State of Hawaii
Department of Labor and Industrial Relations
Office of Community Services

Request for Proposals

RFP No. OCS LBR 903-02_16

Employment Core Services For Immigrants

December 23, 2014

Note: *It is the applicant's responsibility to check the public procurement notice website, the request for proposals website, or to contact the RFP point-of-contact identified in the RFP for any addenda issued to this RFP. The State shall not be responsible for any incomplete proposal submitted as a result of missing addenda, attachments or other information regarding the RFP.*

DAVID Y. IGE
GOVERNOR

DWIGHT TAKAMINE
DIRECTOR

JADE BUTAY
DEPUTY DIRECTOR

MILA KA'AHANUI
EXECUTIVE DIRECTOR

STATE OF HAWAII
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
OFFICE OF COMMUNITY SERVICES
830 PUNCHBOWL STREET, ROOM 420
HONOLULU, HAWAII 96813
www.hawaii.gov/labor
Phone: (808) 586-8675 / Fax: (808) 586-8685
Email: dlir.ocs@hawaii.gov

December 23, 2014

Dear Applicant:

SUBJECT: REQUESTS FOR PROPOSALS (RFPs) FOR STATE FISCAL BIENNIUM (FB) 2016-2017

The Office of Community Services (OCS), an Office administratively attached to the Department of Labor and Industrial Relations (DLIR), is soliciting proposals from qualified applicants to provide the human services listed below for State Fiscal Years 2016 and 2017.

The client community to be served by this program comprises low-income persons. This program is one of three interrelated programs for services to low-income and immigrant communities. OCS expects that the successful applicants pursuant to this RFP will cooperate, coordinate, and collaborate in providing an integrated series of resources and services for the client communities that are to be served by these proposals.

RFP No.	Service Activity Title
LBR 903-01_16	Employment Core Services for Low-Income Persons
LBR 903-02_16	Employment Core Services for Immigrants
LBR 903-03_16	Immigrant Resource Centers

All prospective applicants are hereby notified that this RFP for competitive purchase of services is issued under the provisions of the Hawaii Revised Statutes, Chapter 103F and its administrative rules.

The enclosed materials outline the application requirements of RFP No. LBR 903-02_16 for Employment Core Services for Immigrants. Included for your use are the administrative requirements, service specifications, proposal applications, budget instructions, as well as other reference materials. Prior to application submittal, it is imperative that the applicants closely review all information and follow detailed instructions provided.

DLIR-OCS will conduct an RFP orientation session on January 7, 2015 from 10:00am to 11:00 am, at the OCS Conference Room located at 830 Punchbowl St. Rm. 420 Honolulu, Hawaii. All prospective applicants are strongly encouraged to attend the session.

Proposals postmarked after **Friday, February 20, 2015, or hand delivered after 4:30 p.m. H.S.T. on Friday, February 20, 2015, shall be considered late and rejected.** There are no exceptions to this requirement. Proposals delivered by facsimile transmission or e-mail will not be accepted. Two originals and one electronic copy on a memory stick of the full proposal are required.

DLIR-OCS reserves the right to amend the terms of this RFP, to issue addenda, or to withdraw this RFP at any time.

All questions or inquiries regarding these RFPs should be directed to the RFP Point of Contact, Ms. Denise M. Pierson, by mail at 830 Punchbowl Street, Room 420, Honolulu, Hawaii 96813, or e-mail at denise.m.pierson@hawaii.gov or by telephone to (808) 586-8675. Thank you for your interest in applying and for working with us to provide quality services.

Sincerely,

Denise M. P

For MILA KAAHANUI, MSW
Executive Director

AN EQUAL OPPORTUNITY AGENCY

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: TWO (2) originals and one electronic copy on a memory stick with full proposal.

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **February 20, 2015 and received by the state purchasing agency no later than 10 days from the submittal deadline.**

All Mail-ins

OFFICE OF COMMUNITY SERVICES
Department of Labor and Industrial Relations
830 Punchbowl Street, Room 420
Honolulu, Hawaii 96813

DLIR/OCS RFP COORDINATOR

Denise M. Pierson
830 Punchbowl Street, Room 420
Honolulu, Hawaii 96813
(808) 586-8675
Fax: (808) 586-8685
Denise.M.Pierson@hawaii.gov

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), February 20, 2015.** Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 p.m., February 20, 2015.

Drop-off Sites

OFFICE OF COMMUNITY SERVICES
Department of Labor & Industrial Relations
830 Punchbowl Street, Room 420
Honolulu, Hawaii 96813

RFP Table of Contents

Section 1 Administrative Overview

Section 2 - Service Specifications

Section 3 - Proposal Application Instructions

Section 4 – Proposal Evaluation

Section 5 – Attachments

Section 1

Administrative Overview

Section 1
Administrative Overview

Applicants are 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 *each* RFP.

1.1 Procurement Timetable

Note that 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.

Activity	Scheduled Date
Public notice announcing Request for Proposals (RFP)	December 23,2014
Distribution of RFP	December 23,2014
RFP orientation session	January 7,2015
Closing date for submission of written questions for written responses	January 22,2015
State purchasing agency's response to applicants' written questions	January 29,2015
Discussions with applicant prior to proposal submittal deadline (optional)	January 29,2015
Proposal submittal deadline	February 20,2015
Discussions with applicant after proposal submittal deadline (optional)	February 23,2015
Final revised proposals (optional)	February 27,2015
Proposal evaluation period	February 27 – April 3,2015
Provider selection	April 13,2015
Notice of statement of findings and decision	April 15,2015
Contract start date	July 1, 2015

1.2 Website Reference

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

	For	Click on "Doing Business with the State" tab or
1	Procurement of Health and Human Services	http://hawaii.gov/spo/health-human-svcs/doing-business-with-the-state-to-provide-health-and-human-services
2	RFP website	http://hawaii.gov/spo/general/procurement-notices-for-solicitations
3	Hawaii Revised Statutes (HRS) and Hawaii Administrative Rules (HAR) for Purchases of Health and Human Services	http://hawaii.gov/spo/general/statutes-and-rules/procurement-statutes-and-administrative-rules
4	Forms	http://hawaii.gov/spo/statutes-and-rules/general/spo-forms
5	Cost Principles	http://hawaii.gov/spo/health-human-svcs/cost-principles-for-procurement-of-health-and-human-services
6	Standard Contract -General Conditions, AG103F13	http://hawaii.gov/spo/general/gen-cond/general-conditions-for-contracts
7	Protest Forms/Procedures	http://hawaii.gov/spo/health-human-svcs/protestsreqforreconsideration/protests-requests-for-reconsideration-for-private-providers

Non-SPO websites

(Please note: website addresses may change from time to time. If a link is not active, try the State of Hawaii website at http://hawaii.gov)

	For	Go to
8	Hawaii Compliance Express (HCE)	https://vendors.ehawaii.gov/hce/splash/welcome.html
9	Department of Taxation	http://hawaii.gov/tax/
10	Wages and Labor Law Compliance, HRS §103-055	http://capitol.hawaii.gov/hrscurrent
11	Department of Commerce and Consumer Affairs, Business Registration	http://hawaii.gov/dcca click "Business Registration"
12	Campaign Spending Commission	http://hawaii.gov/campaign

1.3 Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS) Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

1.4 RFP Organization

This RFP is organized into five sections:

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

Section 2, Service Specifications: Provides applicants with a general description of the tasks to be performed, delineates provider 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 will be evaluated by the state purchasing agency.

