

State of Hawaii
Department of Human Services
Social Services Division

Request for Proposals

RFP No. SSD-14-POS-4010

**FIRST STEPS HOME VISITING
SERVICES**

STATEWIDE

RFP Posting Date: October 27 , 2014

**RFP Proposal Submission Deadline:
November 25, 2014, 4:30 p.m.
Hawaii Standard Time**

NOTE: *It is the Applicant's responsibility to access the Public Procurement Notices for Solicitations for Health and Human Services on the State Procurement Office website or to contact the RFP Contact Person identified in this RFP regarding any subsequently issued addenda for this RFP. The State shall not be responsible for an incomplete proposal submitted as a result of the Applicant's not knowing about issued addenda, including additionally requested information or attachments, regarding this RFP.*

NEIL ABERCROMBIE
GOVERNOR



PATRICIA McMANAMAN
DIRECTOR

BARBARA A. YAMASHITA
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
810 Richards Street, Suite 400
Honolulu, Hawaii 96813

MEMORANDUM

TO: RFP Proposal Applicants

FROM: Mona Maehara, Division Administrator
Social Services Division

SUBJECT: DEPARTMENT OF HUMAN SERVICES (DHS)
SOCIAL SERVICES DIVISION (SSD)
REQUEST FOR PROPOSALS (RFP)

The State of Hawaii, Department of Human Services, Social Services Division, is currently soliciting proposals from qualified Applicants to provide First Steps Home Visiting Services. The attached Request for Proposals to provide this service, RFP No. SSD-14-POS-4010, is being issued under Hawaii Administrative Rules and Hawaii Revised Statutes Chapter 103F. Please see the following "Proposal Submission Information Sheet" for important proposal submission information.

An RFP Orientation will be held on October 31, 2014, 9:00 a.m. to 12:00 p.m. Hawaii Standard Time (HST). See 1.7 Orientation, Section 1 of this RFP for further information. All prospective Applicants are encouraged to attend the Orientation. For further information about the Orientation, to participate by phone via teleconference, or for special accommodations please contact Ms. Kenwyn Kaahaaina, POS Specialist/RFP Contact Person, at (808) 586-5706 or at kkaahaaina@dhs.hawaii.gov.

For questions regarding this RFP see 1.8 Submission of Questions, Section 1 of this RFP for information on the question and answer process.

Thank you for your interest. The DHS looks forward to receiving and reviewing your proposals.

PROPOSAL SUBMISSION INFORMATION SHEET
PROPOSAL SUBMISSION DEADLINE:
NOVEMBER 25, 2014, 4:30 P.M., HAWAII STANDARD TIME

THE APPLICANT IS REQUIRED TO SUBMIT:

**ONE (1) ELECTRONIC COPY OF THE PROPOSAL IN PORTABLE
DOCUMENT FORMAT (PDF)**

AND

ONE (1) ORIGINAL PRINTED COPY OF THE PROPOSAL.

**THE COMPLETE PROPOSAL SUBMISSION SHALL CONSIST OF BOTH THE
ELECTRONIC COPY OF THE PROPOSAL IN PORTABLE DOCUMENT FORMAT
(PDF) AND THE ORIGINAL PRINTED COPY OF THE PROPOSAL RECEIVED
WITHIN SPECIFIED TIMELINES.**

A proposal for which either the electronic copy or the printed copy is not received within the established timelines shall be considered incomplete and SHALL NOT BE ACCEPTED for consideration. All submissions shall become the property of the DHS.

1. An electronic copy in PDF shall be submitted by hand delivery and received by **NOVEMBER 25, 2014, 4:30 P.M. HAWAII STANDARD TIME (HST). NO EXCEPTIONS SHALL BE MADE.** HAND DELIVERY is considered the following:
 - a. in person to the DHS office
 - b. by private mail (e.g. FEDEX or UPS)
 - c. by email

If submitted in person to the DHS office or by private mail, the electronic copy in PDF shall be on a UNIVERSAL SERIAL BUS (USB) FLASHDRIVE/THUMBDRIVE OR A COMPACT DISC (CD) readable by a personal computer system (PCS). The USB or CD shall be received at the drop-off address listed below.

If submitted by email, the electronic copy in PDF shall be sent to the following email address: **ssdposmailbox@dhs.hawaii.gov.**

The Applicant bears the complete responsibility for the submission of the electronic copy of the proposal in PDF including assuring its complete, correctly formatted, and timely submission. The Applicant assumes all risk that proposal submission may not be readable by the DHS.

2. An original printed copy shall be submitted by hand delivery or mail delivery. HAND DELIVERY is considered the following:

- a. in person to the DHS office
- b. by private mail (e.g. FEDEX or UPS)

MAIL DELIVERY is through the United States Postal Service (USPS).

If submitted by hand delivery, the printed copy shall be received by **NOVEMBER 25, 2014, 4:30 P.M. HAWAII STANDARD TIME (HST)** at the drop-off address listed below. NO EXCEPTIONS SHALL BE MADE.

If submitted by mail delivery, the printed copy shall be **POSTMARKED BY THE USPS BY NOVEMBER 25, 2014 AND RECEIVED BY DECEMBER 5, 2014, 4:30 P.M. HAWAII STANDARD TIME (HST)** at the drop-off address listed below. NO EXCEPTIONS SHALL BE MADE.

All hand delivery (in person to the DHS office or by private mail) submissions and mail delivery (USPS) submissions shall be enclosed in a sealed envelope. A cover sheet shall be included in the envelope stating the RFP number, Applicant's name, contents of the envelope, and number of pages of the contents. All hand delivery (by email) submissions shall include an email cover sheet stating the RFP number, Applicant's name, contents of the submission, and number of pages of the submission.

DROP-OFF ADDRESS: (HAND AND MAIL DELIVERY)

**Department of Human Services
Social Services Division
Purchase of Services Unit
810 Richards Street, Suite 400
Honolulu, Hawaii 96813**

EMAIL ADDRESS:

ssdposmailbox@dhs.hawaii.gov

RFP CONTACT PERSON:

Ms. Kenwyn Kaahaaina, POS Specialist
Phone: (808) 586-5706
Email: kkaahaaina@dhs.hawaii.gov

BE ADVISED:

1. Hand delivery attempted after **November 25, 2014, 4:30 p.m. Hawaii Standard Time (HST)** shall **not** be accepted.
2. Mail delivery received postmarked after **November 25, 2014** **or** postmarked by **November 25, 2014** but received after **December 5, 2014, 4:30 p.m. Hawaii Standard Time (HST)** shall **not** be accepted.
3. Dated USPS shipping labels are **not** considered postmarked.

4. Proposals sent by facsimile (fax) shall **not** be accepted.
5. It is the Applicant's responsibility to access the Public Procurement Notices for Solicitations for Health and Human Services on the State Procurement Office website or to contact the RFP Contact Person identified in this RFP regarding any subsequently issued addenda for this RFP which may include a revision to the proposal submission deadline.

RFP Table of Contents

NOTE: Some content is not on the page numbers noted.

Section 1 Administrative Overview

1.1	Procurement Timetable	1-1
1.2	Website Reference	1-2
1.3	Authority	1-2
1.4	RFP Organization.....	1-2
1.5	Contracting Office.....	1-3
1.6	RFP Contact Person	1-3
1.7	Orientation	1-3
1.8	Submission of Questions.....	1-4
1.9	Submission of Proposals	1-4
	A. Forms/Formats.....	1-4
	B. Program Specific Requirements	1-5
	C. Multiple or Alternate Proposals	1-5
	D. Hawaii Compliance Express (HCE)	1-5
	E. Wages Law Compliance.....	1-6
	F. Campaign Contributions by State and County Providers/Contractors	1-6
	G. Confidential Information	1-6
	H. Proposal Submissions.....	1-6
1.10	Discussions with Applicants	1-6
1.11	Opening of Proposals	1-7
1.12	Additional Materials and Documentation	1-7
1.13	RFP Amendments	1-7
1.14	Final Revised Proposals	1-7
1.15	Cancellation of Request for Proposals	1-8
1.16	Costs for Proposal Preparation.....	1-8
1.17	Provider Participation in Planning	1-8
1.18	Rejection of Proposals	1-8
1.19	Notice of Award.....	1-8
1.20	Protests	1-9
1.21	Availability of Funds	1-9
1.22	General and Special Conditions of the Contract.....	1-10
1.23	Cost Principles	1-10

Section 2 Service Specifications

2.1	Introduction	
	A. Overview, Purpose, or Need.....	2-1
	B. Planning Activities Conducted in Preparation for this RFP.....	2-1
	C. Description of the Service Goals.....	2-1
	D. Description of the Target Population to be Served	2-2

	E. Geographic Coverage of Service.....	2-2
	F. Probable Funding Amounts, Source, and Period of Availability	2-2
2.2	Contract Monitoring and Evaluation	2-2
2.3	General Requirements	2-2
	A. Specific Qualifications or Requirements.....	2-2
	B. Secondary Purchaser Participation.....	2-5
	C. Multiple or Alternate Proposals	2-5
	D. Single or Multiple Contracts to be Awarded.....	2-5
	E. Single or Multi-Term Contracts to be Awarded.....	2-6
2.4	Scope of Work	2-6
	A. Service Activities	2-6
	B. Management Requirements.....	2-8
	C. Facilities	2-12
2.5	Compensation and Method of Payment.....	2-12
	A. Service Units and Service Rates.....	2-15
	B. Payments.....	2-16
	* Performance Measurement Forms A, B, and C are at the end of Section 2.	

