back-up documentation such as Payroll Verification Form, sign in sheet(s), receipts, paystubs, and any other applicable support documentation (refer to the instructions from the billing template) are necessary when requesting reimbursement in order to verify program expenses.

Upfront Payment

If Contractor is set to receive a one-time upfront payment under this Contract, it shall be payable upon execution of this Contract and proper submission of an invoice in Ariba, in the amount described in the Upfront Payment column in the Budget Table of the Scope of Work. Invoices for an Upfront Payment must be submitted by themselves (not combined with invoices for other program expenses). Upfront Payment(s) will be paid upon the City's full approval of the properly submitted Ariba invoice. All other invoices will be paid according to the payment terms outlined in the Contract.

Contractor will be required to submit backup documentation for upfront payment expenses each month via email to ncscontracting@tacoma.gov. This includes the Upfront Payment Billing Template, Payroll Verification Form, Non-Personnel Related Costs Form (if applicable), and all substantiating documentation (receipts, paystubs, etc.). This is in addition to the regular monthly invoice that will be submitted via Ariba. (Refer to "Payment" section of the Contract.) The Contractor will notify NCS Staff immediately if they do not anticipate spending down the full upfront payment amount.

Steps to submit an invoice in Ariba:

Please contact your Senior Management Support Technician or *ncscontracting@tacoma.gov*.

REPORTING

Data Reporting
Unless otherwise stated in a Scope of Work, Provider shall submit the following data into the City's database(s), or via the City's provided form(s), per the following schedule:

Performance Measures

Program Outputs & Client Demographics of unduplicated (new) clients served in that reporting period.
Due: Monthly

Program Outcomes & Client Demographics of clients achieving outcomes.
Due: Quarterly*

*Providers may enter this information monthly, if desired.

All data must be submitted by the 15th of the month for the previous month (or quarter) of service, unless otherwise stated in a program's Scope of Work.

Outcomes are measurements of change at an individual level and measure change over time. Intake measurement is to establish baseline and should not be reported in quarterly reporting.

Monthly and quarterly reports are still required, even if reporting no activity. If no Tacoma residents were served or no services were performed for a given month, Provider is required to report "0" for those items.

Reporting is considered a back-up document for invoicing and a request for reimbursement may not move forward without reporting submitted for that time period.

Reporting is considered inaccurate if:
- Reporting cells are left blank.
    - Reminder: A zero is required if no new clients were served or no services were performed for a specific output/outcome.
- Data entered in Smartsheet does not match with Provider's internal documentation (determined during monitoring).
- Data is not tracked accurately in Provider's internal documentation (determined during monitoring).
- Category totals for demographic data do not match number of clients served.

Reporting submitted after the 15th will be considered late except:
- If the 15th falls on Saturday or Sunday, then reports are due the following Monday.
- Providers have given advance notification of reasonably late reporting, as determined by NCS staff.
- If impacted by upcoming contracts/amendments/change orders or delays caused by NCS staff.

FREQUENTLY ASKED QUESTIONS (FAQ)

1. If I don't know how to complete budget tables in the Scope of Work for the contract, who should I contact?

   Answer: You can contact your Contract/Program Auditor who was assigned during the contract negotiation period.

2. Who should I contact if I have questions about contract services and insurance?

   Answer: You can contact your Community Resources Analyst, Senior who worked with you during contract negotiation.

3. Changes might need to be made to our program and our budget may need to be adjusted because of the changes. How do we navigate this process?

   Answer: Please send this request to your assigned Community Resources Analyst, Senior who will reach out with follow up questions. Any kind of budget or program request must be approved and processed via amendment or change order before *any kind of adjustment is made to an invoice*.

4. What do I do if I don't know who to contact?

   Answer: Please email ncscontracting@tacoma.gov.

NEW PROVIDER REFERENCE GUIDE

This guide was created to help providers new to NCS funding understand the NCS contracting process, including City points of contact, steps in the process, what to expect, and what will be expected from the provider.