Section 5, Attachments: Provides applicants with information and forms necessary to complete the application.

1.5 Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Office of Community Services
Department of Labor and Industrial Relations, State of Hawaii
830 Punchbowl Street, Room 420
Honolulu, Hawaii 96813
Phone: (808) 586-8675 Fax: (808) 586-8685

1.6 RFP Point of Contact

From the release date of this RFP until the selection of the successful provider(s), any inquiries and requests shall be directed to the sole point-of-contact identified below.

Denise M. Pierson
Phone: (808) 586-8675
Fax: (808) 586-8680
Email: Denise.M.Pierson@hawaii.gov

1.7 Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

Date:	**January 7, 2015**	**Time:**	**10:00 a.m.**
Location:	830 Punchbowl St. Rm. 420, Honolulu 96813		

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the Section 1.8, Submission of Questions.

1.8 Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 1.6. Written questions should be received by the date and time specified in Section 1.1 Procurement Timetable. The purchasing agency will respond to written questions by way of an addendum to the RFP.

Deadline for submission of written questions:

Date: **January 22, 2015** **Time:** **4:30 p.m.** HST

State agency responses to applicant written questions will be provided by:

Date: **January 29, 2015**

1.9 Submission of Proposals

A. Forms/Formats

Forms, with the exception of program specific requirements, may be found on the State Procurement Office website referred to in Section 1.2, Website Reference. Refer to the Section 5, Proposal Application Checklist for the location of program specific forms.

1. **Proposal Application Identification (Form SPOH-200).** Provides applicant proposal identification.

2. **Proposal Application Checklist.** The checklist provides applicants specific program requirements, reference and location of required RFP proposal forms, and the order in which all proposal components should be collated and submitted to the state purchasing agency.

3. **Table of Contents.** A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.

4. **Proposal Application (Form SPOH-200A).** Applicant shall submit comprehensive narratives that address all proposal requirements specified in Section 3, Proposal Application Instructions, including a cost proposal/budget, if required.

B. Program-Specific Requirements

Program-specific requirements are included in Sections 2 and 3, as applicable. Required Federal and/or State certifications are listed on the Proposal Application Checklist in Section 5.

C. Multiple or Alternative Proposals

Multiple or alternative proposals shall not be accepted unless specifically provided for in Section 2. In the event alternative proposals are not accepted and an applicant submits alternative proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant. Any alternative proposal must be based on a Milestone compensation structure. No compensation structure based on a cost-reimbursement structure will be deemed acceptable (except solely for reimbursements to the provider for tuition payments advanced by the provider to third-party educational institutions and for advances by the provider to the client for client expenses, as described below under the Vocational Training Milestone).

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 online 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 a nominal annual registration fee (currently $12) for the service. The HCE's online "Certificate of Vendor Compliance" provides the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes. Refer to **Section** 1.2, Website Reference, for HCE's website address.

- **Tax Clearance.** Pursuant to HRS §103-53, as a prerequisite to entering into contracts of $25,000 or more, providers are required to have a tax clearance from DOTAX and the IRS. (See Section 1.2, Website Reference for DOTAX and IRS website address.)

- **Labor Law Compliance.** Pursuant to HRS §103-55, providers shall be in compliance with all applicable laws of the federal and state governments relating to workers' compensation, unemployment compensation, payment of wages, and safety. (See Section 1.2, Website Reference for DLIR website address.)

- **DCCA Business Registration.** Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations, unincorporated associations and foreign insurance companies shall be registered and in good standing with the DCCA, Business Registration Division. More information is on the DCCA website. (See Section 1.2, Website Reference for DCCA website address.)

E. **Wage Law Compliance**. If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS §103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to HRS §103-55, at the Hawaii State Legislature website. (See Section 1.2, Website Reference for DLIR website address.)

F. **Campaign Contributions by State and County Contractors.** HRS §11-355 prohibits campaign contributions from certain State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. Refer to HRS §11-355. (See Section 1.2, Website Reference for Campaign Spending Commission website address.)

G. **Confidential Information**

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

The State will not be bound by an applicant's claims of confidentiality, but will make an independent assessment of any such claims.

Note that price is not considered confidential and will not be withheld.

H. **Proposal Submittal**

All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet, or as amended. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet, or as amended. Proposals shall be rejected when:

1. Postmarked after the designated date; or

2. Postmarked by the designated date but not received within 10 days from the submittal deadline; or

3. If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

1.10 Discussions with Applicants

A. Prior to Submittal Deadline

Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.

B. After Proposal Submittal Deadline

Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance with HAR §3-143-403.

1.11 Opening of Proposals

Upon the state purchasing agency's receipt of a proposal at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

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

1.12 Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

1.13 RFP Amendments

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

1.14 Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's final revised proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPOH-200).* After final revised proposals are received, final evaluations will be conducted for an award.

1.15 Cancellation of Request for Proposal

The 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 costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

1.17 Provider Participation in Planning

Provider(s), awarded a contract resulting from this RFP,

☒ are required
☐ are not required

to participate in the purchasing agency's future development of a service delivery plan pursuant to HRS §103F-203.

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the release of a RFP, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify 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 as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

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

- **A.** Rejection for failure to cooperate or deal in good faith. (HAR §3-141-201)
- **B.** Rejection for inadequate accounting system. (HAR §3-141-202)
- **C.** Late proposals (HAR §3-143-603)
- **D.** Inadequate response to request for proposals (HAR §3-143-609)
- **E.** Proposal not responsive (HAR §3-143-610(a)(1))
- **F.** Applicant not responsible (HAR §3-143-610(a)(2))

1.19 Notice of Award

A statement of findings and decision shall be provided to each responsive and responsible applicant by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the provider(s) awarded a contract prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

1.20 Protests

Pursuant to HRS §103F-501 and HAR Chapter 148, an applicant aggrieved by an award of a contract may file a protest. The Notice of Protest form, SPOH-801, and related forms are available on the SPO website. (See Section 1.2, Website Reference for website address.) Only the following matters may be protested:

(1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;

(2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and

(3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

Head of State Purchasing Agency	Procurement Officer
Name: Mila Kaahanui	Name: Denise M. Pierson
Title: Executive Director	Title: Contract, Performance, and Evaluation Administrator
Mailing Address: 830 Punchbowl Street, Rm. 420 Honolulu, Hawaii 96813	Mailing Address: 830 Punchbowl Street, Rm. 420 Honolulu, Hawaii 96813
Business Address: Same	Business Address: Same

1.21 Availability of Funds

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

1.22 General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. (See Section 1.2, Website Reference for website address.) Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

Section 2

Service Specifications

Section 2
Service Specifications

2.1 Introduction

A. Overview, Purpose or Need

Under welfare reform initiatives, statutory limits have been placed on public assistance. Under federal law, immigrants residing in the U.S. for less than five years are not eligible for benefits and must obtain employment to earn their living. Immigrants, in addition to the myriad of barriers to employment low-income persons have, including lacking experience and skills to find and maintain a job, also face language and acculturation barriers that impede them from achieving self-sufficiency. Thus, there is a need for comprehensive services and training to prepare low-income persons for employment and to help them maintain their jobs.

