# CHILDREN'S TRUST OF ALACHUA COUNTY RESOLUTION 2022-04 Summer Camp & Enrichment Services RFP 2022-03

**WHEREAS,** the Children's Trust of Alachua County (CTAC) developed and approved Resolution 2020-12, Procurement Policies; and

WHEREAS, the Trust seeks to expand summer programming for low-income families; and

WHEREAS, the Trust seeks to partner with enrichment providers to offer enriching activities that offer youth the opportunity to learn and explore specialty activities that would otherwise not be available through their out of school time programming; and

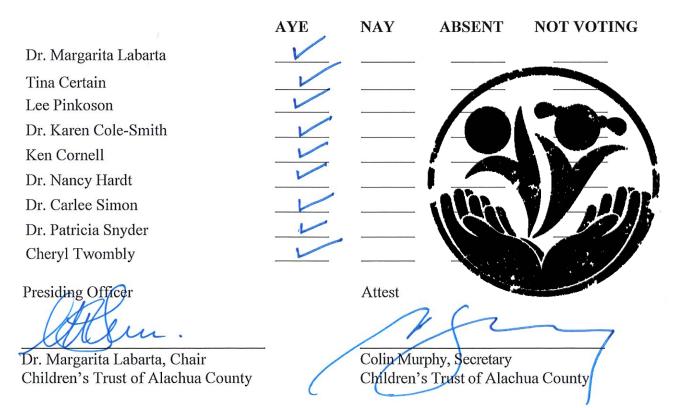
**WHEREAS,** the Trust budgeted \$1,100.000 for summer programming in the FY 21-22 Budget,

**NOW THEREFORE,** be it ordained by the Board of Children's Trust of Alachua County, in the State of Florida, as follows:

**SECTION 1:** <u>ADOPTION</u> The scope of service, minimum qualifications, evaluation criteria, and review team attached hereto as Exhibit "A" is hereby adopted in its entirety as provided in Exhibit "A" and incorporated herein by this reference.

**SECTION 2: EFFECTIVE DATE** This Resolution shall be in full force and effect from 01.10.2022 and after the required approval and publication according to law.

PASSED AND ADOPTED BY THE CHILDREN'S TRUST OF ALACHUA COUNTY BOARD; this 10<sup>th</sup> day of January 2022.



### **Scope of Service**

The CTAC seeks to expand access to safe and enriching programming for children from lowincome families living in Alachua County.

### **Target Population:**

The target population for this RFP is children from low-income families living in Alachua County and who are rising kindergarteners (five years old on or before September 1st) through rising 12th graders.

**Summer camp providers** will recruit and enroll children into summer camp programming under the following guidelines:

Full scholarships:

- children from families at or below 200% <u>2021 federal poverty</u> <u>threshold</u>
- children with Individualized Educational Plan (IEP) and/or 504 plans
- 3. children in foster care
- 4. children in voluntary and formal kindship care
- 5. and children under in-home case management supervision, and/or

-							
# of Persons in Household	2021 Federal Po	2021 Federal Poverty Level for the 48 Contiguous States (Annual Income)					
	100%	133%	138%	150%	200%	300%	400%
1	\$12,880	\$17,130	\$17,774	\$19,320	\$25,760	\$38,640	\$51,520
2	\$17,420	\$23,169	\$24,040	\$26,130	\$34,840	\$52,260	\$69,680
3	\$21,960	\$29,207	\$30,305	\$32,940	\$43,920	\$65,880	\$87,840
4	\$26,500	\$35,245	\$36,570	\$39,750	\$53,000	\$79,500	\$106,000
5	\$31,040	\$41,283	\$42,835	\$46,560	\$62,080	\$93,120	\$124,160
6	\$35,580	\$47,321	\$49,100	\$53,370	\$71,160	\$106,740	\$142,320
7	\$40,120	\$53,360	\$55,366	\$60,180	\$80,240	\$120,360	\$160,480
8	\$44,660	\$59,398	\$61,631	\$66,990	\$89,320	\$133,980	\$178,640
Add \$4,540 for each person in household over 8 persons							