Section 3 Proposal Application Instructions

	General Instructions for Completing Applications.....	3-1
3.1	Program Overview	3-1
3.2	Experience and Capability	3-2
	A. Necessary Skills	3-2
	B. Experience	3-2
	C. Quality Assurance and Evaluation	3-2
	D. Coordination of Services	3-2
	E. Facilities	3-3
3.3	Project Organization and Staffing.....	3-3
	A. Staffing	3-3
	B. Project Organization.....	3-4
3.4	Service Delivery.....	3-5
	A. Referral and Case Closure.....	3-6
	B. Direct Service Plan Provision.....	3-6
	C. Coordination with Clients and Community Providers	3-6
	D. Grievance and Dispute Resolution Procedures	3-6
3.5	Financial.....	3-7
	A. Pricing Structure.....	3-7
	B. Other Financial Related Materials.....	3-8
3.6	Other.....	3-8
	A. Litigation	3-8
	B. Administrative Assurances.....	3-8

Section 4 Proposal Evaluation

4.1	Introduction.....	4-1
-----	-------------------	-----

4.2 Evaluation Process 4-1

4.3 Evaluation Criteria 4-1

 A. Phase 1 – Evaluation of Proposal Requirements 4-1

 B. Phase 2 – Evaluation of Proposal Application 4-2

 C. Phase 3 – Recommendation for Award 4-6

Section 5 Attachments

Attachment A Proposal Application Checklist

Attachment B Sample Proposal Table of Contents

Attachment C Proposal Application Identification Form (SPO-H-200)

Attachment D Criminal Conviction Record Check Standards and Protective Services Central
Registry Standards

Attachment E General Conditions

Attachment F Special Conditions

Attachment G Administrative Assurances

Attachment H Work Plan Format

Attachment I Program and Fiscal Report Formats

Section 1

Administrative Overview

Section 1

Administrative Overview

The Applicant is highly encouraged to **read each section of the RFP thoroughly**. While sections such as the Administrative Overview may appear similar among RFPs, State purchasing agencies may add additional information as applicable. It is the responsibility of the Applicant to understand the requirements of this specific RFP.

1.1 Procurement Timetable

Note: The Procurement Timetable represents the State's best estimated schedule. If an activity on this schedule is delayed, the rest of the schedule will likely be shifted by the same number of days. Contract start dates may be subject to the issuance of a Notice to Proceed.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	10/27/2014
Distribution of RFP	10/27/2014
RFP Orientation	10/31/2014 9:00 a.m. - 12:00 p.m. HST
Applicants' submission of written questions for written responses deadline	11/ 5/2014 4:30 p.m.
State purchasing agency's response to Applicants' written questions deadline	11/12/2014
Discussions with Applicants prior to proposal submission (optional)	As needed
Proposal submission deadline	11/25/2014 4:30 p.m. HST
Discussions with Applicants after proposal submission (optional)	As needed
Final revised proposals deadline (optional)	As needed
Proposal evaluation period	11/26/2014 – 12/5/2014
Provider selection	12/9/2014
Statement of Findings and Decision (Notice of Award)	12/10/2014
Contract start date	1/1/2015

1.2 Website Reference

The State Procurement Office (SPO) website is <http://spo.hawaii.gov/>

For:

Website:

1	Procurement Notices for Solicitations (RFP) website	http://spo3.hawaii.gov/notices/notices
2	Procurement of Health and Human Services	http://hawaii.gov/spo2/health/rfp103f/
3	Hawaii Revised Statutes (HRS) and Hawaii Administrative Rules (HAR) for Purchases of Health and Human Services	http://spo.hawaii.gov/references/
4	Standard Contract – General Conditions (AG103F13)	http://hawaii.gov/forms/internal/department-of-the-attorney-general/ag-103f13-1/view
5	Cost Principles	http://spo.hawaii.gov/for-vendors/vendor-guide/methods-of-procurement/health-human-services/competitive-purchase-of-services-procurement-method/cost-principles-table-hrs-chapter-103f-2/
6	Forms	http://spo.hawaii.gov/all-forms/
7	Protest Procedures/Forms	http://spo.hawaii.gov/for-vendors/vendor-guide/protests-for-health-and-human-services/

Non-SPO websites

Note: Website addresses may change from time to time. If a link is not active, try the State of Hawaii website at <https://portal.ehawaii.gov/>

For:

Website:

8	Hawaii Compliance Express (HCE)	https://vendors.ehawaii.gov/hce/splash/welcome.html
9	Department of Taxation	http://tax.hawaii.gov/
10	Department of Commerce and Consumer Affairs, Business Registration	http://cca.hawaii.gov/ Click on "Business Registration"
11	Wages and Labor Law Compliance, HRS §103-055	http://www.capitol.hawaii.gov/hrscurrent/Vol02_Ch0046-0115/HRS0103/HRS_0103-0055.htm
12	Campaign Spending Commission	http://ags.hawaii.gov/campaign/
13	Internal Revenue Service	http://www.irs.gov/

1.3 Authority

This RFP is issued under the provisions of Hawaii Administrative Rules (HAR) and Hawaii Revised Statutes (HRS) Chapter 103F. The Applicant is charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by the Applicant shall constitute admission of such knowledge on the part of the Applicant.

1.4 RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview: Provides the Applicant with an overview of the procurement process.

Section 2, Service Specifications: Provides the Applicant with a general description of the tasks to be performed, delineates the Provider's responsibilities, and defines deliverables, as applicable.

Section 3, Proposal Application Instructions: Describes the required format and content for the proposal Application.

Section 4, Proposal Evaluation: Describes how proposals shall be evaluated by the State purchasing agency.

Section 5, Attachments: Provides the Applicant with information and forms necessary to complete the proposal Application.

1.5 Contracting Office

The Contracting Office is responsible for overseeing the contracts resulting from this RFP including systems operations, fiscal agent operations, and monitoring and assessing the Provider's performance. The Contracting Office is:

Department of Human Services
Social Services Division
Purchase of Services Unit
810 Richards St, Suite 400
Honolulu, Hawaii 96813

1.6 RFP Contact Person

From the release of this RFP until the full execution of the contracts for the awarded Providers, any communication regarding this RFP shall be directed to the sole point-of-contact identified below unless otherwise directed:

Ms. Kenwyn Kaahaaina
Purchase of Services Unit
Phone: (808) 586-5706
Email: kkaahaaina@dhs.hawaii.gov

1.7 Orientation

An RFP Orientation for Applicants regarding this RFP shall be held as follows:

Date:	October 31, 2014	Time:	9:00 a.m. – 12:00 p.m.
Department of Human Services, Benefits, Employment, and Support Services Division (BESSD) Video Conferencing Center (VCC) locations as follows:			
Locations:	Honolulu, Oahu, HI:	Haseko Center, 820 Mililani St., Suite 606	
	Hilo, Hawaii, HI:	Kinoole Shopping Center, 1990 Kinoole St.	
	Kona, Hawaii, HI:	Kona Center, 75-5722 Hanama Pl., Suite 1105	
	Wailuku, Maui, HI:	Waiehu Beach Center, 270 Waiehu Beach Rd., Suite 107	
	Lihue, Kauai, HI:	Dynasty Court, 4473 Pahee St., Suite G	

The Orientation shall be held live at the Honolulu location listed above and via videoconference at the other locations. To attend the Orientation the Applicant shall contact Ms. Kaahaaina at (808) 586-5706 or kkaahaaina@dhs.hawaii.gov as soon as possible and provide their name, agency, telephone number, and email address as well as the number of people planning to attend the meeting.

If the Applicant would like to attend but is unable to participate at one of the video conferencing centers listed above, the Applicant shall contact Ms. Kaahaaina at (808) 586-5706 or kkaahaaina@dhs.hawaii.gov at least two days before the Orientation and provide the same information detailed above to participate via teleconference.