The purpose of this Request for Proposal (RFP) is to contract for services to prepare and assist unemployed or under-employed immigrants in obtaining and maintaining employment and provide opportunity for gaining better-paying jobs through provision of vocational training.

B. Planning Activities Conducted In Preparation for this RFP

Pursuant to the Hawaii Administrative Rules § 3-142-301 State Agency Planning Activities, OCS conducted planning activities, including, but not limited to the following:

OCS conducted a series of community needs assessment meetings in which it invited members of disadvantaged communities that are being served by existing OCS programs, plus government and non-profit sector agencies that serve these communities. These meetings were held in Hilo on May 16, 2012; Honolulu on June 18, 2012; Kahului on June 21, 2012; and Lihue on July 9, 2012. OCS conducted a statewide meeting of government and non-profit sector service agencies at the State Capitol on June 27, 2012.

OCS engaged in a detailed review of the published literature on poverty in Hawaii, and on the social and economic situations faced by the Micronesian, Filipino, and Hispanic communities in Hawaii, and on the Native Hawaiian community. (These studies by OCS have been briefly summarized in its report entitled "New Day Plan for Improving Lives and Strengthening Communities," published in September 2012, and available on the OCS website, www. hawaii.gov/labor/ocs.)

OCS issued a Request for Information (RFI), pursuant to HAR §3-142-202, on November 3, 2014 and conducted an RFI meeting on November 13, 2014. OCS has taken into account in this RFP the statements submitted in response to the RFI.

C. Description of the Service Goals

The goal of the services provided under this program is to increase self-sufficiency and ease transition of immigrants by improving their ability to obtain and maintain employment.

D. Description of the target population to be served

The target population for these services are unemployed or underemployed immigrants or other non-U.S. citizens who the Federal government has deemed eligible for employment and whose family household income is at or below 200 percent of the applicable Federal Poverty Guidelines for Hawaii.

Providers must maintain proper documentation to demonstrate that program participants meet this income eligibility requirement. Further details regarding documentation are provided in Section 2.4. Scope of Work.

E. Geographic Coverage of Service

The service area for this RFP is statewide. The applicant may, apply to provide services in any one or more of the four counties.

The applicant is responsible for clearly identifying the geographic areas that it proposes to serve. For example, service in the County of Hawaii should clarify whether the applicant proposes to serve both Hilo and the Kona side of the island.

Depending on funding available and depending on the proposals received in response to this RFP, the State reserves the right, in its sole discretion, to limit the geographical area(s) of services under this program to certain counties and not others.

F. Probable Funding Amounts, Source, and Period of Availability

Subject to the availability of funds, $300,000 in State General Funds is suggested for each year of the State Fiscal Biennium 2016-2017. Funding is anticipated to be from State sources, though the source of funding may be subject to change prior to the effective date and over the life of the contract(s).

Funding will be allocated based on proposals submitted. For each year of the biennium, the suggested funding amounts for services are:

Fiscal Year	2016	2017
City and County of Honolulu	$150,000	$150,000
Hawaii County	$ 55,000	$55,000
Maui County	$ 55,000	$55,000
Kauai County	$ 40,000	$40,000
Total per year	**$300,000**	**$300,000**

The actual funding amounts by county may differ from the suggested funding amounts above. The applicant is encouraged to apply for the funding amount it determines is needed to provide the required services in the area(s) for which it applies. The State encourages provider flexibility.

2.2 Contract Monitoring and Evaluation

Due to the nature of the Milestone Payment System, monitoring will be based on substantiation and documentation of the conditions of each milestone. Additional monitoring will be performed on an annual basis in the following areas:

A. Performance/Outcome Measures

Activities may include comparison of reported outcomes and service activities to documentation substantiating claims, interviews with clients to ensure reported services were received, and other such measures.

B. Output Measures

Activities may include comparisons of sign-in sheets to reports or other documents to substantiate accurate numbers of people, or other documents such as Intake documents and surveys to assure accuracy.

C. Quality of Care/Quality of Services

Activities may include interviews with clients to ensure product satisfaction, as well as interviews with staff to gauge internal capacity to assess and improve services.

D. Financial Management

Activities may include risk assessment through examination of fiscal policies and procedures, and reconciling payment claims to actual service activities.

E. Administrative Requirements

Activities may include compliance testing, review of practices and costs to applicable cost principles, statutes, etc., and use of State funds for lobbying, other prohibited practices.

All activities are suggested, and OCS reserves the right to conduct additional monitoring based on contract performance.

2.3 General Requirements

A. Specific Qualifications or Requirements, Including But Not Limited to Licensure or Accreditation

1. The applicant shall be a non-profit, non-governmental agency. The applicant shall also be in good standing with relevant licensing bodies, and in compliance with professional standards and requirements.

2. The applicant shall hold all licenses, permits, and accreditations, and meet all standards required by applicable federal, state and county laws, ordinances, codes and rules to provide services. The applicant shall also be in good standing with required licensing bodies, and in compliance with professional standards and requirements.

3. To the extent applicable to this RFP, the applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201. Refer to SPO website in Section 1.2, Website Reference.

4. The applicant must provide reasonable accommodations to assure that it has the capacity to deliver services to all clients in a culturally and linguistically appropriate manner, and to deliver such services to those clients with limited English proficiency and/or physical limitations to the maximum extent practicable.

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

After-the-fact secondary purchases will be allowed subject to the approval of the State.

Planned secondary purchases

NONE

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

☒ Allowed ☐ Unallowed

Multiple or alternative proposals shall not be accepted unless specifically provided for in Section 2. In the event alternative proposals are not accepted and an applicant submits alternative proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant. Any alternative proposal must be based on a Milestone compensation structure. No compensation structure based on a cost-reimbursement structure will be deemed acceptable (except solely for reimbursements to the provider for tuition payments advanced by the provider to third-party educational institutions and for advances by the provider to the client for client expenses, as described below under the Vocational Training Milestone).

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

☐ Single ☐ Multiple ☒ Single & Multiple

Criteria for multiple awards:

Single or multiple awards may be awarded under this solicitation. The award decisions will be based on competition and the advantage to the state. For example, if funding is available to award only a single entity, a single award may be made. Additionally, if the administrative costs are lowered through the award of a single contract, a single award may be made. Multiple awards may be made if the geographic area the state wishes to service cannot be covered by a single provider.