6. children from families receiving SNAP benefits

Partial scholarships:

1. children from families between 200% - 400% 2021 federal poverty level

Note: Children receiving school readiness funds at a site are not eligible for Children's Trust summer scholarship funds

**Enrichment providers** will partner with eligible sites across Alachua County to offer enrichment services. Eligible sites for enrichment services must meet the following criteria and sign a site agreement with each awarded provider:

- Site must be located in Alachua County
- Site must service a high percentage of children that meet the following eligibility criteria
  - o children from families at or below 200% 2021 federal poverty threshold,
  - o children with Individualized Educational Plan (IEP) and/or 504 plans,
  - children in foster care/kindship care, and/or

- children from families receiving SNAP benefits
- Site must service children in grades K to 12<sup>th</sup> with OST programming
- Enrichment services must not duplicate any existing services offered by the site ٠

## **Programming Activities**

The CTAC seeks to fund providers offering a range of programming activities. Applicants have the flexibility to implement creative, innovative programs that meet the needs and interests of children enrolled in their programming. Based on a summer needs assessment and recommendations completed by Youth Development Research-Practice Partnership (YDRPP) in 2021, CTAC is in the process in building a supportive ecosystem where all children can thrive. The priority in building the foundation of a thriving ecosystem is to offer activities under the transformative learning section of the conceptual framework including activities that focus on academic, enrichment, exploratory, and physical, health, play and recreation. Applicants will describe how they will implement at least one type of activity under this RFP but are not required to offer more than one type of activity programming. Summaries of activities are listed below for reference.

## **Transformative Learning:**

- Academic: activities that are designed to improve success in school. Typically, these activities are led by highly trained staff such as certified teachers and/or tutors.
- Enrichment: activities that broaden knowledge and/or culture. Enrichment can cover various topics, including but not limited to STEM/STEAM, arts, music, and environmentalism.
- **Exploratory:** activities that • engage in active inquiry, decision making, and problem solving.
- Physical, Health, Play and

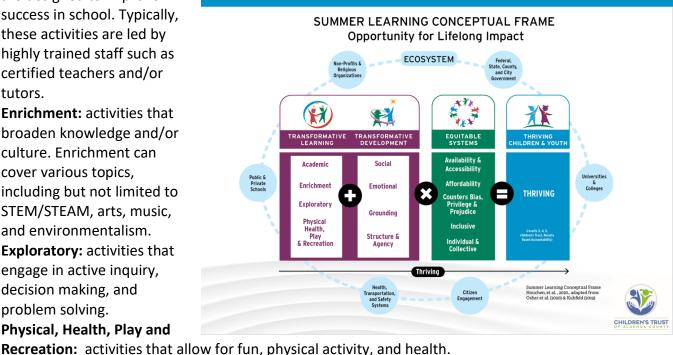
### **Transformative Development:**

**Social:** activities that improve

Figure 1. Youth Development Research-Practice Partnership (YDRPP) – Summer Needs Assessment and Conceptual Framework

- abilities to care, show empathy, cooperate, resolve conflict, and contribute to the group
- **Emotional:** activities that improve emotional development such as self-awareness, motivation, self-efficacy, and confidence.

#### FRAMING SUMMER OPPORTUNITY



- **Grounding:** activities that improve children's sense of identity, meaning, and purpose and of their role in the larger community
- **Structure and Agency:** activities that provide supportive environments for children to exercise choice and develop decision-making skills.

## Service Locations:

The CTAC expects to fund sites throughout Alachua County, with a concentration in high poverty communities. Applicants may propose to serve one or more program sites throughout Alachua County. CTAC hopes to fund service sites that are geographically representative of Alachua County including rural areas of the county.