City of Tacoma Neighborhood & Community Services
New Provider Reference Guide

PROVIDER INFORMATION	
Agency/Vendor name:	
Agency/Vendor contact:	
Email:	

NCS Staff Liaison*: **Available to answer any questions throughout the process*	Sr. Management Support Technician: Alexander Hendricks, AHendricks@tacoma.gov, (253) 720-5725

CONTRACTING STEPS:	**CITY OF TACOMA CONTACTS:**
Contract Initiation • NCS staff will work with provider to discuss the creation of a contract and walk through the process.	Program Manager (Community Wellness): Sarah Bridgeford, sbridgeford@tacoma.gov, (253) 591-5002 Community Resources Analyst, Senior (Community Wellness): Erin Watlington, EWatlington@tacoma.gov, (253) 591-5145 Program Manager (Homeless Strategy, Systems, and Services): Caleb Carbone, CCarbone@tacoma.gov, (253) 591-5015 Community Resources Analyst, Senior (Homeless Strategy, Systems, and Services): Danielle Jordan, DJordan@tacoma.gov, (253) 453-0925 Community Resources Analyst, Senior (Homeless Strategy, Systems, and Services): Matthew Jorgensen, mjorgensen@tacoma.gov, (253) 591-5053
The following three steps (Contract Insurance Requirements, Contract Negotiations, and Ariba Supplier Enablement) can happen simultaneously	
Contract Insurance Requirements • NCS staff will send provider the Insurance Requirements document, which outlines the insurance coverages required by the City for this contract. • Provider will attain the appropriate insurance coverages and send to NCS staff. ○ **Certificate of Insurance** ○ **Additional insurance endorsements**, *if needed*	City of Tacoma Risk Analyst: Jennifer Clark, jclark3@tacoma.gov, (253) 591-5218
Contract Negotiations • NCS staff will work with provider to negotiate and develop the scope(s) of work,	Program Manager (Community Wellness): Sarah Bridgeford, sbridgeford@tacoma.gov, (253) 591-5002

which includes program details, budget, outputs, and performance measures.	Program Manager (Homeless Strategy, Systems, and Services): Caleb Carbone, CCarbone@tacoma.gov, (253) 591-5015 Community Resources Analyst, Senior (Community Wellness): Erin Watlington, EWatlington@tacoma.gov, (253) 591-5145 Community Resources Analyst, Senior (Homeless Strategy, Systems, and Services): Danielle Jordan, DJordan@tacoma.gov, (253) 453-0925 Community Resources Analyst, Senior (Homeless Strategy, Systems, and Services): Matthew Jorgensen, mjorgensen@tacoma.gov, (253) 591-5053 Contract/Program Auditor: Ty Braden, tbraden@tacoma.gov, (253) 337-4163 Contract/Program Auditor: Cole Curry, ccurry@tacoma.gov, (253) 878-2621
Ariba Supplier Enablement • **Step 1:** Provider will receive an email from Supplier Enablement to complete **Basic Registration.** ○ Providers new to Ariba: ▪ Create a basic company profile on the SAP Business Network. ▪ Complete two questions on the City of Tacoma Supplier Questionnaire regarding rosters now. ▪ Complete the remainder of the Supplier Questionnaire now, or later. ○ Providers with existing SAP Business Network accounts. ▪ Access the City of Tacoma Supplier Questionnaire ▪ Complete two questions on the City of Tacoma Supplier Questionnaire regarding rosters now. ○ Complete the remainder of the Supplier Questionnaire now, or later • **Step 2:** *(For Providers who did not complete the Supplier Questionnaire in Step 1)* Complete the Supplier Questionnaire. *(If the Supplier Questionnaire was completed in Step 1, skip to step 3.) The* supplier questionnaire will ask for the following information: ○ Phone number ○ Organization structure (sole proprietor, corporation, etc.) ○ Tax ID/SSN ○ W9 ○ WA State Unique Business Identifier (UBI #)	City of Tacoma Supplier Enablement Team: supplier.enablement@tacoma.gov Business Systems Analyst: Alex Anthony, aanthony@tacoma.gov, (253) 502-8114 Business Systems Analyst: Jorge Montano, jmontano@tacoma.gov, (253) 502-8889 Ariba email address: no-reply@ansmtp.ariba.com, ordersender-prod@ansmtp.ariba.com (or similar "No-Reply" email from Ariba)