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)

The initial term of contract will be July 1, 2015 through June 30, 2017 contingent on availability of funding, with no options to extend. The contract term will not exceed two (2) years.

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

2.4 Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities (Minimum and/or Mandatory Tasks and Responsibilities)

For each of the milestone payment outcomes listed below, the applicant must be able to provide appropriate documentation verifying that each participant has successfully completed all tasks, activities, and employment associated with a particular milestone.

Exceptions to the minimum requirements for all Milestones may be made on a case-by-case basis with prior written approval from OCS.

The required services are:

1. Outreach, Intake, Assessment & Individual Service Plan (Milestone 1)

a. *Outcome* – Potential participants are informed of the services; eligible persons who qualify for the services are enrolled; and necessary information is obtained on each person enrolled. A formal assessment of the participant has been conducted; a determination of the participant's job choice has been made; and the specific supports the individual will need to obtain and perform the chosen job successfully have been identified.

b. *Services* – Included are formal assessments of participant's aptitudes, skills, interests, English language capabilities, family stability situation, and barriers to employment and job stability. Also included is the development of an Individual Service Plan (ISP), which, at a minimum, identifies the participant's needs, skills, career/employment goals, barriers to employment, and specific individual and family supports needed.

c. *Minimum Requirements*

- Verification of Income Eligibility, signed by participant (i.e., confirming that the participant's household is at or below 200 percent of the applicable Federal Poverty Guidelines for Hawaii);
- Formal Client/Participant Assessment;
- Highly Challenged Checklist (if applicable); and
- Individual Service Plan (ISP), signed by participant.

2. Vocational Training (Milestone 1a – Recommended)

a. *Outcome* – The client has completed a recognized technical, vocational, trade or other training or skill enhancement program that assists the client in progressing toward his or her career goal or increases employability in the client's current field.

b. *Services* – During the Vocational Training phase, the client will be provided with assistance in locating and identifying specific skills training opportunities related to their employment goals in the community. The participant will be informed how specific trainings would enhance the client's current skill set and advance the client toward their eventual goal, any certification they may receive, and any additional employment they may qualify for with the increase in education.

Once the client is duly informed and agrees to opt for the training, the provider will assist the client in enrolling in a program of the client's choice within the parameters of the training goal.

Training for this Milestone must be specific to a particular occupation and shall not include general topics such as workplace acculturation, time management, budgeting, and other "soft skills" training.

Vocational training shall be through a third-party educational entity, such as a community college, trade school, or recognized certification program. The provider is not eligible to provide the vocational training.

The provider shall advance the tuition subsidy, which shall be no more than one thousand dollars ($1,000) for tuition in support of this milestone. The provider shall submit a proof of payment of the tuition with its monthly reimbursement request to the State.

The provider shall support the client through client contacts and monitoring the client's progress throughout the term of the training through a minimum of one (1) contact per month.

c. *Advances to Client for Expenses and Reimbursements to Provider*
Client cash assistance is provided only in conjunction with this Vocational Training Milestone. The purpose of cash assistance is to facilitate the client's participation in and successful completion of the Vocational Training. The State shall reimburse the provider up to $250 per client for necessary expenses such as (1) transportation costs; (2) credential evaluation services; (3) required documentation and clearances; (4) school uniforms and tools; and (5) similar expenditures subject to advance approval by the State. The provider shall be responsible for advising the client of the availability and appropriate use of such funds. The provider shall submit receipts for such expenses to the State for reimbursement.

The provider shall be compensated $200 per client upon successful completion of the Vocational Training.

d. *Minimum Requirements*

- Acceptance of training signed by the client stating that the client understand the benefits of the training
- Course description and/or syllabus
- A minimum of one (1) documented contact per month
- Copy of a certificate from a vocational/technical/trade training program upon successful completion of the training
- Receipt or other official document substantiating tuition costs

3. Employment Preparation/Job Development (Milestone 2)

a. *Outcome* – Ensuring that the participant is adequately prepared for the demands/stresses of work to seek, apply for, and enter employment, and is ready to successfully take part in the workforce.

b. *Services* – These activities are intended to ensure that clients are equipped with the knowledge and skills necessary to obtain employment and to function effectively in the workplace. Clients will complete an Employment Preparation/Job Development program that prepares the participants to enter the workforce and be successful in a formal work environment.

The program shall include assistance to clients in removing, ameliorating, or managing barriers to employment identified in the Individual Service Plan. In addition, the program must include Job Development activities such as job referrals, collaborations with employers, employment counseling, job application assistance, and interview preparation. Employment Preparation and Job Development activities shall be provided in-person and be conducted by applicant's staff, applicant's contractor, or personnel from an agency funded by applicant. The employment preparation and job development activities may be provided in either small group or one-on-one settings.

The overall goal for the Employment Preparation/Job Development Training Program is to promote job retention and advancement. Therefore, the Program should involve a work readiness curriculum that shall include, but not be limited to, the following skills.

Acculturating clients to workplace norms, including workplace ethics, punctuality, professional conduct, and regular attendance:

- Assisting with interviewing skills and resume;
- Effective time management;
- Dressing for employment success on a limited budget and personal hygiene;
- Financial literacy (including, but not limited to understanding W-2s and the obligation to file Federal and State income tax returns, and similar information), budgeting skills; and
- Self-motivation techniques to improve sense of self-worth.

The applicant must submit a proposed curriculum and timeline for employment preparation and job development services.

c. *Minimum Requirements* – For one-on-one services:

- Ten (10) hours of employment preparation/job development services; <u>and</u>
- Summary listing (signed by the client) detailing exactly what services were provided; the dates of when the services were provided, and the amount of time spent providing the services.

For group training:

- Twenty (20) hours of employment preparation/job development services; and
- Program syllabus (indicating class times and course description) and attendance sheets (signed by the client).

For hybrid training:

- Fifteen (15) hours of employment preparation/job development services, including a minimum of five (5) hours of one-on-one services;
- Summary listing (signed by the client) detailing exactly what services were provided, the dates of when the services were provided, and the amount of time spent providing the services; and
- Program syllabus (indicating class times and course description) and attendance sheets (signed by the client).

4. **English As a Second Language (ESL) Training (Milestone 2a) (recommended unless client is already fluent in English)**

a. *Outcome* – A participant is provided with ESL training to better prepare her/him to meet the demands/stresses of work.

b. *Service* – ESL Training assists the participant in increasing English proficiency with an emphasis on employment related matters.

c. *Minimum Requirements*

- Twenty (20) hours of ESL Training (in addition to Employment Preparation); and
- Program Syllabus (indicating class times and course description), and attendance sheets signed by client.

The ESL training may be provided by the contracted service provider or subcontracted out.