Applicants may provide services in a variety of locations, including, but not limited to: schools, city or county parks and facilities, faith-based locations, and community organizations. Best practices indicate providing services at sites that do not charge or charge minimally for space (such as schools, parks, and faith-based locations) results in higher investments in staffing that can support program quality. The physical environment in which a program operates is a foundation for the youth's experience in a program. Indoor and outdoor spaces should be able to accommodate all program activities adequately and safely. Key features of high-quality service locations include:

- Can safely and comfortably accommodate the various activities offered and/or can be re-arranged to meet the various needs of the program (e.g., spaces for physical games, creative arts, individual/quiet work, and eating/socializing)
- The outdoor environment is suitable for a wide variety of activities, including physical activity, group games, and individual play
- Alternative plan if an environment is inaccessible due to weather or other external factors

### **Summer Providers**

Summer providers are required to host and supervise program participants at their site and must complete a full site profile for each site requesting funding.

### **Enrichment Providers**

Enrichment providers are expected to partner with providers with sites in low-income areas and serving low-income children and youth in Alachua County. Enrichment providers must ensure that sufficient space is available to deliver program services safely and comfortably.

Zip Code	% Under 18		
	Living in		
	Poverty		
32641	39%		
32603	38%		
32640	29%		
32601	29%		
32609	27%		
32607	26%		
32667	24%		
32643	22%		
32653	21%		
32694	20%		
32608	17%		
32615	17%		
32605	14%		
32618	13%		
32669	13%		
32606	2%		

Enrichment providers are not expected to have their own site(s) but rather to offer services at existing OST provider locations.

#### Scheduling, Frequency, and Duration:

Programs have wide latitude in this RFP concerning the schedule, frequency, and duration of their programming. However, research shows that long-term engagement improves outcomes. Providers must establish an attendance policy consistent with this requirement.

#### Staffing:

Highly qualified staff members capable of developing strong, positive relationships with youth participants are a key component of successful youth programs. Applicants must demonstrate solid staff experience with similar services, including certifications and/or years of service. When possible, programs are encouraged to consider hiring staff from local schools that primarily serve their participants to increase collaboration and communication opportunities with youth's schools.

#### Summer Camp and Enrichment Service Providers:

- **Positions:** All Contractors must identify one program director to administer the program. This individual will serve as the primary contact for CTAC in all matters related to the summer program. At the minimum, the program director will be responsible for managing and implementing the program to ensure that the Contractor meets its responsibilities to CTAC under the contract promptly.
- Background Screening: All staff working in CTAC-funded programs must comply with Level 2 background screening and fingerprinting requirements in accordance with § 943.0542, Fla. Stat., § 984.01, Fla. Stat., § 435, Fla. Stat., § 402, Fla. Stat., § 39.001, Fla. Stat., and § 1012.465, Fla. Stat. as applicable. The program must maintain staff personnel files which reflect that a screening result was received and reviewed to determine employment eligibility prior to employment. An <u>Affidavit of Good Moral Character</u> must be completed prior to hire for each employee, volunteer, and subcontracted personnel who work in direct contact with children. Program providers will be required to re-screen each employee, volunteer and/or subcontractor every five (5) years.

#### Summer Camp Providers Only:

- **Ratios:** Ratios should be designed to meet the needs of the students targeted by the program and should be appropriate to support the efforts to improve their academic achievement and personal growth goals. Contractors shall implement a ratio no greater than 1:20 ratio of staff /youth.
- Infant and Child CPR/First Aid: Each summer program must have always at least one staff member on-site and during field trips with a current and valid certification in first aid training and infant and child cardiopulmonary resuscitation (CPR) procedures. CPR training may be classroom or online instruction and must include an on-site instructor-based skills assessment that is documented by a certified CPR instructor.

Documentation of the online course and on-site assessment must be maintained on file at the facility.

# Site Profile (Summer Providers Only)

Summer Camp applicants must complete a site profile for each site they are seeking funding for. For each site applicant is seeking funding, a site profile must be completed with the following information: Site name, address, contact information, grades served, site dates and hours of operation, executive summary, and site staffing.