1.8 Submission of Questions

The Applicant is encouraged to submit written questions to Ms. Kaahaaina at kkaahaaina@dhs.hawaii.gov prior to the Orientation. The Applicant shall have the opportunity to ask questions at the Orientation and answers will be provided at the State purchasing agency's discretion. However, answers provided at the Orientation are intended only as general responses and may not fully represent the State purchasing agency's position. To ensure an answer to an oral question from the Orientation, or to a question that arises after the Orientation, the Applicant shall submit the question in writing after the Orientation but no later than the Applicants' submission of written questions deadline. Formal official responses to the Applicants' written questions shall be provided in writing by the State purchasing agency via an addendum to the RFP.

The Applicants' submission of written questions deadline is **November 5, 2014, 4:30 p.m. Hawaii Standard Time.**

The State purchasing agency's response to the Applicants' written questions deadline is **November 12, 2014.**

1.9 Submission of Proposals

A. Forms/Formats

Forms, with the exception of program specific forms, may be found on the SPO website (see 1.2 Website Reference, Section 1 of this RFP). For program specific forms see the Proposal Application Checklist, Section 5 of this RFP.

1. Proposal Application Identification Form (SPOH-200)

This form provides the Applicant's proposal identification.

2. Proposal Application Checklist

This checklist provides the program specific requirements, the reference and location of required forms, and how the proposal components shall be ordered and submitted to the State purchasing agency.

3. Table of Contents

This sample format is meant to be a guide (see Section 5 of this RFP).

4. Proposal Application (SPOH-200A)

This form provides a framework within which the Applicant shall submit comprehensive narratives to address the requirements specified in Proposal Application Instructions, Section 3 of this RFP, including a complete budget.

B. Program specific requirements

See Service Specifications, Section 2 and Proposal Application Instructions, Section 3 of this RFP. For required State and/or federal certifications see Proposal Application Checklist, Section 5 of this RFP.

C. Multiple and alternate proposals

Multiple proposals shall be accepted but alternate proposals shall not be accepted (see Service Specifications, Section 2 of this RFP).

D. Hawaii Compliance Express (HCE)

All Providers shall comply with all laws governing entities doing business in the State. Providers shall register with HCE for on-line compliance verification from the Hawaii State Department of Taxation (DOTAX), Internal Revenue Service (IRS), Department of Labor and Industrial Relations (DLIR), and Department of Commerce and Consumer Affairs (DCCA). There is an annual registration fee for the service (currently \$12.00). The HCE's on-line "Certificate of Vendor Compliance" provides the registered Provider's current compliance status as of the Certificate's issuance date and is accepted for both contracting and final payment purposes. See 1.2 Website References, Section 1 of this RFP for the HCE website address.

1. Tax clearance

Pursuant to HRS §103-53, as a prerequisite to entering into a contract of \$25,000.00 or more the Provider shall be required to have a tax clearance from DOTAX and the IRS. See 1.2 Website References, Section 1 of this RFP for the DOTAX and the IRS website addresses.

2. Labor law compliance

Pursuant to HRS §103-55, the Provider shall be in compliance with all applicable laws of the State and federal governments relating to Payment of Wages, Safety, Workers' Compensation, and Unemployment Compensation. See Section 1, 1.2 Website Reference of this RFP for the DLIR website address.

3. DCCA business registration

Prior to entering into a contract, the owner of any entity doing business in the State, except the owner of a sole proprietorship, charitable organization, unincorporated association, or foreign insurance company, shall be registered and in good standing with the DCCA, Business Registration Division. Also, a foreign insurance company must register with the DCCA, Insurance Division. See 1.2 Website References, Section 1 of this RFP for the DCCA website address.

E. Wages law compliance

By submitting a proposal the Applicant certifies that it is in compliance with HRS §103-55 Wages, Hours, and Working Conditions of Employees

of Contractors Performing Services. See 1.2 Website References, Section 1 of this RFP for the DLIR website address.

F. Campaign contributions by State and county providers/contractors

HRS §11-355 prohibits campaign contributions from certain State and county government providers/contractors during the contract term if the providers/contractors are paid with funds appropriated by a legislative body. See 1.2 Website Reference, Section 1 of this RFP for the Campaign Spending Commission website address.

G. Confidential information

If the Applicant believes any portion of a proposal contains information that should be withheld as confidential, the Applicant shall request in writing for non-disclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note: Expenditure/Item costs are not considered confidential and will not be withheld.

H. Proposal Submission

FOR PROPOSAL SUBMISSION INFORMATION REGARDING THIS RFP PLEASE REFER TO THE PROPOSAL SUBMISSION INFORMATION SHEET AT THE BEGINNING OF THIS RFP.

1.10 Discussion with the Applicant

- A. Prior to the proposal submittal deadline:** Discussion may be conducted with an Applicant to promote understanding of the State purchasing agency's requirements.
- B. After the proposal submittal deadline:** Discussion may be conducted with an Applicant whose proposal is determined to be reasonably susceptible of being selected for award, however, a proposal may be accepted without discussion per HAR §3-143-403.

1.11 Opening of Proposals

Upon the State purchasing agency's receipt of a printed, USB, and/or CD proposal copy at the designated location (including any modifications to and withdrawals of a proposal), a verification of receipt shall be date-stamped and, if possible, time-stamped for the Applicant's and the State purchasing agency's records.

Upon the State purchasing agency's receipt of an emailed proposal copy at the designated location, a verification of receipt shall be emailed to the Applicant as soon as possible after receipt but no later than November 21, 2014, 5:00 p.m. for the Applicant's and the State purchasing agency's records.

All received printed, USB, CD and/or emailed proposal copies shall be secured by the State purchasing agency and not examined for evaluation purposes until after the proposal submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and fully executed.

1.12 Additional Materials and Documentation

Upon request from the State purchasing agency, the Applicant shall submit any additional documentation/materials reasonably required by the State purchasing agency for its evaluation of the proposal.

1.13 RFP Amendments

The State reserves the right to amend this RFP at any time prior to the final revised proposals deadline.

1.14 Final Revised Proposals

If requested of the Applicant, a final revised proposal shall be submitted in the manner and by the date and time specified by the State purchasing agency. If the final revised proposal is not submitted, the previously submitted proposal shall be the Applicant's final revised proposal. The Applicant shall submit only the section/s of the proposal requiring revision as well as the Proposal Application Identification Form (SPOH-200) (see 1.2 Website Reference, Section 1 of this RFP). After the final revised proposals are received, final evaluations shall be conducted for the contract awards.

1.15 Cancellation of Request for Proposal

This RFP may be canceled and any or all proposals may be rejected, in whole or in part, when it is determined to be in the best interest of the State.

1.16 Costs for Proposal Preparation

Any cost incurred by the Applicant in preparing or submitting a proposal is the Applicant's sole responsibility.

1.17 Provider Participation in Planning

Applicants awarded a contract resulting from this RFP shall be required to participate in the State purchasing agency's future development of a service delivery plan pursuant to HRS §103F-203.

The Providers' participation in the State purchasing agency's efforts to plan for or to purchase Health and Human Services prior to the release of an RFP, including the sharing of information about community needs, best practices, and the Providers' resources, shall not disqualify the Providers from submitting proposals if conducted in accordance with HAR §3-142-202 and §3-142-203.

1.18 Rejection of Proposals

The State reserves the right to consider only those proposals submitted in accordance with all requirements set forth in this RFP, which comply with the service specifications, and which demonstrate an understanding of the problems involved as acceptable. A proposal offering any other set of terms and/or conditions may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

- | | | |
|----|--------------------------------------------|------------------|
| A. | Inadequate response to RFP | (HAR §3-143-609) |
| B. | Late proposal | (HAR §3-143-603) |
| C. | Applicant not responsible
610(a)(2)) | (HAR §3-143- |
| D. | Proposal not responsive
610(a)(1)) | (HAR §3-143- |
| E. | Inadequate accounting system | (HAR §3-141-202) |
| F. | Failure to cooperate or deal in good faith | (HAR §3-141-201) |

1.19 Notice of Award

A Statement of Findings and Decision (Notice of Award) shall be provided by mail (USPS) to all responsive and responsible Applicants for the award or non-award of a contract upon completion of the evaluation of all proposals. The Statement shall provide information regarding only the individual Applicant, not all of the Applicants, as well as the name of the Applicant that the contract was awarded to.

Any contract resulting from this RFP is subject to the approval of the State Department of the Attorney General (DAG) as to form and to all further approvals, including the approval of the Director, as required by statute, rule, regulation, order, or other directive.

No work is to be undertaken by a Provider awarded a contract prior to the contract start date unless otherwise agreed between the State and the Provider (e.g. via a Notice to Proceed). The State is not liable for any costs incurred prior to the official contract start date without such an agreement.