5. **Job Placement (Milestone 3)**

a. *Outcome* – The client has been employed for thirty (30) days within a 45 day period from the confirmed job start date. The desired outcome of job placement is a client who is working successfully in a job that matches his/her goal. The client is placed in permanent employment totaling a minimum of 20 hours/week. For a client who is already employed, the client obtains 20 additional hours of employment or a 50% increase in hourly wage without any decrease in hours worked.

b. *Services* – During the Job Placement phase, both the client and employer clientele are serviced. The client, now trained and fully empowered to participate in the workforce, is paired with a job that either matches their employment goals or is an important stepping stone in achieving their eventual goal. The employer is paired with an employee that possesses the specific skill set and motivation to excel in the offered employment.

c. *Minimum Requirements*

- Employment Summary, obtained from information provided by the participant or employer.
- The Employment Summary shall include the following information: Name of Employer, Job Title, Employment Start Date, Hours/Week, and Hourly Rate.
- For clients who want to enter into self-employment, a copy of the client's GE Tax license and a written statement from the employer to validate that the employer will furnish a 1099 tax form shall be obtained.

d. *Post-Employment Services* – Post-employment services assist clients in employment stabilization and to deal with crises that could lead to job loss. The first few months of employment are a critical time for new workers. Thus, post-employment follow-up is both challenging and time-consuming. Program participants trying to balance work with family responsibilities often have little time for program participation. Program flexibility, community outreach resources, and staff availability are elements that can facilitate participant contacts.

Continuing case management is a common post-employment service. To support new workers, case managers should refer program participants to services, provide needed encouragement and support, and encourage goal setting and development of coping skills. The milestone payment structure encourages service providers to focus on post-employment services that will keep participants successfully employed.

Post-Employment Services include Milestones 4, Job Support, and Milestone 5, Job Maintenance.

6. Job Support (Milestone 4)

a. *Outcome* – The client has been employed for ninety (90) days within a one hundred thirty-five (135) day period from the confirmed job start date. The participant increases the ability to address barriers to maintaining employment.

b. *Services* – During the Job Support phase, the client will be provided with intensive on- and off-site job support that will assist him/her in adjusting to the demands of the job, overcoming identified barriers to job stability, and arranging for other needed external supports. The provider will maintain regular communication with employers to facilitate the client's adjustment and effective functioning on the job.

Job support is principally for the employee, not the employer.

Identifying barriers and helping clients find solutions to these employment obstacles is important to job stability. Frequent challenges that clients and their providers face include: Work problems, career planning, substance abuse, money management/ economic independence, continued education, family violence, child care, health insurance, housing needs, and continued life skills training.

Support services, as identified and prioritized by the ISP, shall include, but not be limited to the following:

GED assistance, enrolling children in "before" or "after" school programs to acquire or maintain employment, obtaining access to reliable transportation and/or driver's license in order to acquire or maintain employment, obtaining health care services for themselves or a family member in support of employment stability, obtaining housing in support of employment stability, and obtaining food assistance in support of employment stability.

c. *Minimum Requirements*

- A minimum of one (1) documented contact per month (starting from confirmed job start date); <u>and</u>
- Copy of paycheck; <u>or</u>
- Employment verification signed by employer or employer representative;

Each of the above mentioned requirements (as applicable) must be documented by a confirmation of participation from the agency the participant is referred to.

7. Job Maintenance (Milestone 5)

a. *Outcome* – The participant has been employed for one hundred eighty (180) days within a two hundred seventy (270) day period from the confirmed job placement date.

b. *Services* – During the Job Maintenance phase, the participant will be provided with periodic on-and off-site job support that will assist the individual in maintaining stability on the job. The provider will continue to assist the participant in overcoming identified barriers to job stability, including family-related matters, and arrange for other external supports needed. The applicant will maintain regular communication with the employer to ensure the participant has adjusted successfully to the workplace and is meeting workplace requirements.

c. *Minimum Requirements*

- A minimum of one (1) documented contact per month; and
- Copy of paycheck; or
- Employment verification signed by employer or employer representative.

B. Management Requirements (Minimum and/or Mandatory Requirements)

1. **Personnel.** The applicant shall demonstrate that personnel possess the necessary knowledge, skills and abilities to effectively deliver the proposed services. The applicant shall have written descriptions for each position, requirements and qualifications, and policies and procedures to ensure that all employees are fully qualified to engage in activities and perform the services required.

2. **Administrative.** Written policies and procedures are required for all services including personnel standards, operating procedures, determination of client eligibility, documentation, record-keeping, data gathering, reporting, financial administration, quality assurance, monitoring and evaluation. The applicant is

required to have a written outcome-based program plan, and an on-going planning and evaluation process for these services.

3. **Quality Assurance and Evaluation Specifications.** The applicant shall have a written quality assurance plan, including procedures to assure that its services are provided in conformance with all federal, state, and county requirements, the requirements of this RFP and POS contracts. The plan shall include procedures on how the applicant will monitor management, fiscal and program operations for compliance with all requirements. The plan shall also provide for procedures to determine whether clients receive consistent, high quality services. The quality assurance plan shall identify roles and responsibilities for on-going implementation.

   The applicant shall have a written plan for evaluation of performance in providing the required services, including procedures and methodology to measure, monitor and collect data on outputs and outcomes, and to evaluate the outcomes and other results of its services. The evaluation plan should also include procedures to identify and resolve problems, and make improvements to the program as needed. The evaluation plan should identify staff roles and responsibilities for assuring on-going implementation.

   The applicant must also indicate the specific measurement tool(s) and/or procedures that will be utilized to document and verify that each proposed program output and outcome was accomplished.

   The applicant must maintain throughout the term of the contract a system of self-appraisal and program evaluation to track and validate effectiveness of the activities provided. The evaluation process must include tools or instruments to identify client barriers, which are relevant to client outcomes and include a process for making improvements or taking corrective action based upon the evaluation findings.

4. **Output and Performance/Outcome Measurements.** The applicant shall set forth, using the table in Section 5, Attachment C, the amount of the following output and performance/outcomes that it expects to achieve. Program outputs and outcomes reported to OCS for each specific activity must be a direct result of OCS' funding for this program.

   a. *Outputs*

   - Number of individuals assessed for services.
   - Number of individuals with completed Individual Service Plans.
   - Number of individuals who entered Employment Preparation Program.
   - Number of individuals who completed Employment Preparation Program.
   - Number of individuals who enrolled in Vocational Training Program.

   b. *Outcomes*

- Number of individuals placed in permanent, unsubsidized employment.
- Number of individuals placed in part-time employment (at least 20 hours per week)
- Number of individuals placed in full-time employment (at least 40 hours per week)
- Number of individuals employed for 90 days.(3 months)
- Number of individuals employed for 180 days.(6 months)
- Number of individuals who successfully completed Vocational Training.

The applicant may also propose other measures of effectiveness. Please use the "**Output and Performance/Outcome Measurements" Table** located in Section 5, of this RFP, and **include it** in the **Service Delivery section** of your proposal application.

5. **Experience.** The applicant shall demonstrate that it has the necessary skills, abilities, knowledge of, and experience relating to the delivery of the proposed services.