### **Program Budget**

### **Summer Camp Providers**

All applicants must complete a site budget summary budget including the following areas to determine the CTAC funding request:

- Enrollment/Registration Fees: CTAC will cover a one-time enrollment and/or registration fee per child receiving a CTAC scholarship
- Scholarships (Full): CTAC will cover weekly camp scholarships for eligible children. Weekly scholarship cost should include all expenses necessary to host a child per week (staffing, overhead, meals, etc.)
- Scholarships (Partial): CTAC will cover weekly camp scholarships for eligible children. Weekly scholarship cost should include all expenses necessary to host a child per week (staffing, overhead, meals etc.) The following line items are eligible for reimbursement from CTAC within alignment with CTAC budget guidelines and payment procedures:
- Materials: CTAC will cover the costs of materials full/partial scholarship children to participate in summer camp activities.
- Fieldtrips: CTAC will cover the costs of full/partial scholarship children to participate in fieldtrips including admission costs. All fieldtrip expenses will include copies of fieldtrip attendance for verification.
- Transportation: CTAC will cover the cost of transportation for full/partial scholarship children to participate in camp activities including fieldtrips. These expenses for buses, vehicle rentals, gas etc.
- Background Checks: CTAC will cover the costs for all staff to receive Level 2 background checks.

### Summer Provider Compensation:

Summer providers awarded contracts will be compensated as follows:

Advance Payment – Contractor may invoice the CTAC for an advance payment of 25% of the scholarship amount total awarded (full and partial). The Contractor will not receive any additional payments until the advance has been trued up with actual services delivered. Subsequent payments will be made monthly based on each site's monthly enrollment. To be considered enrolled, proper demographic information and at least one day of attendance in the

week the child is enrolled is required. Enrollment Fees, Materials, Field Trips, and Background Checks will be reimbursed on a cost-reimbursement basis.

In addition to the above compensation, the following performance-based incentives will be awarded at the end of the contract for all summer providers that meet the following **optional** outcomes. Incentives will be reevaluated every year and are at the sole discretion of CTAC:

- Extended hours of operations: \$100 per each enrolled child will be awarded to providers that offer daily programming for 8 or more hours or a maximum of \$5,000 per provider [Note: must be documented with schedules and contract manager observations]
- Family engagement activities: \$500 per site will be awarded to providers the host at least 1 family engagement activity to encourage positive child and parent interactions [Note: must be documented with session sign-in sheets]
- Extended Summer Duration: \$1,000 per site will be awarded to providers that offer summer services for the duration of summer (e.g. 1<sup>st</sup> day of Summer to Last day of Summer from Alachua County Public School Calendar) [Note: must be documented with schedules and contract manager observations]
- High Participation rates: \$10 per week per child that attends the program **four or more days** or a maximum of \$10,000 per provider [Note: must be documented with schedules and submitted attendance]

# **Enrichment Providers**

CTAC will cover a reasonable cost per session for enrichment services delivered to eligible children in OST programs. The cost per session should include all expenses necessary to offer a full session (staffing, materials, etc.).

**Compensation:** Enrichment providers awarded contracts will be compensated as follows:

- Advance Payment Contractor may invoice the CTAC for an advance payment of 25% of the sessions amount total awarded. The Contractor will not receive any additional payments until the advance has been trued up with actual services delivered. Subsequent payments will be made monthly based on number of sessions delivered.
- Background: CTAC will cover the costs for all staff to receive Level 2 background checks

# Data Collection:

# Summer Camp Providers

All contractors funded will be required to collect the following data:

- Participant demographics (note, will be deidentified on reporting tools):
  - Enrollment criteria for scholarship (i.e., at or below 200% 2021 federal poverty threshold, IEP and/or 504 plans, in foster care/kindship care, from family receiving SNAP benefits, children from families between 200% - 400% 2021 federal poverty level)
  - Scholarship Type: Full or Partial and Amount of Scholarship
  - Residence City
  - o Residence ZIP
  - Month and Year of Birth