○ City of Tacoma Business License ○ MWBE certification (if applicable) ○ Remittance (payment) address ○ Banking details • **Step 3:** Provider will receive an email from Ariba (ordersender-prod@ansmtp.ariba.com) to complete setup **on the SAP Business Network**. ○ This email will be titled “City of Tacoma would like to connect with you on SAP Business Network.” Simply click the blue “Get Started” button and login. • *Note: Provider will not be charged to use Ariba. Provider can use the free “Standard Account” on the supplier network.* • *Note: It is recommended to use generic agency-wide login information (ex: admin@xxxx.org) to avoid issues if chosen agency administrator leaves or changes positions.*	
Contract Finalization & Signing *Once the scope of work is finalized and all insurance documents are received and approved:* • Provider will receive an email from Docusign asking to review and electronically sign the contract.	Senior Buyer: Sara Bird, SBird@tacoma.gov, (253) 502-8332 Buyer: Merry Mitchell, mmitchell@tacoma.gov (253) 502-8468 Docusign email address: Docusign System, dse_na2@docusign.net
Signed Contract Documentation • Sr Management Support Technician will send provider a copy of the signed contract and billing template(s) for the program(s). • *Note: Provider will also receive a reference guide for submitting invoices in the Ariba system.*	Sr. Management Support Technician: Alexander Hendricks, AHendricks@tacoma.gov, (253) 720-5725
Contract Invoicing (Ariba) • Provider will submit monthly invoicing, attaching the completed billing template and required supporting documentation (receipts, payroll, etc.). ○ City staff will contact provider to set up a training on invoicing and reporting (see below). • *Note: NCS Financial Assistant and Sr Management Support Technician will be the main points of contact. City staff will coordinate a training to go over invoicing and reporting requirements.*	NCS Financial Assistant: Cliff Davis, CDavis4@tacoma.gov, (253) 594-7840 Sr. Management Support Technician: Alexander Hendricks, AHendricks@tacoma.gov, (253) 720-5725
Contract Reporting (Smartsheet) • Provider will submit monthly and quarterly reporting. ○ City staff will contact provider to set up a training on invoicing (see above) and reporting.	Sr. Management Support Technician: Alexander Hendricks, AHendricks@tacoma.gov, (253) 720-5725

	• *Note: Provider will need to sign up for the free version of Smartsheet to be able to access reporting. (This will be covered in the training.)* [*www.Smartsheet.com*](http://www.Smartsheet.com) • *Note: Reporting must be completed in order for invoices to be paid.*	

EXHIBIT B

Exhibit B is attached to each NCS contract and provides more detailed information on:

- Reporting
- Billing
- Monitoring
- Federal funding

EXHIBIT B
Contract Requirements

I. Reporting Requirements

A. Report Submittals

1. Unless otherwise stated in a Scope of Work, Contractor shall submit the following data into the City's database(s), or via the City's provided form(s), per the following schedule:

Performance Measures

Program Outputs & Client Demographics of unduplicated (New) clients served in that reporting period.
Due: Monthly

Program Outcomes & Client Demographics of clients achieving outcomes.
Due: Quarterly*

*Contractors may enter this information monthly, if desired.

All data must be submitted by the 15th of the month for the previous month (or quarter) of service, unless otherwise stated in a program's Scope of Work.

Outcomes are measurements of change at an individual level and measure change over time. Intake measurement is to establish baseline and should not be reported in quarterly reporting.

2. Monthly and quarterly reports are still required, even if reporting no activity. If no Tacoma residents were served or no services were performed for a given month, Contractor is required to report "0" for those items.
3. Reporting is considered a back-up document for invoicing and a request for reimbursement may not move forward without reporting submitted for that time period.
4. Client Demographic Data reported shall include, but not be limited to, zip code, ethnicity, gender, and age.
5. Reporting is considered inaccurate if reporting cells are left blank, data does not match Contractor's internal documentation, and/or category totals for demographic data do not match number of clients served.

B. Homeless Management Information System (HMIS)

If Contractor serves homeless populations, Contractor shall:

1. Provide Homeless Information System (HMIS) data. Contractor shall collect and report client data in the HMIS database, in compliance with the most-recently updated federal Housing & Urban Development (HUD) HMIS Data Standards. HUD universal data elements and HUD program specific data elements must be collected and reported in HMIS.

2. Enter all data into the HMIS database within 5 business days of client entry into the project. Additionally, the Contractor shall make every attempt to enter all data for a particular week by the end of that week.
3. Notify the City if issues of concern in the implementation of and participation in HMIS cannot be resolved. This will not alleviate Contractor's obligation to comply with reporting obligations.

II. Billing Requirements

A. Billing

1. Billings must be submitted via the SAP Ariba system by the 15th of the month for the previous month of service, unless otherwise stated in a Scope of Work. If a billing is incomplete or includes inaccurate information, Contractor will be expected to submit a revised billing within one week of receiving notice of error(s).
3. Reporting is considered a back-up document for invoicing and a request for reimbursement may not move forward without reporting submitted for that time period.
4. Invoices are considered inaccurate if the total amount requested in Ariba does not match the billing template and/or back-up documentation, the billing template is missing or inaccurate, and/or the back-up documentation is missing or inaccurate.