   The applicant shall have a minimum of one-year experience in Hawaii providing employment assistance to low-income persons.

6. **Coordination of Services.** The applicant shall demonstrate its capability to coordinate the proposed services with relevant agencies and resources in the community. Specifically, the applicant shall provide examples of how relationships/agreements with other agencies, community groups, employers, etc. assist in achieving program goals and objectives.

   The applicant shall provide, as attachments to its proposal in response to this RFP, letters of intent, memoranda of agreement, and/or memoranda of understanding for other agencies with which the applicant plans to work in performing the contract, if awarded to the applicant. Such letters and/or memoranda should outline as clearly as practical the nature of the work to be performed by the collaborating agency, and it should outline the allocation of responsibilities and the compensation to be given to each party.

7. **Reporting Requirements for Program and Fiscal Data.**

   a. *Required Program Reports* – The PROVIDER shall make the following program reports:

   - Quarterly progress reports, which shall be due within thirty (30) days after the end of each reporting period. The progress reports must provide a summary of goals, objectives, activities, accomplishments, and challenges, and must include outcome data and analysis; and
   - A final progress report is due within 60 days after the end of the project.

b. *Required Fiscal Reports and Procedures* – The applicant shall be responsible for the following fiscal reports:

- The applicant shall maintain accounting procedures and practices acceptable to OCS, including books, records, documents and other evidence.
- Any funds provided pursuant to a contract awarded under this RFP which are unencumbered on the date that the project terminates shall be returned to OCS. In addition, all funds provided under the contract awarded under this RFP which are encumbered but not disbursed within sixty (60) days after the project terminates shall be returned to OCS.
- The applicant must submit a request for payment on the OCS Cash Payment Request form by the 15th day of the month following the period for which payment is requested.
- The applicant must submit a Project Expenditures and Obligations Report by the 15th day after the end of each calendar quarter. A final Cash Payment Request and final Project Expenditures and Obligations Report must be submitted within sixty (60) days after the contract period ends.

The source of funding for the contract contemplated by this RFP is State appropriations anticipated to be made by the Legislature and approved by the Governor during the first half of 2015.

Requests for payment shall be submitted to OCS with the OCS Milestone Achievement Form. The OCS Milestone Achievement Form shall detail by participant and outcome objectives completed, and the amount charged to OCS for compensation.

The provider shall make quarterly program progress reports that shall include narrative and statistical descriptions of program progress. The quarterly reports shall also identify the number of immigrants and migrants provided services by country of origin.

OCS uses a Client Tracking Case Management Software, which the provider shall be required to use for data collection, case management, and reporting upon notification by OCS. Other reports may be required.

C. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet the Americans with Disabilities Act (ADA) requirements, as applicable, including any special equipment that may be required for the services.

2.5 COMPENSATION AND METHOD OF PAYMENT

A. Compensation

Pricing shall be based on a **Milestone Payment System** (See Section 3.5. Financial).

Existing providers will be able to continue serving their current clients/participants who have not completed the program from FY 2015 into the contract for FB 2016-2017. The provider may not charge for the same Milestone twice.

B. Unit of Service and Unit Rate

Under the Milestone Payment System, the fixed unit rates for services at each milestone are as follows:

	Tier 1	Tier 2
M1: Outreach, Intake, Assessment & ISP	300	400
M1a: Vocational Training (recommended)		
Tuition, certification and/or licensing (maximum)	1,000	1,000
Client cash assistance (maximum)	250	250
Compensation to provider	200	300
M2: Job Preparation/ Development	800	900
M2a: English as a Second Language	400	500
M3: Job Placement (30 days)	300	400
M4: Job Support (90 days)	100	100
M5: Job Maintenance (180 days)	150	150
TOTAL	$3,500	$4,000
(with M1a-Vocational and M2a- ESL)		

The PROVIDER must allocate up to $1000 toward direct tuition assistance, which is to be substantiated by the receipts for tuition payments.

To assist applicants who accept more difficult-to-serve clients, OCS has created a two-tiered system of payments. This system would pay service providers higher fees for those clients designated as ***"Tier 2."***

To be designated as ***"Tier 2"***, a client must meet **one (1)** of the following criteria *(except as otherwise noted)*:

1. During the last five (5) years, has had health issues which interrupted ability to obtain or sustain employment (independent verification needed, i.e., doctor's certificate verifying health condition);

2. During the last five (5) years, has had mental issues which interrupted ability to obtain or sustain employment (independent verification needed, i.e., doctor's certificate verifying mental condition);

3. During the last five (5) years, has been arrested on serious criminal charges;

4. Has a physical disability (with the exception of obvious physical impairments (such as being legally blind, for example), independent verification needed, i.e., doctor's certificate verifying condition);

5. Has a documented history of alcohol and/or substance abuse which has resulted in a loss of employment;

6. Does not have a high school diploma equivalent to a U.S. high school diploma or G.E.D. certificate;

7. At the time of intake, has been unemployed for 24 months (or more) out of the last 30 months (excludes incarceration);

8. Currently homeless (i.e., at the time of intake, not residing in a house or apartment)

The State reserves the right to disapprove a client's designation as "Tier 2" upon review of the client's file and supporting documentation. Service providers may request prior approval by the State for exceptions to the eligibility criteria on a case-by-case basis.

Section 3

Proposal Application Instructions

Section 3
Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for* ***each*** *item unless indicated otherwise. Failure to answer any of the items will impact an applicant's score.*
- *Applicants are* ***strongly*** *encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPOH-200A) is available on the SPO website (see Section 1.2 Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

The Proposal Application is comprised of the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

3.1 Program Overview

Applicant shall give a clear and concise overview to summarize the content of the proposal and to orient the evaluators to the program/services being offered.

3.2 Experience and Capability

A. Necessary Skills

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services. The applicant must identify the skills needed to provide the proposed services and describe how the applicant meets these skills. The applicant shall also, include a list that identifies whether a specific staff is employed by your agency or a position will be created to deliver each of the specified services described in Section 2.4. Scope of Work.

B. Experience

The applicant shall provide a list and a brief description of past and current projects/contracts pertinent to providing employment assistance to low-income persons that includes all of the following information: The *contracting agency*, *contact person*, *address*, *telephone number* and/or *e-mail address*, *contract/program title*, *contract period*, *funding amount*, and *performance outcomes*. In addition, the applicant shall provide a copy of relevant reports or information relating to contract/program performance.

OCS reserves the right to contact references to verify experience.

C. Quality Assurance and Evaluation

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology.

The applicant shall explain how the applicant intends to determine whether or not the program was a success.

The applicant shall describe what evidence or documentation will be used to verify program accomplishments.

The applicant shall demonstrate that it has a written evaluation plan that effectively measures, monitors, and evaluates program performance and detects and addresses problems in a timely manner. (Refer to the "Quality Assurance and Evaluation Specifications," in Section 2.4. Scope of Work.)