- o School Name
- Grade (i.e., K-12)
- Race (i.e., American Indian or Alaskan, Asian, Black or African American, Pacific Islander, White, Multiracial, Other)
- Ethnicity (i.e., Hispanic or Non-Hispanic)
- o Gender
- Parental consent and image releases
- Participant attendance
- Parent and Child Satisfaction surveys

Contractors will be expected to attend a summer provider training at the beginning of the contract to go overall data collection requirements and tools. Additionally, data is expected to be entered on a monthly basis throughout the summer.

## **Enrichment Providers**

All contractors funded will be required to collect the following data:

- Site Partner Information
  - Partner Organization Name
  - o Site Description
  - Site Contact information
  - Site Address
  - Site Eligibility Criteria (i.e., service a high percentage of children K to 12 that are at or below 200% 2021 federal poverty threshold, have IEP and/or 504 plans, are in foster care/kindship care, from family receiving SNAP benefits, or from families between 200% - 400% 2021 federal poverty level)
- Session Attendance
- Site Satisfaction Surveys

Contractors will be expected to attend a training at the beginning of the contract to go overall data collection requirements and tools. Additionally, data is expected to be entered on a monthly basis throughout the contract period.

All data collected will only be shared with CTAC staff and their contractors. Data will be collected for the sole purpose of program evaluation and continuous improvement. Any data analysis of data collected will only be shared in aggregate and any personally identifiable information will not reported to The Children's Trust or the public.

### A. Evaluation Criteria

Each application will be evaluated against the following set of criteria.

Evaluation Criteria	Review Guidelines	
Organizational Eligibility	The applicant clearly meets all minimum qualifications to bid and completed certification responses satisfactorily	1
Organizational Capacity	The applicant clearly outlined experience and ability to provide services and is aligned with RFP scope of services	1
Services	The applicant completed the full application for either Summer Camp Services or Enrichment Services. Proposed services are aligned with the RFP scope of services	1
Program Budget	Budget The applicant completed budget sections, and all costs appear reasonable and aligned with RFP scope of services	
	•	4 points

Applicants that meet the criteria will be recommended for funding, with priority given high poverty zip codes. In the case of limited funding, full scholarships will be funded first before partial scholarships.

Application Score	Funding Recommendations	
4	Green – Recommended for Funding	
3	Yellow – Maybe Recommended for Funding	
2 or less	Red – Not Recommended for Funding	

### B. Review and Selection Process

The following is a general description of the process by which a contractor will be selected for award of a contract to perform the services described in this RFP:

- 1. Request for Proposal (RFP) is released to prospective contractors.
- 2. To help ensure that all prospective contractors are treated consistently during the selection process, all questions regarding this RFP, as well as CTAC's responses to the questions will be posted on CTAC's website. A deadline for the receipt of written questions has been established. (See the cover sheet of this RFP for deadline date.) Persons or entities who intend to respond to such RFP by submission of a competitive proposal may wish to pose questions, objections, or requests for information, request clarification or for an interpretation regarding terms, provisions, or requirements of the RFP. In this event, prospective contractors shall not attempt to communicate in writing, electronically or orally with any CTAC official or employee other than the CTAC employee designated as the Project Manager. The Project Manager may be reached at their email address on the RFP cover page. Prospective contractors shall not contact any other CTAC officials in an attempt to gather information regarding this RFP, or in an attempt to

influence the CTAC's consideration of its proposal. All inappropriate communications with CTAC officials or employees will be forwarded to the CTAC Project Manager as well as the proposal evaluation team. Inappropriate communications by a prospective contractor may, at the discretion of the Project Manager, constitute grounds for disqualification of that prospective contractor's proposal. Alternatively, the evaluation team may, at its discretion, consider such inappropriate communications when evaluating and scoring proposals.