1.20 Protests

Pursuant to HAR Chapter 148 and HRS §103F-501, an Applicant aggrieved by an award of a contract may file a protest. For the Notice of Protest form (SPOH-801) and related forms see 1.2 Website Reference, Section 1 of this RFP. Only the following matters may be protested:

- A. A State purchasing agency's failure to follow any procedure established by HRS Chapter 103F.
- B. A State purchasing agency's failure to follow any rule established by HRS Chapter 103F.
- C. A State purchasing agency's failure to follow any requirement, procedure, or evaluation criterion in the RFP issued by the State purchasing agency.

The Notice of Protest shall be postmarked by the USPS or hand delivered to: 1) the Head of the State purchasing agency (HOPA) conducting the procurement, and 2) the procurement officer conducting the procurement within five (5) working days of the postmark of the Statement of Findings and Decision (Notice of Award) sent to the Applicant protestor. If delivery services other than the USPS are used they shall be considered hand delivery and the Notice of Protest shall be considered submitted on the date received by the State purchasing agency.

Head of State Purchasing Agency and Procurement Officer
Director of the Department of Human Services
Mailing Address: Department of Human Services P.O. Box 339 Honolulu, Hawaii 96809-0339
Business Address: Department of Human Services 1390 Miller Street, Room 209 Honolulu, Hawaii 96813

1.21 Availability of Funds

The contract award and any allowed extension thereof is subject to allotments made by the State Director of Finance pursuant to HRS Chapter 37 and subject to the availability of State and/or Federal funds.

1.22 General and Special Conditions of Contract

Both General and Special Conditions shall be contractually required (see 1.2 Website Reference, Section 1 and Section 5 of this RFP).

1.23 Cost Principles

To promote uniform purchasing practices among State purchasing agencies procuring Health and Human Services under HRS Chapter 103F, State purchasing agencies shall utilize standard Cost Principles (SPOH-201) (see 1.2 Website Reference, Section 1 of this RFP). The State Cost Principles shall not exempt the Provider from complying with any cost principles under federal law.

Section 2

Service Specifications

Section 2 Service Specifications

2.1 Introduction

A. Overview and purpose

The Department of Human Services (DHS), Child Welfare Services (CWS) is seeking proposals to provide First Steps Home Visiting Services (FSHVS), a statewide program promoting positive parent-child relationships and supporting families with children ages zero to three. Pre-natal and post-natal services shall be provided with screenings and assessments to identify children at-risk for sub-optimal health, for developmental delays, and for abuse and/or neglect. FSHVS shall provide family-centered, strengths-based, and culturally appropriate support services within the family's natural environment and focus on the reduction of parental/environmental stressors which is directly related to child maltreatment.

B. Planning activities conducted in preparation for this RFP

- Information from funders (legislature, federal agencies, private foundations, etc.) on funding terms and conditions.
- Information from other state agencies on services to the same target group.
- Views of service recipients and community advocacy groups on conditions affecting achievement of desired goals.
- Views of provider organizations on how to improve service specifications; a request for information (RFI) process may have been used for this purpose
- Information from POS monitoring and other reports for current contracts.
- Other data (socio-economic and health trends, waiting lists for services, client satisfaction surveys, etc.).

A Request for Information (RFI) was posted on the State Procurement Office (SPO)/Procurement Notices System website on March 7, 2014 to solicit written comments from the community to assist in the development of this RFP.

A second RFI was posted on the SPO website on April 28, 2014 and an RFI meeting was held on May 29, 2014 for further development of this RFP.

Planning information may be obtained from Kenwyn Kaahaaina, POS Specialist and RFP contact person, by email at kkaahaaina@dhs.hawaii.gov.

C. Description of the service goals

The service goals of FSHVS were derived from three broad outcome domains in the continuum of child welfare services: safety, permanency, and child and family well-being.

The guiding principles of this practice in CWS are outlined below.

1. The safety of children is the paramount concern throughout service provision, placement, and permanency decisions.
2. When safety can be assured, children should stay with their families. CWS works to support family placement through the provision of timely, appropriate, individualized, and quality service activities. Service activities must empower families to help themselves and to gain and maintain mastery and control over their ability to protect their children.
3. Family crises provide opportunities for families to address problems. When timely, appropriate, and high quality services are provided to families in crisis, family members, CWS staff, and Family Court are able to make informed decisions about biological parents', resource caregivers', and/or adoptive parents' ability to protect and care for the children.
4. Efforts to maintain and reunify families are paramount, except when it is determined that children's safety in the family cannot be assured. Risk and safety assessment skills are important in decision-making and in maintaining the quality of child welfare services.
5. Service activities must address the physical, emotional, social, and educational needs of children. Services and supports shall be responsive to children's and family's strengths, needs, values, and preferences, and address their unique capacities.
6. Service activities for families must be relevant, useful, competent, coordinated, and collaborative. Service activities must provide clear and attainable goals and objectives for children and families.

7. Service activities must be culturally appropriate and delivered in a manner that is respectful of the children's and families' cultural and community ties.

FSHVS service goals are:

1. Reduced child abuse and neglect.
2. Reduced caregiver stress and subsequent risk to children.
3. Improved child adjustment and achievement.
4. Increased family self-sufficiency.

D. Description of the target population to be served

The DHS is committed to building a safe, healthy, and nurturing community that values all families as productive and contributing members. FSHVS is part of the DHS' effort to provide opportunities for families to achieve their highest potential.

In this context, the target population to be served includes families with children ages zero to three years old who have been confirmed for child abuse and neglect (or threat of abuse or neglect) by CWS, Voluntary Case Management (VCM) Services, or Family Strengthening Services (FSS) and who would benefit from a home visiting program because of parenting issues or potential child development delays, as determined by the Provider's staff.

E. Geographic coverage of service

Services shall be provided statewide to the geographic areas listed below. The Provider shall be responsible for provision of the full range of services throughout the contracted area/s.

1. Hawaii: East Hawaii
West Hawaii
2. Kauai
3. Lanai and Maui
4. Molokai
5. Oahu: Central – Chinatown to Kakaako, Waikiki, Kapahulu,
Kaimuki, Kahala to Hawaii
Kai, Mililani, Wahiawa, Mokuleia to Waimea Bay
Leeward – Waipahu, Ewa, Makakilo, Kapolei to Kaena
Windward – Pearl City to Kalihi, Waimanalo to Pupukea

The Applicant may propose to service one or more of the areas listed. The Applicant shall submit separate and detailed program information for each area that the Applicant proposes to service considering factors such as the

area’s population and needs, the proposed program’s capacity, available community services and resources, and the Applicant’s ability to collaborate in the area. A separate budget shall also be submitted for each proposed area. Multiple contracts may be awarded to one Applicant.

See Section 4 of this RFP for the criteria that will be used to evaluate the Applicant’s ability to meet the needs of a geographic area.

F. Period of availability, probable funding amounts, and sources

The contracts shall be awarded for an initial term of one and a half (1.5) years with the possibility of four (4) extensions for one (1) year thereafter, subject to the availability of State and federal funds and the satisfactory performance of services by the Provider as determined by the DHS. The maximum contract term shall not exceed five and a half (5.5) years, January 1, 2015, through June 30, 2020.

Funding is anticipated to be \$2,816,000 total per year, allocated as follows:

<i>Geographic Areas</i>	<i>SFY 2015</i>
East Hawaii	\$371,712
West Hawaii	\$352,000
Kauai	\$174,592
Lanai and Maui	\$402,208
Molokai	\$45,536
Central Oahu	\$394,420
Leeward Oahu	\$478,720
Windward Oahu	\$596,992

Funding increases and decreases shall also be subject to the availability of funds, service needs (e.g. changes in the geographic location’s needs, utilization increases/decreases, or scope of service changes), and satisfactory performance as determined by the DHS.

Funding for any given year or for the contract as a whole may increase up to 300% of the original amount without being considered a fundamental change per Hawaii Administrative Rules (HAR) §3-149-303(d).

2.2 Contract Monitoring and Evaluation

The criteria by which the performance of the contract will be monitored and evaluated are:

A. Quality of Care/Quality of Services

- B. Output Measures**
- C. Performance/Outcome Measures**
- D. Financial Management**
- E. Administrative Requirements**

2.3 General Requirements

A. Specific qualifications or requirements, including but not limited to licensure or accreditation

The Provider shall be responsible for complying with the following requirements. The Provider shall also be responsible for complying with the General and Special Conditions which include further requirements of this contract (see Section 5 of this RFP).

1. The Provider shall provide services in concurrence with Hawaii Revised Statutes (HRS) Chapters 346, 350, and 587; HAR; Code of Federal Regulations, Title 45 – Public Welfare, Part 1340 – Child Abuse and Neglect Prevention and Treatment (45 CFR 1340); and DHS policies and procedures.
2. The Provider shall be a private non-profit organization.
3. The Provider shall be qualified and, as applicable, certified, licensed, and/or accredited to perform the services solicited in this RFP.