D. Coordination of Services

The applicant shall demonstrate the experience and capability to coordinate services with other agencies and resources in the community. The applicant shall provide narrative statements of its experience in coordinating services with other non-profit organizations, with churches, other community organizations, and with government agencies that are relevant to the services that are contemplated under the proposed contract. The applicant shall attach letters of intent, and/or memoranda of agreement and/or memoranda of agreement from named agencies with which the applicant intends to work in performing its services under the contract. (Refer to Section 2.4.6)

E. Facilities

Provide a description of the facilities (i.e., location(s), layout, available technology and resources, etc.) and demonstrate its adequacy in relation to the proposed services.

If the facilities are not presently available, describe the plans to acquire the facilities and identify the resources that will be used to secure the facilities.

Describe how the facilities meet the ADA requirements, as applicable. Also, identify any special equipment that may be required for the services and whether the applicant is in possession of the equipment, or will need to acquire it.

3.3 Project Organization and Staffing

A. Staffing

1. **Proposed Staffing.** The applicant shall describe and demonstrate that (1) the proposed staffing pattern, client/staff ratio and caseload capacity are appropriate for the viability of the services; and (2) the applicant's assignment of staff will be sufficient to effectively administer, manage, supervise, and provide the required services. (Refer to Section 2, Service Specifications, as applicable.)

   The applicant shall fully explain, justify, and demonstrate any proposed use of a subcontractor to be as effective as in-house staff for the provision of the required services. Demonstrate that the proposed subcontractor is fully qualified for the specific work that would be subcontracted, by including a description of the proposed subcontractor's experience, capability, project organization, staffing, and proposed services as set forth for applicants in this RFP. Explain how the applicant will assure the quality and effectiveness of the subcontractor, monitor and evaluate the subcontractor, and insure compliance with all of the requirements of this RFP.

   The applicant shall fully explain, justify, and demonstrate any proposed use of volunteers to be as effective as in-house staff for the provision of the required services. Demonstrate that proposed volunteers are or would be fully qualified for the specific work assigned, could be relied on, and would be available when and where needed to provide the required services. Explain how it would provide sufficient management, supervision, oversight, and evaluation of volunteers, and otherwise assure their work quality and effectiveness. Explain how it will assure that volunteers perform in compliance with the requirements of this RFP.

2. **Staff Qualifications.** The applicant shall provide (1) the minimum qualifications for staff assigned to the program; (2) include position descriptions; and (3) explain how the minimum qualifications and/or actual qualifications would assure delivery of quality services.

   The applicant shall identify key staff members who will be involved in the management, administrative, and program functions needed to provide and support the services being requested. The applicant shall also provide resumes, employment history, responsibilities, program experience, and significant accomplishments for each staff member.

B. Project Organization

1. **Supervision and Training.** The applicant shall describe and demonstrate its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

   The applicant shall explain how the program organization and assignment of personnel are sufficient for the effective administration, management, supervision, and provision of services under the program to meet the projected caseload.

   The applicant shall describe the training that would be provided for program staff to strengthen their capability to effectively provide the program services.

2. **Organization Chart.** Both the "Organization-wide" and "Program" organization charts shall be attached to the Proposal Application.

   The applicant shall provide an "Organization-wide" chart that shows the program placement of the required services within the overall agency, and a "Program Organization" chart that shows lines of communication between program administration and staff. Written explanations of both organization charts shall be included as needed for clarification.

   The applicant shall reflect the position of each staff and line of responsibility/ supervision. Include the position title, name of individual and full-time equivalency (FTE). The applicant shall demonstrate that the applicant's proposed organization would be sufficient to effectively administer, manage, and provide the required services.

3.4 Service Delivery

The applicant shall include a detailed discussion of the applicant's approach to applicable service activities and management requirements from Section 2.4 Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

The applicant shall clearly identify and describe the geographic areas and the targeted population groups that it proposes to serve. Demonstrate with demographic data and other documentation, that the geographic area(s) it proposes to serve (1) contains significant numbers of the target population of this RFP; (2) there is a determined need for the services under this RFP; (3) the services available to the area are insufficient to fill the need; and (4) the extent of services proposed for each area will effectively address the needs.

The applicant shall describe its program in sufficient detail to provide a complete and comprehensive picture of its total program design. The applicant shall explain how it would provide all of the services required in Section 2.4. Scope of Work, addressing all service locations, tasks, activities, time lines, milestones, and other pertinent information. Time lines should include goals and objectives with start and completion dates, major milestones or special events, important deadlines, scheduled reports and evaluations, as well as special requirements by the funding source.

The applicant shall describe and justify its overall approach and methodology in addressing the need identified in this RFP, including a logical step-by-step progression of proposed program services from start to finish and how it would effectively serve clients with multiple barriers to obtain successful outcomes.

If a new program is being proposed, the applicant shall provide a detailed start-up plan. The plan shall include tasks, activities, personnel, and timeframe. The plan shall clearly show how the applicant would have the program established with necessary staffing to meet the anticipated caseload and provide the required services in all applicable geographic areas by July 1, 2013.

The applicant shall demonstrate that outputs and outcomes that it expects to achieve or that will result from its services are feasible and that its proposed services are effective. Explain in sufficient detail how the outputs and outcomes will be tracked and documented in the participant file and/or agency records.

The applicant shall describe its ability to provide complete, accurate and timely reports on program performance including, but not limited to, Milestone Achievement Forms and Program Progress Reports.

The applicant shall submit projected outputs and outcomes using the Output and Performance and Outcome Measurements Table in Section 5, Attachments. If the applicant proposes different or additional outputs or outcomes than those provided by OCS, a justification with the proposed change should be included.

3.5 Financial

A. Pricing Structure

Payments will be made to the contractor only once for each Milestone for each client at the Milestone rate specified above, up to the limit of the contracted amount. For the Vocational Training Milestone only, the State shall reimburse the provider for tuition advances and client expenses as described above. No other cost reimbursements will be allowed.

B. Other Financial Related Materials

Accounting System. The applicant shall provide its most recent independent financial audit, with the accompanying management letter, to demonstrate the adequacy of its accounting system. Also, the applicant shall describe its ability to provide complete, accurate and timely fiscal reports that are in compliance with generally accepted accounting principles.

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.

Section 4

Proposal Evaluation

Section 4
Proposal Evaluation

4.1 Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

4.2 Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Thresholds

Evaluation Categories		Possible Points
Administrative Requirements		
Proposal Application		**100 Points**
Program Overview	0 points	
Experience and Capability	25 points	
Project Organization and Staffing	15 points	
Service Delivery	50 points	
Financial	10 points	
TOTAL POSSIBLE POINTS		**100 Points**

4.3 Evaluation Criteria

A. Phase 1 – Evaluation of Proposal Requirements

1. **Administrative Requirements.** Applicants shall submit all certifications required for the services proposed in their application. If the applicant proposes a service and is not currently certified, it shall be deemed sufficient for the provider to indicate plans to achieve certification. However, awards may be contingent upon certification.