- 3. All proposals must be received by CTAC no later than the date and time specified on the cover sheet of this RFP. Late proposals will not be accepted and will not be reviewed.
- 4. The CTAC's proposal evaluation team expects to take the following actions to determine the merits of the proposals that are submitted:
  - a. Review the proposals to determine whether they are responsive to the RFP and that they were submitted by responsible companies. Definitions for the terms "responsible" and "responsive" are provided below:
  - b. **Responsible** contractors are those contractors that meet CTAC's standards with respect to a reasonable expectation that the contractor has the management, technical, financial, equipment and human resources available to ensure adequate performance of the work described in the solicitation. To be considered responsible, contractors shall also be free of past instances of the material breach of a CTAC contract, free of a conviction (or convictions) for bribery, fraud, conflict of interest, violation of environmental laws, or for convictions for other crimes reflecting poorly on the contractor's integrity, for the last five years. Contractors that fail to meet the minimum qualifications stated in the solicitation or that have, in the past three years, been debarred or suspended or had a contract terminated for default by any government agency are also determined to be not responsible.
  - c. **Responsive** proposals are those proposals that satisfactorily address all requirements specified in the RFP. Because proposals, unlike bids, are subject to negotiation, certain omissions or variances may be resolved through negotiations to make the proposal responsive. An example of an omission or variance that can be resolved is a proposed period of performance that does not result in completion of the work within the required timeframe. If negotiation with the contractor results in an adjustment to the period of performance matching the required timeframe, the proposal then may be deemed to be responsive.
  - d. Should it be determined that changes are required to the solicitation provisions or any other changes need to be made that might affect the proposed prices of other features of the proposals, all responsible companies, or all the responsible companies in the competitive range, may be requested to submit a best and final offer (BAFO). In this event, the CTAC shall evaluate the BAFOs in lieu of the original proposals.
- 5. **Review.** Proposals are independently reviewed and scored by a team of reviewers that may include Trust staff, experts in the field and trained volunteers. Using the evaluation criteria, reviewers assess the soundness and completeness of each proposal as well as the

vendor's capacity to effectively deliver what is proposed. Subjectively rated criteria will be scored on according to the scoring scheme below:

Application Score	Funding Recommendations	
4	Green – Recommended for Funding	
3	Yellow – Maybe Recommended for Funding	
2 or less	Red – Not Recommended for Funding	

- 6. **Discussion.** Following each reviewer's individual rating, the review team meets in a publicly noticed debriefing meeting to discuss each proposal and assigns a consensus team score, including explanatory comments. Applicants may attend the debriefing meeting as observers. The highest-ranking proposal score does not assure a funding recommendation.
- 7. Interview/site visit. At the CTAC's discretion, publicly noticed interviews and/or site visits may be conducted at either the vendor's site or the CTAC's offices. Members of the public may attend interviews and/or site visits as observers. The interview/site visit review team may include Trust staff, experts in the field and trained volunteers. Reviewers come to consensus on interview/site visit observations using a standard rating tool and provide input to staff recommendations.
- 8. **Staff recommendations.** Taking into consideration the above review process results, the Executive Director of the CTAC develops a recommendation. When considering Direct Community Services, consideration is also given to factors such as alignment with the CTAC's priority investment areas, effective and economical distribution of funding across Alachua County and/or in underserved geographic areas/populations in Alachua County (if applicable), minimizing duplication of efforts, and reasonable program cost for the services and outcomes proposed. Based on consideration of all of the above factors, a recommendation is made to the CTAC Board.
- 9. Board review and award. Executive Director recommendations are reviewed and considered by the CTAC Board at a publicly noticed meeting. Applicants are encouraged to attend these meetings. CTAC Board approval of the recommendations will allow the contract negotiation process to begin, in an amount not to exceed the CTAC Board's approved award. Negotiation may include reframing the proposed services, and adjusting the total allocation, budget or any other changes necessary to comply with the requirements of the solicitation and resulting contract. Any future amendments, extensions or modifications to the contract that would exceed the CTAC Board's approved award amount or the approved contracting period require further Board approval.
- 10. **Protests:** Any actual or prospective bidder or proposer, who is allegedly aggrieved in connection with the issuance of a bid or proposal package or pending award of a contract, may protest the decision by following the procedure below.
  - a. **Posting.** The Trust shall publicly post the award on the TRUST's website within three full business days after the Board's award decision has been made. All bidders or proposer will be sent an email with the notice of award to the email address provided in the bid or proposal.