B. Cost Reimbursement

1. Contract payment is on a cost reimbursement basis. Contractor will be reimbursed for costs incurred during the contract period, to the extent that these costs fit within budgeted line items prescribed in the Budget Table in the Scope of Work. Reimbursement requests may be submitted to the City after allowable costs have been incurred. Back-up documentation such as Payroll Verification Form, sign in sheet(s), receipts, paystubs, and any other applicable support documentation (refer to the instructions from the billing template) are necessary when requesting reimbursement in order to verify program expenses.
2. Contractor may exceed individual budgeted line-item amounts by up to 10%, provided that individual line-item overages combined do not result in an overall total reimbursement exceeding the total contract amount. Reimbursement requests that exceed budgeted line-item amounts as described are payable if the City determines that the exceeded amounts are reasonably related to the contracted scope of services and program outcomes. The City's decision shall be final.

C. Personnel

Personnel line items may include employee pay (salary/wages), employer-paid taxes, and employer-paid benefits, but do not include bonuses and stipends unless specifically stated in the Budget Table in the Scope of Work(s).

D. Indirect Costs

Indirect costs cannot exceed 15% of Modified Total Direct Costs (MTDC) unless a Negotiated Independent Cost Rate Agreement (NICRA) is accepted by the City. Indirect costs shall be calculated on Modified Total Direct Costs (MTDC) and shall exclude each subaward in excess of $50,000 and any expenses for equipment, participant support costs (rental assistance, gift cards, tuition, etc.), and rental of space. Indirect costs are costs that are not directly tied to the program(s) under this Agreement and are not included in the Budget Table(s) under this Agreement. Indirect costs generally include depreciation on buildings and equipment, costs of operating and maintaining facilities, and general administration and general expenses, such as the salaries and expenses of executive officers, personnel administration, and accounting.

E. Technology & Communication

Unless specifically stated in the Budget Table in the Scope(s) of Work, Contractor must use purchased items in the Technology and Communication line items for contracted services for at least one year; if, for any reason, the Contract is terminated before the contract term, the City may require the Contractor to pay back the City the current value of the purchased items.

F. Travel

Requests for reimbursement of travel expenses must not exceed US General Services Administration (GSA) rate at time of travel.

- For privately owned vehicles, please visit this site: https://www.gsa.gov/travel/plan-book/transportation-airfare-pov-etc/privately-owned-vehicle-pov-mileage-reimbursement.
- For Per Diem rates, please visit this site: https://www.gsa.gov/travel/plan-book/per-diem-rates.

G. Upfront Payment

If Contractor is set to receive a one-time upfront payment under this Contract, it shall be payable upon execution of this Contract and proper submission of an invoice in Ariba, in the amount described in the Upfront Payment column in the Budget Table of the Scope of Work. Invoices for an Upfront Payment must be submitted by themselves (not combined with invoices for other program expenses). Upfront Payment(s) will be paid upon the City's full approval of the properly submitted Ariba invoice. All other invoices will be paid according to the payment terms outlined in the Contract.

Contractor will be required to submit backup documentation for upfront payment expenses each month via email to ncscontracting@cityoftacoma.org. This includes the Upfront Payment Billing Template, Payroll Verification Form, Non-Personnel Related Costs Form (if applicable), and all substantiating documentation (receipts, paystubs, etc.). This is in addition to the regular monthly invoice that will be submitted via Ariba. (Refer to "Payment" section of the Contract.) The Contractor will notify NCS Staff immediately if they do not anticipate spending down the full upfront payment amount.

H. Gift Cards

1. In order for Contractor to be reimbursed for gift cards, the gift cards must be authorized in the Budget Table and Contractor must specify in the invoice(s) gift card type, amount range per card, and how they will be used (i.e., client support, program participation incentives, etc.) There is a $100 limit per gift card, per event/need. Contractor shall create a Gift Card Payment Log with the following information: Client ID, gift card number, gift card type (Visa, American Express, store, etc.), amount, date provided, event where gift card was distributed or reason for gift card, recipient agreement that the gift card will not be used for the purchase of alcohol or tobacco.
2. Purchase of gift cards is limited to the number of participants per event/meeting or on an as needed basis (i.e., client support, incentive).
3. Gift cards shall be treated as cash and will be stored in a secured and locked location until distributed.
4. Gift cards that are purchased but not distributed will not be reimbursed until Gift Card Payment Log information is provided. Contractor will submit meeting sign-in sheet (where applicable) with monthly invoice.
5. Contractor will submit Gift Card Payment Log along with itemized receipt(s) of gift card purchase(s) with that month's invoice.
6. Distributed gift cards that provide the Gift Card Payment Log documentation, and align with the contract, will be reimbursed.
7. Contractor is responsible for adhering to IRS guidelines regarding Information Returns (Forms 1099).
8. If Contract is funded with federal funds, and gift cards are an allowable expense for that funding source, vendor must adhere to any applicable federal guidelines.