The Applicant's proposal shall, as applicable, include written verification of current certification, active licensure, and/or current accreditation from the applicable certifying, licensing, and/or accrediting entity for any health or human service requiring certification, licensure, and/or accreditation to perform the services solicited in this RFP; this shall be subject to verification by the DHS.

If the Applicant's proposal does not include the required verifications it shall be rejected and not evaluated.

4. The Provider shall not impose any income eligibility standard on survivors and families as a basis for receiving services provided through this contract.
5. Disagreements may occur between the Provider and the DHS regarding various issues (e.g. the performance of service activities within contracted specifications). The DHS shall make every effort to resolve these disagreements in a manner acceptable to

both parties. However, if a disagreement is unable to be resolved acceptably to both parties after significant communication between them has occurred, the DHS shall prevail. If the Provider fails to comply with the DHS' directive, it could be deemed cause for corrective action and/or potential contractual remedies, including contract termination.

- 6. The contract shall be modified, if necessary, to comply with changes in State or federal statutes or rules and/or the requirements of applicable funding sources. In this event, the DHS shall notify the Provider in writing about the necessity of the change/s and what the proposed change/s will be. The Provider shall have the opportunity to discuss the change/s prior to its/their implementation.
- 7. The Provider shall participate in quality assurance/improvement projects as requested by the DHS for research and evaluation purposes. Such activities shall include one Child and Family Service Review (CFSR) per year/per qualified staff as requested and arranged by the DHS. Qualifications of the Provider's staff to participate in the CFSR shall be determined by the DHS. Other quality assurance/improvement activities shall include data collection and other future requests related to current DHS initiatives, activities, and programs. The Provider shall be requested to provide records for review by the DHS for these purposes.

B. Secondary purchaser participation
 (Refer to HAR §3-143-608)

After-the-fact secondary purchases shall be allowed.

Planned secondary purchases shall not be allowed.

C. Multiple or alternate proposals
 (Refer to HAR §3-143-605)

Multiple proposals shall be allowed.

Alternate proposals shall not be allowed.

D. Single or multiple contracts to be awarded
 (Refer to HAR §3-143-206)

Single Multiple Single & Multiple

The highest scoring Applicants may be awarded multiple contracts. Multiple contracts may be awarded to one Applicant for any combination of geographic areas specified above if the State determines that it will be more advantageous in terms of cost effectiveness (output and outcomes per funding).

Per HAR §3-143-611, the DHS may partially reject any proposal or combination of proposals and request a proposal modification to be done that is in the best interest of the State.

E. Single or multi-term contracts to be awarded

(Refer to HAR §3-149-302)

Single term (2 years or less) Multi-term (more than 2 years)

Initial contract term:

One and a half (1.5) years, January 1, 2015 through June 30, 2016.

The initial term shall commence on the contract start date or Notice to Proceed date, whichever is later.

Number of possible extensions: Four (4) extensions

Length of each extension: One (1) year

Maximum contract term:

Five and a half (5.5) years, January 1, 2015 through June 30, 2020, subject to the Option to Extend provision of the contract (see #17, Special Conditions, Section 5 of this RFP).

Conditions for extension:

1. Ongoing need for the service as determined by the State.
2. Availability of funding.
3. Acceptable utilization as determined by the State.
4. Satisfactory performance as determined by the State.
5. Satisfactory compliance with the terms and conditions of the contract as determined by the State.
6. Must be in writing, shall allow 30 calendar days for consideration and approval, and shall be executed prior to the contract expiration date.

F. Subcontracting

(Refer to #3.2 General Conditions, Section 5 of this RFP)

Subcontracting shall be allowed with prior written approval from the DHS.

2.4 Scope of Work

The scope of work encompasses all of the following tasks and responsibilities, particularly those described in Section 2.4 A. See Section 4 of this RFP for the criteria that will be used to evaluate the proposal.

A. Service Activities and Service Delivery

The Provider shall provide services to all eligible families. These activities are intended to promote the strengthening of the family unit and specifically address the areas of child development, parenting skills, non-physical discipline, family planning, inter-personal relationships, family and social communication, problem identification, problem solving, mental health concerns, anger management, substance abuse, and social and community responsibility. Services shall be provided by a paraprofessional, a nurse, and/or a substance abuse clinical specialist, depending on each family's needs.

The Provider shall provide services to parents who identify as Lesbian, Gay, Bisexual, Transsexual, and Questioning (LGBTQ), have Limited English Proficiency (LEP), and/or have physical limitations.

The Provider shall make efforts to assure reasonable flexibility within the framework of the service activities available. The Provider shall also be reasonably flexible in the times service activities are scheduled, such as in the evenings or on weekends, so as to accommodate parents' work schedules.

The Provider shall assure and be responsible for the continuity of services in the event of staff illness, medical emergencies, vacancies, or other situations that result in reduced program resources that are less than contracted.

The Provider shall assure, to the extent possible, that necessary community resources are available to families within the contracted geographic area.

The Provider shall provide the following core service activities:

1. Individualized program planning

The Provider shall work collaboratively with the DHS social worker. A face-to-face case conference or telephone consultation shall be held within one week of the date of a referral to complete the individualized program plan, including goal setting. The conference or consultation shall include the input of the parent/s, the social worker, and the Provider. The conference or consultation shall result in an individualized program plan signed by the parent/s, social worker, and Provider to determine the services that will be provided.

2. Assessment, linkage, and coordination

The Provider shall complete a comprehensive service needs assessment to evaluate the children's and parents' strengths, needs, and ability to protect children (if a parent) and to determine the service activities needed. The Provider shall also provide linkage and coordination with appropriate community resources to facilitate service delivery of the necessary service activities. All assessment tools shall be approved by the DHS and must be completed by qualified and certified/licensed staff such as the Clinical Specialist (CS) or Family Health Specialist (FHS) (see 2.4 B. 2., Section 2 of this RFP).

3. Parental life skills

Components may include, but are not limited to, parent and/or family activities focusing on:

- a. Educating parents about how to interact with other people more productively, including providing assertiveness training.
- b. Increasing parental understanding about other relevant issues such as the dynamics of abuse and underlying causes of child abuse.
- c. Building parental child protective abilities.
- d. Assisting parents in developing concrete, everyday problem-solving abilities.
- e. Assisting and supporting parents with substance abuse problems. This shall include facilitating parents' understanding about what effect their substance abuse has on their child/ren and encouraging their participation in treatment services.
- f. Providing information about normal child development stages in order to enhance child management skills. This may be taught in a group format using simple, concrete techniques, educational materials, and skill building exercises.

4. Counseling services

The Provider shall provide parent and/or family counseling, based on the goals agreed upon in the Family Support Plan (FSP) (see 2.4 A. 5. b., Section 2 of this RFP). Services may be provided for one to two hours weekly or more, depending on the needs of the family, inside or outside of the home, whichever is preferable to the family. Services shall be intensive and focused on issues that present risk to children. Services to families with a goal of family reunification shall not exceed 12 months in duration and may include the following:

- a. Building communication skills.
- b. Building problem-solving skills.
- c. Building coping skills.
- d. Child development education.
- e. Behavior management training.

5. Home visiting

The Provider shall utilize a team approach in supporting families by setting meaningful goals, sharing child development information, and enhancing family functioning.

Services shall minimally include:

- a. Identifying and assessing risk factors (e.g. by using the Kempe Family Stress Checklist) as ascertained by the Clinical Specialist (CS) or Family Health Specialist (FHS). All assessment tools shall be approved by the DHS.
- b. Developing a Family Support Plan (FSP), addressing the risk factors, in collaboration with the CS and FHS. Development of a FSP shall include collaboration with the CWS, VCM, or FSS social worker to ensure that appropriate services and the roles and responsibilities of all service providers are identified. Administering approved pre- and post- assessments to determine if a reduction in risk factors occurred.
- c. Conducting home visits by the CS, FHS, and Family Support Worker (FSW), in accordance with the FSP, in a seamless, cohesive manner where all disciplines involved communicate with each other regarding their interactions with and information about the family. The FSW shall follow up on information and referral activities and child development and family issues.
- d. Providing referrals and care coordination for families by the CS, FHS, and/or FSW, including:

- 1) Facilitating and participating in the FSP development process.
 - 2) Assisting parents in identifying concerns/needs they have about their child/ren and themselves.
 - 3) Assisting parents in identifying strengths and resources they have within their families.
 - 4) Assisting parents in accessing necessary community resources.
 - 5) Coordinating and monitoring service delivery.
 - 6) Assisting with and coordinating the Comprehensive Developmental Evaluation (CDE) and transition process, as appropriate.
- e. Providing short-term interventions to prepare families for further and more intensive treatment services by the CS or another provider.
 - f. Identifying, assessing, and monitoring the developmental status and health care needs of families with consultation and direct intervention services by the FHS or another health care provider, as appropriate.
 - g. The FHS shall refer children with developmental concerns to appropriate services and participate in their CDE, as requested, as well as provide on-going monitoring, as needed.
 - h. Promoting positive parent-child interaction and a positive environment for child development.
 - i. Providing education and training about child development, father involvement, parenting skills, family planning, domestic violence, and therapeutic interventions by the CS and FHS to strengthen the family in addition to the modeling and support of the FSW in these areas.
 - j. Promoting positive child health development, including establishing a primary medical care provider and regular check-ups, completing immunizations, establishing a primary dental provider and regular check-ups, supporting consistent physical hygiene, including oral health, providing nutrition information, and creating a safe child environment.
 - k. Promoting early and on-going prenatal care, as appropriate.
 - l. Providing creative interventions for families that are difficult to engage in services.
 - m. Participating in and documenting collaborative meetings with CWS, VCM, and FSS to ensure coordinated service delivery.
 - n. Providing budgeting education and transportation assistance, as needed.
 - o. Assuring that children's services are age and developmentally appropriate.