2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPOH-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

B. Phase 2 – Evaluation of Proposal Application (100 Points)

Program Overview: No points are assigned to Program Overview. The intent is to give the applicant an opportunity orient evaluators as to the service(s) being offered.

1. Experience and Capability (25 Points)

OCS will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

a. Necessary Skills (5 points) **5**

- Identifies skills, abilities, and knowledge relating to the delivery of the proposed services.
- Demonstrates skills, abilities, and knowledge relating to the delivery of the proposed services.
- Describes the specific staff in your organization that possesses the skills, abilities and knowledge.

b. Experience (8 points) **8**

- Demonstrates prior experience related to assistance to low-income persons, immigrants and migrants. The following information is included: Contracting Agency, Contact Person, Contact Information, Contract/Program Title, Contract Period, Funding Amount, Performance Outcomes (budgeted & actual), Copy of Reports or Information Relating to Contract/Program Performance.

- Key staff members involved in the management, administrative and program functions needed to provide and support the services being requested are clearly identified. Resumes, employment history, responsibilities, program experience and significant accomplishments for each staff are included. ______

c. **Quality Assurance and Evaluation (4 points)** 4

- Demonstrates effective quality assurance and evaluation plans for the proposed services and includes methodology. Applicant has a written quality assurance plan sufficient to assure consistent and high quality of administration and services, as well as a determination of success.
- Applicant has a written **evaluation** plan to effectively measure, monitor and evaluate program performance; and a plan to timely respond to program problem as they arise. ______

d. **Coordination of Services (6 points)** 6

- Demonstrates capability to coordinate services with other agencies and resources in the community. Provides examples of how relationships/agreements with other agencies, community groups, employers, etc., assist in achieving program goals and objectives. Contains Letters of Intent/MOUs for named agencies. ______

e. **Facilities (2 points)** 2

- Describes how the facilities are adequate relative to the proposed services, including layout, available technology and resources. Also, describes how the facilities are in compliance with the American with Disabilities Act and other applicable rules and regulations. ______

2. **Project Organization and Staffing (15 Points)**

The State will evaluate the applicant's overall staffing approach to the service that shall include:

a. **Staffing** 10

- Proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services. Assignment of staff is sufficient to effectively administer, manage, supervise and provide the required services. ______
- Staff qualifications (including experience) for staff assigned to the program are clearly described. Explanation is provided on how the minimum qualifications or actual qualifications assure delivery of quality services. (Include Job/Position Descriptions as an Attachment.) ______

b. **Project Organization** 5

- Demonstrates the ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. ______
- Requested organization charts are included. The described organization adequately explains how the proposed services will be effectively administer, managed and delivered. ______

3. **Service Delivery (50 Points)**

- Using data and evidence-based knowledge, the applicant demonstrates that (a) the geographic area the applicant proposes to serve contains significant numbers of the target population; (b) the target population in the designated area has a need for the proposed services; and (c) the services already provided in the designated area is insufficient to meet the need/demand of the target population. ______
- Demonstrates that the program design is comprehensive and complete. Sufficient details on the proposed program, including, but not limited to, descriptions of the service locations, program tasks, activities, time lines and other pertinent information are provided. ______
- Demonstrates how the proposed approach and methodology is effective and efficient by showing (a) a step-by-step progression of services provided to the participants at each milestone; and (b) how the services will effectively assist individuals with multiple barriers obtain a successful outcome. ______
- Feasible, realistic and effective program outputs and outcomes are proposed. Sufficient detail on how the outputs and outcomes will be tracked and documented in the participants' files and program records are ______

provided. The ability to provide complete, accurate and timely reports on program performance including, but not limited to Milestone Achievement Forms and Program Progress Reports is clearly described.

4. **Financial (10 Points)**

a. **Adequacy of Accounting System**
Demonstrates, through narrative and appropriate documentation such as a recent independent audit, the adequacy of the applicant's accounting system and procedures to assure proper and sound fiscal administration of funding. Explains in sufficient detail applicant's ability to provide complete, accurate and timely fiscal reports

C. Phase 3 – Recommendation for Award

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

OCS reserves the right not to select and award the lowest price proposal application. OCS also reserves the right to decide at its discretion not to select and award any of the submitted applications.

Section 5

Attachments

A. Proposal Application Checklist

B. Sample Table of Contents

C. Performance and Outputs Measurement Table

Proposal Application Checklist

Applicant: ______________________ RFP No.: ______________

The applicant's proposal must contain the following components in the order shown below. Return this checklist to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website.

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Applicant to place "X" for items included in Proposal
General:				
Proposal Application Identification Form (SPOH-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPOH-200A)	Section 3, RFP	SPO Website*	X	
Hawaii Compliance Express Verification Certificate	Section 1, RFP	Hawaii Compliance Express SPO Website*	X	
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5		
SPO-H-206A	Section 3, RFP	SPO Website*		
SPO-H-206B	Section 3, RFP	SPO Website*		
SPO-H-206C	Section 3, RFP	SPO Website*		
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*		
SPO-H-206F	Section 3, RFP	SPO Website*		
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*		
SPO-H-206I	Section 3, RFP	SPO Website*		
SPO-H-206J	Section 3, RFP	SPO Website*		
Certifications:				
Federal Certifications		Section 5, RFP	X	
Debarment & Suspension		Section 5, RFP	X	
Drug Free Workplace		Section 5, RFP	X	
Lobbying		Section 5, RFP	X	
Program Fraud Civil Remedies Act		Section 5, RFP	X	
Environmental Tobacco Smoke		Section 5, RFP	X	
Program Specific Requirements:				
Audit with Management Letter	Section 3, RFP		X	
Organization Charts	Section 3, RFP		X	
Output and Performance/Outcome Measurements Table	Section 3, RFP	Section 3, RFP	X	

*Refer to Section 1.2, Website Reference for website address.

Organization: ________________
RFP No: ______________

Proposal Application
Table of Contents

Organization: ________________
RFP No: ______________

OUTPUT AND PERFORMANCE/OUTCOME MEASUREMENTS TABLE

	FB 2016 - 2017	
OUTPUTS	**Tier 1**	**Tier 2**
Number of individuals assessed for services		
Number of individuals completed Individual Service Plans		
Number of individuals entered Employment Preparation Training		
Number of individuals entered English as a Second Language Training		
Number of individuals completed Employment Preparation Program		
Number of individuals enrolled in Vocational Training		
OUTCOMES		
Number of individuals placed in permanent, unsubsidized employment		
Number of individuals placed in part-time employment (at least 20 hours a week)		
Number of individuals placed in full-time employment (at least 40 hours a week)		
Number of individuals employed for 90 days		
Number of individuals employed for 180 days		
Number of individuals completed English as a Second Language Training		
Number of individuals completed Vocational Training		

All numbers should reflect **actual** expected outputs and outcomes to be achieved by applicant, not necessarily the maximum number of charges OCS will pay for.