I. Food

1. Itemized receipts are required for food purchases.
2. Tip(s) cannot exceed 15% without prior approval from City staff.

3. Alcohol purchases are not allowed.
4. Contractor shall submit documentation (sign-in sheet, head count, receipts, etc.) as backup for meals given to clients.

J. Bonuses and Stipends

1. Bonuses and/or stipends are not allowable under the Contract, unless specifically stated in the Budget Table in the Scope of Work(s).

III. Insurance Requirements

1. During the course and performance of the services herein specified, Contractor will maintain the insurance coverage in the amounts and in the manner specified in the City of Tacoma Insurance Requirements as is applicable to the services and deliverables provided under this Contract. The City of Tacoma Insurance Requirements documents is fully incorporated herein by reference. Failure by City to identify a deficiency in the insurance documentation provided by Contractor or failure of City to demand verification of coverage or compliance by Contractor with these insurance requirements shall not be construed as a waiver of Contractor's obligation to maintain such insurance.
2. Shall provider get written permission from Neighborhood and Community Services ("NCS") staff, Contractor shall provide the City with evidence of the insurance that meets the City's coverage requirements within 30 days of the date of contract execution. Failure to provide this may result in immediate termination of the contract.

IV. Monitoring Requirements

1. Contractor shall be monitored no less than once annually and shall provide NCS staff documents upon request including, but not limited to, memorandum of understanding(s)/agreements, Contractor's most recent financial audit, internal data reports, personnel files, client files, etc.
   a. Contractor programs with a Time for Performance of 2 years or more will be monitored by the City no less than once annually, with an intermediate monitoring process happening in the first calendar year and a full on-site monitoring happening in the second calendar year.
   b. Contractor programs with a Time for Performance of less than 2 years will be monitored by the City no less than one time, with at least one full on-site monitoring taking place.

V. Federal Funding Requirements

A. Registration

1. All agencies that receive federal funding need to register in SAM.gov or obtain a Unique Entity ID (UEI) number.

B. Emergency Solutions Grant (ESG) Requirement

1. If contracting with ESG funds, Contractor will comply with all applicable ESG requirements in 24 CFR 576 and the City of Tacoma's Desk Manual.
2. A match amount equal to the contracted ESG funds will be required from the Contractor's other funding sources. The Contractor will be required to provide proof of matching funds.

C. Community Development Block Grant (CDBG) Requirements

1. If contracting with CDBG funds, Contractor will comply with CDBG requirements as outlined in 24 CFR 570.200(a)(2) and 24 CFR 570.208.

BILLING TEMPLATE

Each invoice must be accompanied by a completed billing template, which is sent to providers as an Excel spreadsheet.

2025 Monthly Invoice

Program:
Operating Agency:
Project Term: January 1, 2025 - December 31, 2025
City Umbrella Dept.: Neighborhood & Community Services

Billing Contact:	**Contact Email:**
Reporting Contact:	**Contact Email:**
Reimbursable Costs Through:	**(Month)**

-1	-2	-3												-4	-5
Budget Item	**2025 Budget**	**JANUARY**	**FEBRUARY**	**MARCH**	**APRIL**	**MAY**	**JUNE**	**JULY**	**AUGUST**	**SEPTEMBER**	**OCTOBER**	**NOVEMBER**	**DECEMBER**	**Billed to Date**	**Budget Remaining**
Personnel	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**
Example Personnel (X FTE)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Example Personnel (X FTE)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Example Personnel (X FTE)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Example Personnel (X FTE)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Example Personnel (X FTE)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Example Personnel (X FTE)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Non-Personnel	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**
Sample Non-Personnel items (Example of items)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Sample Non-Personnel items (Example of items)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Sample Non-Personnel items (Example of items)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Sample Non-Personnel items (Example of items)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Sample Non-Personnel items (Example of items)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Sample Non-Personnel items (Example of items)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Sample Non-Personnel items (Example of items)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Indirect costs (15% of allowed items)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
TOTAL		**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**

PAYROLL VERIFICATION FORM

Invoices requesting reimbursement for personnel must include a completed Payroll Verification Form which is included as a tab in the Billing Template Excel workbook.