6. The Provider shall have a process for discharge planning for families and case closure. Discharge planning shall be completed prior to family service completion.

The Applicant shall detail their process for discharge planning and case closure.

7. The Provider shall send satisfaction surveys within one month after the completion of services to the parent/s and CWS, VCM, and FSS social workers to evaluate its program and staff effectiveness.
8. The Provider shall attempt follow-up contact with parent/s six months after service closure to determine whether families have remained safe and healthy or whether they are in need of additional services. Contact with parent/s shall include the following questions:
 - a. Are you currently involved with CWS/VCM/FSS?
 - b. Do you feel confident about meeting your child/ren's developmental needs?
 - c. Do you feel confident about making health care decisions for your child/ren?
 - d. Do you need services to help your family?
 - e. What services do you need?
9. The Provider shall ensure appropriate service transitions for families to other community resources, as necessary, when the contract ends.

B. Administrative/Management Requirements

1. Experience
 - a. The Applicant shall submit a verifiable history of a minimum of two (2) years within the most recent five (5) years of experience with contracts or projects providing services to young children and their families.
 - b. The Applicant shall have demonstrated and documented knowledge, skills, capacity, and competence to perform the required services.

2. Personnel

The Provider shall ensure that its staff will have the educational qualifications, work experience, necessary training, and appropriate certification/licensure to practice in the State of

Hawaii, as applicable, in order to provide the contracted service activities.

The recruitment of staff from the specifically contracted geographic area/s is preferred.

The Applicant shall submit:

- a. An organization-wide chart showing where the proposed program fits within the Applicant's agency.
- b. A program-specific chart showing each program staff position, including title, full-time equivalency (FTE) to the Applicant's program, and the lines of authority/supervision.
- c. A position description specifying the education, work experience, and training qualifications as well as the work requirements for each program staff position.
- d. A staffing pattern, including staff to client ratios.

The Provider shall assure that:

- a. Staff are at least 18 years old.
- b. A system is in place to ensure compliance with:
 - 1) Affirmative action standards
 - 2) Equal opportunity employment standards
- c. Staff demonstrates willingness to work with others, including clients coping with multiple issues.
- d. The Supervisor shall have a Masters degree and at least two (2) years of work experience in Social Work, Clinical Psychology, Counseling, or Nursing or a Bachelors degree and at least three (3) years of work experience in Social Work, Clinical Psychology, Counseling, or Nursing.
- e. The Clinical Specialist shall have a Masters degree and at least one (1) year of work experience in Social Work, Clinical Psychology, or Counseling and preferably is a Certified Substance Abuse Counselor (CSAC).
- f. The Family Support Worker shall have a high school diploma or General Equivalency Diploma (GED) with at least two (2) years of work experience with children and families.
- g. The Family Health Specialist (optional) shall have a Registered Nurse (RN) license to practice in the State of Hawaii and one (1) year of work experience as an RN.

An Applicant who does not have a Family Health Specialist position in their program shall specify which position/s will provide the service activities of the Family Health Specialist as

described in 2.4 A. Service Activities and Service Delivery, Section 2 of this RFP.

- h. All staff shall have experience in working with issues such as child abuse and neglect, domestic violence, and substance abuse and also must be willing to work with parents that may present safety issues. In lieu of experience, staff shall have received training in these areas.
- i. Verification of education, work experience, and certification/licensing and job performance information shall be maintained and updated in the staff personnel files.
- j. If a job applicant does not meet the education, work experience, and/or training qualifications for a specific position but the Provider still recommends hiring the applicant, a request for a waiver of the qualifications shall be submitted to the DHS in writing. The request shall include:
 - 1) The reason for the request.
 - 2) Justification for the request (e.g. the applicant may not have the required education but may have years of training and/or experience that demonstrate their ability to adequately perform the position's duties).
 - 3) An explanation about the level of supervision and training to be provided to the applicant.

The DHS shall approve or deny the request in writing. Written approval from the DHS is required before the applicant can be hired.

- k. The Provider shall conduct an initial criminal history record check, CWS Central Registry Check, and sex offender check for all job applicants who will be working under the contract, especially because this necessitates close proximity to children.

The Provider shall search www.ecrim.hawaii.gov/ahewa/ (Adult Criminal Conviction Information System, Hawaii Criminal Justice Data Center), submit an application for a CWS Central Registry Check, and search www.nsopr.gov (National Sex Offender Registry) prior to hiring staff or at the outset of the contract period (if not previously conducted).

All three checks shall be completed again one year after hire and again every two (2) years thereafter.

- 1) Conditional employment in a non-direct service position may be offered to an applicant for a period not to exceed 30 days pending the receipt of the results of the criminal history record check and the CWS Central Registry Check.
- 2) The Provider shall have an established procedure to address any criminal conviction results or CWS child abuse/neglect (CA/N) history results with the applicant. If after such

results have been received and the Provider has discussed the results with the applicant and still recommends hiring the applicant, a request for a waiver shall be submitted to the DHS in writing. The request shall include the name of the applicant, the applicant's qualifications and the circumstances regarding the results, the reasons why the Provider is requesting the waiver, including the basis for the determination that such criminal conviction or CA/N history does not pose a risk to the health, safety, or well-being of children, and any probationary plan to be implemented if the applicant were to be hired. The DHS shall respond in writing via email asking for more information or approving or disapproving the waiver, including any conditions, such as the proposed probationary plan to be implemented, that need to be met before the applicant can be hired.

- 3) The results of the criminal history record check, CWS Central Registry Check, and sex offender check shall be maintained and updated in the staff personnel files.
- 4) See "CRIMINAL HISTORY RECORD CHECK STANDARDS and PROTECTIVE SERVICES CENTRAL REGISTRY CHECK STANDARDS (Revised 4/18/13)", Section 5 of this RFP.

3. The Applicant shall submit a training plan for staff who have direct contact with clients. The training plan shall identify how training will be structured and provided.

A training record shall be maintained and updated in the staff personnel files.

4. The Provider shall have a process for hearing and resolving staff grievances.

The Applicant shall submit a copy of their grievance process.

5. Client files

- a. Client files shall be kept per family with child/ren and parent/s information kept together. Files shall contain basic client information such as name, gender, birthdate, race/ethnicity, address, phone number, marital status, as applicable, language spoken and any LEP concerns, and any physical/mental conditions or special needs. Files shall also contain a copy of the Family Support Plan, all applicable assessments and

- reports, and any other documentation, such as case notes and service referrals, completed regarding child/ren and parent/s.
- b. Files shall be maintained for all clients served by the program during the period they are receiving services.
 - c. Files shall be strictly confidential.
 - d. The Provider shall keep client files for six (6) years after the last date of service.
6. Reporting requirements for program and fiscal data
- a. Required program reports:
 - 1) The monthly Client Eligibility List (CEL) and Quarterly Activity Report (QAR) shall be submitted in a format specified by the DHS. The Provider shall report on the clients served and summarize the program activities completed during the reporting period. The data reported shall include individual information about the clients as well as the number of clients served, the number of service units completed, the accomplishments of program objectives and outcomes, the problems encountered, any program recommendations, and proposed future activities. The QAR shall also document any staffing changes.
 - 2) The CEL shall be submitted via email by the 15th of the month following the reporting period in the format provided by the DHS.

The QAR shall be submitted by the last day of the month following the reporting period.
 - b. Required fiscal reports:
 - 1) The annual Budget and monthly Expenditure Report shall be submitted in a format specified by the DHS. The Provider shall summarize the fiscal expenditures incurred during the reporting period. The data reported shall include the expenditures from program income, contract revenues received, total expenditures of contract funds, and any collections. The reports shall list other sources of funding used for the contract, the amounts, and how they were expended. The reports shall also document all staff that work under the contract.
 - 2) The annual Budget shall be due as requested by the DHS but prior to the start of the fiscal year.