# b. Requirements to Protest.

- i. A formal written protest must be filed no later than 5:00 PM, on the fifth business day after the notice of award has been posted. The formal written protest shall identify the protesting party and the solicitation involved; include a clear statement of the grounds on which the protest is based; refer to the statutes, laws, ordinances, applicable section(s) of the solicitation or Board policy, or other legal authorities which the protesting party deems applicable to such grounds; and specifically request the relief to which the protesting party deems itself entitled by application of such authorities to such grounds.
- ii. A formal written protest is considered filed when the Executive Director receives it and it is date-stamped by the CTAC. Accordingly, a protest is not timely filed unless it is received within the time specified above. Failure to file a formal written protest within the time period specified shall constitute a waiver of the right to protest and result in relinquishment of all rights to protest by the actual or prospective applicant.
- c. **Sole Remedy.** These procedures shall be the sole remedy for challenging an award of bid or proposal. Proposers are prohibited from attempts to influence, persuade, or promote a protest through any other channels or means.
- d. **Authority to Resolve.** The Executive Director shall resolve the protest in accordance with the terms of the bid or proposal and shall render a written decision to the protesting party no later than 5:00 PM on the fifth business day after the filing of the protest.
- e. Review of Executive Director's Decision.
  - i. The protesting party may request a review of the Executive Director's decision by the CTAC Board by delivering a written request for review of the decision to the Executive Director by 5:00 PM on the fifth business day after the date of the written decision. The written notice shall include any written or physical materials, objects, statements, and arguments, which the applicant deems relevant to the issues raised in the request for review.
  - ii. The CTAC Board will consider the request for review at the next regularly scheduled CTAC Board meeting after the request is received. It is within the CTAC Board's discretion whether to allow testimony or argument from the protesting party at the CTAC Board meeting. If it is determined by majority vote of CTAC Board members present at the meeting that the award is in violation of law or the regulations and internal procedures of the Trust or any another applicable authority, the Board shall cancel or revise the award as deemed appropriate within three business days after the Board meeting.
  - iii. If it is determined by majority vote of CTAC Board members present at the meeting that the award should be upheld, the CTAC Board shall direct staff to notify the protesting party in writing of the Board decision with a copy furnished to all substantially affected persons or businesses within three

business days of the CTAC Board meeting. The decision shall be final and conclusive.

- f. **Stay of Procurement during Protests**. The decision to stay a procurement during protests shall be at the sole discretion of the Executive Director.
- 11. The CTAC reserves the right to:
  - Reject any or all submittals
  - Request clarification of any submitted information
  - Waive any informalities or irregularities in any response
  - Not enter into any contract
  - Not select any firm
  - Cancel this process at any time
  - Amend this process at any time
  - Interview firms prior to award
  - Enter into negotiations with one or more firms, or request a best and final offer (BAFO)
  - Award more than one contract if it is in the best interests of the CTAC.
  - Issue similar solicitations in the future.
  - Request additional information from prospective contractors.

#### **Minimum Requirements to Bid**

Organizations can apply for funding based on the following requirements:

- A. All proposed services must take place within Alachua County.
- B. Applicant must be currently qualified to conduct business in the State of Florida.
- C. Applicant must not be a charter school approved by any public school system in the State of Florida.
- D. Applicant must have experience working with youth in out-of-school time and focus on promoting positive youth development in a safe and enriching environment.
- E. Applicant must plan to offer in-person youth development services in 2022