Payroll Verification Form														
Agency:														
Program:														
Pay Period Ending:	(Month)													
				Benefits & Taxes										
Employee Name	Position	Gross Pay	Percentage Rate	Medical Ins	Dental Ins	L&I	FICA (7.65% WA State)	Life Ins	Retire	Other	Benefits & Taxes Subtotal	Total Benefits & Taxes Requested	Total Gross Pay Requested	Total Requested
Example: Jane Doe (1FTE)	Case Manager	$ -	100%	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Example: John Doe (0.75 FTE)	Coordinator	$ -	75%	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Example: Joe Smith (0.5 FTE)	Accountant	$ -	50%	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
		$ -		$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
		$ -		$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
TOTAL		**$ -**		**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**

Use the following information tips to know what information we are looking for.

Sections:	**What we are looking for:**
Employee Name:	Indicate each staff that are being billed into this invoice. Ensure that they are part of the Contract's budget tabl
Position	Indicate the position of each staff as indicated in the Contract's budget table.
Gross Pay	Total gross pay on your employee's paystubs.
Percentage Rate	The Percentages you requests for this specific program.
Benefits & Taxes	Indicate total for each benefit/tax.
Total Benefits & Taxes Requested	This will autopopulate.
Total Gross Pay Requested	This will autopopulate.
Total Requested	This will autopopulate.

NON-PERSONNEL RELATED COSTS FORM

Invoices requesting reimbursement for a large number of non-personnel costs (more than five) must include a completed Non-Personnel Related Costs Form which is included as a tab in the Billing Template Excel workbook.

Non-Personnel Related Costs			
NOTE: Please clearly identify costs associated with your contracted services and attach copies of receipts. If supporting documentation is not attached, reimbursement may be delayed or denied.			
Budget Line Item	Business name	Total Receipt Amount	Cost Requested
Consumable Supplies for Client Support - Example	*Walmart - Example*	*$ 50.00*	*$ 15.00*
Hardware & Equipment - Example	*Ace Hardware - Example*	*$ 150.00*	*$ 100.00*
	Totals	**$ 200.00**	**$ 115.00**

SMARTSHEET SAMPLE

Reporting on Tacoma residents served, service-related outputs, and outcomes is submitted via Smartsheet. Attached is a screenshot of a sample Smartsheet for NCS reporting.

NCS Contract Reporting	Demographics & Service Related Program Outputs	January	Febru...	March	Q1	April	May	June	Q2	July	August	Sept...	Q3	Octo...	Nove...	Dece...	Q4	Year Total	% of Goal Achieved
Demographics: Unduplicated Tacoma clients	Demographics must be submitted each quarter, by the 15th of the following month. Note: You still have the option to submit demographic data monthly.				Q1				Q2				Q3				Q4		
− *Clients Served: Unduplicated Tacoma clients*	**Clients Served**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Goal:	Clients Served must be submitted monthly, by the 15th of the following month.				Q1				Q2				Q3				Q4		
50	Total unduplicated number of Tacoma residents served				0				0				0				0	0	0%
	% of Goal Achieved: TACOMA CLIENTS	0%	0%	0%		0%	0%	0%		0%	0%	0%		0%	0%	0%		0%	0%
+	Zip Code Link	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
+	**Ethnicity**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
+	**Gender**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
+	**Age**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
+	**Other**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
+	**BRAYVE Specific Data**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
− *Service-Related Outputs: ALL Tacoma clients*	**Annual Output Goals**																		
Goal:	Service-Related Outputs must be submitted monthly, by the 15th of the following month.				Q1				Q2				Q3				Q4		
100	Output #1				0				0				0				0	0	0%
100	Output #2				0				0				0				0	0	0%
− *Performance Measure Outcomes: ALL Tacoma clients*	**Quarterly Outcomes**																		
Goal:	For the total number of clients that achieved each measure, please break down the data by Ethnicity/Gender/Age.	January	February	March	Q1	April	May	June	Q2	July	August	Septeml	Q3	October	Novemb	Decemb	Q4		
+ 75%	Outcome #1	0	0	0	0%	0	0	0	0%	0	0	0	0%	0	0	0	0%	0%	0%
+ 50%	Outcome #2	0	0	0	0%	0	0	0	0%	0	0	0	0%	0	0	0	0%	0%	0%
−	**Monthly Narrative**																		
	This is an opportunity to provide comments or context to the monthly reporting																		