The Expenditure Report shall be submitted by the 15th of the month following the reporting period.
 - c. Funding penalties may be assessed, as determined by the DHS, for reports received 60 days after their due dates unless

otherwise agreed to between the Provider and the DHS. The Provider shall still be required to maintain the capacity to provide the contracted level of services despite any reduced funding.

- d. See Attachments, Section 5 of this RFP for samples of the program and fiscal reports.

7. Output and performance and outcome measurements

- a. The Provider shall maintain the capacity to deliver services throughout the contract term as specified in Performance Measurement Forms A, B, and C, Section 2 of this RFP.
- b. The Applicant shall propose goal numbers for the items not specified in Forms A and B. These figures shall be based on the proposed funding and staffing and other factors the Applicant deems relevant. The State shall have the final determination about goal numbers for the contract.

Estimated families to be served annually:

Hawaii: East Hawaii - 180
 West Hawaii - 136
Kauai: 102
Lanai and Maui: 227
Molokai: 5
Oahu: Central - 90
 Leeward - 310
 Windward – 340

- c. The effectiveness of the contract shall be evaluated according to the utilization of the services, the number of service activities provided, and the outcomes achieved.
- d. Unless otherwise agreed to in writing, the number of clients to be served and the number of service activities to be provided shall change in proportion to any funding changes.

8. Quality assurance and evaluation specifications

- a. The Provider shall maintain throughout the contract term a system of self-appraisal for evaluating the performance quality and effectiveness of the services provided by its program.
- b. The evaluation process shall use credible and tested measurement tools or instruments.
- c. The Provider shall collect data on the impact of services on the client's lives including identifying indicators of client change, which are relevant to outcomes.

- d. The Provider shall include a process for implementing improvements and taking corrective action based upon the evaluation's findings.
- e. The Provider shall provide a copy of its evaluation documentation to the DHS upon request.

The Applicant shall describe its system of self-appraisal and program evaluation.

- 9. Insurance requirements (see 1.4, General Conditions, Section 1 and #2. Special Conditions, Section 5 of this RFP)
 - a. The Provider shall maintain throughout the contract term the following insurance coverage:
 - 1) General Liability Insurance of no less than \$1 million per occurrence and \$2 million annual aggregate for bodily injury and property damage.
 - 2) Automobile Liability Insurance of no less than \$1 million per accident for any auto, non-owned autos, and hired autos.
 - 3) Professional Liability Insurance (Errors and Omissions) of no less than \$1 million per claim and \$2 million annual aggregate.
 - b. The State of Hawaii shall be named as an additional insured on the Certificate of Insurance.
 - c. The Provider shall include any subcontractor as additional insured under its policies or provide to the DHS separate Certificates of Insurance and endorsements for each subcontractor. Any subcontractor shall comply with the same insurance requirements as the Provider.
 - d. The DHS reserves the right to amend insurance requirements in order to maintain all contracts in compliance with the most current State requirements.

10. Hawaii Compliance Express

The Provider shall be compliant with all statutes and administrative rules. Per HRS §103D-310(c), HRS Chapter 103F, and HAR §3-120-112, the Certificate of Vendor Compliance provided by the Hawaii Compliance Express is acceptable verification of the Provider's good standing as a vendor doing business in the State of Hawaii. The Provider shall be an HCE member with compliant status.

- 11. All contracts shall be monitored by the DHS in accordance with requirements set forth by HRS Chapter 103F. Ongoing contract

monitoring shall include review of program and fiscal reports and periodic assessment of service delivery and program effectiveness. In addition, annual contract monitoring may include site visits with a comprehensive evaluation of several areas, including review of the Provider’s compliance with contractual requirements, agency personnel files, client files, and accounting practices.

The Applicant shall provide all program monitoring and/or evaluation reports completed within the last two years aside from the 2014 DHS Monitoring Report, if applicable.

C. Physical Facilities

The Provider shall maintain adequate facilities for the satisfactory delivery of contracted services. Facilities shall be operational by the contract start date. Facilities shall meet ADA requirements and provide any special equipment that may be required for service delivery. The facilities’ grounds shall also be adequately maintained.

Facilities shall comply with applicable local, State, and federal building, fire, safety, and health codes relating to construction, sanitation, and building maintenance.

The Applicant shall provide a description of its facilities and their appropriateness for service delivery.

2.5 Compensation and Method of Payment

The Provider shall comply with Cost Principals, HRS Chapter 103F, Purchases of Health and Human Services (see the SPO website) in the development of its budget and the expending of the contract funding.

Unless otherwise proposed and agreed between the Provider and the DHS, the pricing structure for these services is as checked below. The pricing structure may be revised by mutual agreement throughout the term of the contract.

Cost reimbursement where the State pays the Provider for budgeted costs actually incurred in delivering the services specified in the contract up to a stated maximum contract amount.

Fixed rate where the State pays the Provider a set rate for a defined unit of service up to a stated maximum contract amount. The State and the Provider agree on the number of units of service to be delivered for the stated contract amount.

Base Cost/Fixed Rate Combination where the State pays the Provider a base amount for operating costs and a fixed rate for units delivered up to a stated

_____ contract amount.

_____ Negotiated rate where the State determines the number of units it needs and then negotiates with the Provider the total cost to provide all of the units. The negotiated cost to deliver a set number of units allows a unit rate to be calculated.

A. Units of service

The units specified in Performance Measurement Forms A, B, and C are relevant to service delivery and capacity.

B. Method of compensation and payment

A monthly invoice shall be submitted in a format specified by the DHS. The invoice shall be submitted by the 15th of the month following the reporting period. See Section 5 of this RFP for a sample of the invoice.

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing the Proposal Application:

- *The Proposal Application (SPOH-200A) may be found on the SPO website (see 1.2 Website References and 1.9 A. Forms/Formats, Section 1 of this RFP). However, the website form will not include items specific to this RFP. If using the website form, the Applicant shall include all of the items listed in this Section 3.*
- *The Applicant is **strongly encouraged to review the evaluation criteria** in Section 4 of this RFP when completing the Application.*
- *A written response shall be required for each item in the Application unless otherwise indicated. Failure to answer any of the items shall affect the Applicant's score.*
- *The Applicant shall include a Table of Contents in the Application (see Table of Contents, Section 5 of this RFP).*
- *In the Application the numerical outline, titles/subtitles, and the Applicant's name and the RFP number in the top right hand corner of each page shall be retained. However, the red instructions may be deleted.*
- *12 point font size shall be used.*
- *1 inch margins shall be used.*
- *Page numbering of the Application shall be consecutive beginning with Page 1 (one) and continuing through for each section (see Table of Contents, Section 5 of this RFP).*
- *The Application may be submitted in a three ring binder.*
- *Tabbing of sections of information is recommended.*

The Proposal Application is comprised of the following sections. The DHS prefers that the Applicant does not exceed the listed number of pages for the narrative portion of each section (this does not include the required attachments):

- *Proposal Application Identification Form (1 page)*
- *Table of Contents (2 pages)*
- *Program Overview (1 page)*
- *Experience and Capability (15 pages)*
- *Project Organization and Staffing (8 pages)*
- *Service Delivery (15 pages)*
- *Financial (5 pages)*
- *Other (2 pages)*
 - *Litigation*

3.1 Program Overview

No points are assigned to Program Overview. The intent of this section is for the Applicant to provide the evaluators with a brief overview of the Applicant agency's mission, the program and services being proposed, and the goals and objectives of the proposed service activities considering the assessed needs and available resources of the specified geographic area.

3.2 Experience and Capability (11 points)

A. Necessary Skills (5 points)

The Applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services. The Applicant may provide service outcome reports and letters of community support. Reports/letters shall be attached to the Application.

B. Experience (5 points)

The Applicant shall have a minimum of two (2) years of verifiable experience within the most recent five (5) years that are pertinent to the service activities detailed in Section 2 of this RFP.

The Applicant has provided information demonstrating the ability and experience of providing services to meet the needs of different individuals, cultures, and communities including individuals who identify as LGBTQ, have Limited English Proficiency (LEP), and/or have physical limitations.

The Applicant shall provide the following information regarding each of its pertinent contracts/projects listed:

1. Contract/project identification number
2. Contracting agency
3. Name of contact person, phone number, email address, and mailing address of the contracting agency
4. Title and a brief description of the service

This shall document that the contract(s) are pertinent to the service activities detailed in this RFP.

The DHS reserves the right to verify the Applicant's experience.

C. Facilities (1 point)

The Applicant shall provide the street address/es of its facilities, a description of its facilities, and demonstrate its/their adequacy in relation to the proposed services. The Applicant shall also detail how the facilities meet ADA requirements and describe any special equipment that may be required to deliver the proposed services.

If the facilities are not presently available, the Applicant shall provide detailed plans regarding how the facilities will be secured/prepared to allow for service delivery by the contract start date.

3.3 Project Organization and Staffing (15 points)

A. Staffing

1. Proposed staffing (5 points)

The Applicant shall describe in detail a reasonable staffing pattern, client/staff ratio, and caseload capacity appropriate for the delivery of the proposed services. The Applicant shall justify the proposed staffing pattern taking into account the numbers of people to be served and the levels of service activities to be provided. The Applicant shall list the positions for all management and fiscal staff proposed as full-time or part-time employees under the contract. See Performance Measurement Forms A and B, Section 2 of this RFP, as applicable.

Note: If the Applicant proposes the use of subcontracting, the Applicant shall also include the above information for the proposed subcontracted staff.

2. Staff Qualifications (4 points)

The Applicant shall provide position titles and descriptions that include the minimum qualifications (education and experience) for each staff position budgeted to the contract directly, including back-up staff for direct service staff. Position titles shall match the titles listed on the organization charts detailed below. The Applicant shall also provide clear documentation that all staff has the necessary certifications and licenses, as applicable, to deliver the proposed services. The minimum qualifications must meet the minimum personnel requirements detailed in Section 2 of this RFP and be sufficient to ensure quality program/service delivery.

The Applicant shall have program accommodations to provide services to a multicultural and multilingual population, including immigrants. Staff shall have experience in providing services to this population.

Staff shall also be familiar with the range of community services available for the target population.

Note: If the Applicant proposes the use of subcontracting, the Applicant shall also include the above information for the proposed subcontracted staff.

B. Project Organization

1. Supervision and training (5 points)

The Applicant shall describe its ability and a plan to supervise, train, and provide administrative direction to staff relative to the delivery of the proposed services.

2. Organization charts (1 point)

The Applicant shall describe in detail its **approach and rationale** for the structure, functions, and staffing to effectively accomplish the proposed service activities and tasks. The Applicant shall also provide:

- a. An Organization-Wide Chart showing where the proposed program fits within the Applicant's agency.
- b. A Program Specific Chart that details for each staff position budgeted to the contract:
 - 1) The position title
 - 2) The minimum qualification level (e.g. high school diploma, Bachelor's degree, Master's degree)
 - 3) The full-time equivalency (FTE) to the program
 - 4) The lines of authority/supervision

The Organization-Wide and Program Specific Charts shall both be attached to the Application. The position titles in the charts shall match the titles in the position descriptions noted above.

Note: If the Applicant proposes the use of subcontracting, the Applicant shall also include the above information for the proposed subcontracted staff.

3.4 Service Delivery (65 points)

The Applicant shall describe in detail a clear and practical approach to the service activities and delivery and the management requirements described in Section 2 of this RFP, including a fully completed Work Plan detailing all service activities and tasks, work assignments and responsibilities, and timelines/schedules. A sample Work Plan format shall be included as an Attachment in the RFP posting on the SPO website.

Note: It shall not be acceptable for the Applicant to simply repeat language in the RFP when addressing the specific service activities and tasks.

The Applicant shall address the following items listed in the Work Plan:

A. Direct Service Plan Provision (40 points)

1. The Applicant shall provide a detailed information on its referral and case closure process including, but not limited to:
 - a. How client referrals will be received and processed.
 - b. How the client and the DHS will be notified of the program's response to the referral.
 - c. How the client will be discharged from the program
 - d. How client cases will be closed
 - e. How the client and the DHS will be notified of the discharge from services and case closure

2. The Applicant shall provide a detailed, comprehensive, and practical plan for the delivery of services in the areas specified below:
 - a. Assessment and evaluation of referred clients including, but not limited to, assessment of client strengths and areas of improvement.
 - b. Development of a service plan with the client including, but not limited to, utilizing relevant services activities and establishing realistic client goals and outcomes.
 - c. Delivery of the proposed service activities.

B. Coordination of Services (5 points)

The Applicant shall provide information that demonstrates its capability of coordinating with the DHS to establish for the client agreed upon services, common service goals, agreed upon outcomes and other agencies/community resources to meet the needs of the target population.

The Applicant shall also demonstrate its active collaborative capability of working with other community agencies/resources to meet the client's needs, as applicable. Verification letters, meeting minutes, with attendees, or other documentation of participation shall be attached to the Application.

C. Performance Measurement Forms A, B, and C (5 points)

The Applicant shall propose reasonable numbers and percentages for the items not specified in Forms A and B. Clear justifications shall be provided for the proposed numbers. The DHS shall have the final determination regarding the numbers for each contract.

D. Quality Assurance and Evaluation (10 points)

The Applicant shall describe a detailed plan for quality assurance, evaluation, and improvement, including **methodology, instruments, and timelines** for the proposed services.

The Applicant shall describe its internal review process to ensure conformance with specified contract requirements, the Administrative Assurances, adequate accounting practices, accurate record keeping and maintenance of agency files, accurate tracking of performance/outcome measures, and program effectiveness. The Applicant shall outline a process for implementing positive changes from the quality assurance data collected to ensure on-going quality service delivery.

E. Grievance and Dispute Resolution Procedures (5 points)

The Applicant shall provide a policy and procedure to positively address grievances/disputes between the client and the Provider, the DHS and the Provider, and other community resources and the Provider.

3.5 Financial (9 points)

A. Pricing Structure: Proposed Budget (8 points)

1. The Applicant shall submit a clear, detailed budget utilizing the pricing structure designated by the State purchasing agency in Section 2 of this RFP. The budget shall fully support the delivery of the proposed services.

Note: The Applicant is advised that, for budgeting purposes, there are insurance requirements and auditing requirements under this

contract. See General Conditions and Special Conditions, Section 5 of this RFP.

2. The Applicant shall fully complete and submit all required budget information using the forms listed below. All budget forms, instructions, and samples are located on the SPO website. See 1.2 Website Reference, Section 1 of this RFP. All budget forms shall be attached to the Application.

SPO-H-205:	Budget
SPO-H-206A:	Personnel- Salaries and Wages <i>Must include all scheduled pay raises.</i>
SPO-H-206B:	Personnel – Taxes, Assessments, Fringe
SPO-H-206E:	Contractual Services – Administrative
SPO-H-206F:	Contractual Services – Subcontracts
SPO-H-206H:	Program Activities
SPO-H-206I:	Equipment Purchases
SPO-H-206J:	Motor Vehicles

Note: The Applicant shall review HRS Chapter 103F Cost Principles for Purchases of Health and Human Services for allowable expenditures. Travel for training purposes, Interisland Travel, and Out-of-State Travel are not allowed unless approved by the DHS.

Note: Only contract Awardees shall be required to submit the following additional budget forms at a later date as part of the contracting process, including, but not limited to:

SPO-H-205A:	Organization-Wide Budget by Source of Funds
SPO-H-205B:	Organization-Wide Budget by Programs
SPO-H-206G:	Depreciation (as applicable)

3. All budgeted costs (personnel and non-personnel) shall be appropriate considering the service activities and tasks to be accomplished. The Applicant shall clearly explain how it verified that all budgeted costs are reasonable and comparable to similar costs in the community. The Applicant’s budget shall be in compliance with any applicable laws, regulations, and rules.
4. The Applicant shall provide a clear and separate budget for the administrative costs, not to exceed 15% of the annual funding amount, and justify the costs. If the Applicant has a federally-approved indirect rate, the Applicant shall provide the approval letter and the general categories used to determine the federal rate.

The Applicant must submit an administrative cost budget despite the Applicant's approval for the federal rate. The Applicant may use the general categories from the federal rate but the Applicant's indirect costs for this contract must not exceed 15%.

The Applicant shall submit the administrative costs budget using the budget forms listed above. All budget forms, instructions, and samples are located on the SPO website. See 1.2 Website Reference, Section 1 of this RFP. The administrative costs budget, federally-approved indirect rate approval letter, and general categories used to determine the federal rate shall be attached to the Application.

B. Other Financial Related Materials: Financial Audit (1 point)

In order to determine the adequacy of the Applicant's accounting system as described under HAR, the Applicant shall submit its most recently completed Financial Audit, including any management letters that accompanied that audit. The Financial Audit and letters shall be attached to the Application.

3.6 Other

A. Litigation

The Applicant shall disclose and explain any pending litigation to which they are a party, including the disclosure of any outstanding judgment.

B. Administrative Assurances

The Applicant shall sign a copy of the Administrative Assurances in Attachment H, Section 5 of this RFP. The signed Assurances shall be attached to the Application.