

State of Hawaii
Department of Health
Family Health Services Division
Maternal and Child Health Branch
Parenting Support Program

Request for Proposals

HTH-560-CF-006
Parenting Education, Training, and
Support Through
The Parent Line and Home Reach

January 12, 2015

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.*

January 12, 2015

REQUEST FOR PROPOSALS

Parenting Education, Training, and Support through The Parent Line and Home Reach

The Department of Health, Family Health Services Division, Maternal and Child Health Branch, is requesting proposals from qualified applicants to provide comprehensive parenting education, training, and support for the purpose of promoting the five protective factors which have been shown to strengthen families. Services may include but are not limited to, a telephone warmline, a website, the development and distribution of printed and electronic educational resources, and in-home parent education and support services. The contract term will be from January 1, 2016 through June 30, 2017. A single contract will be awarded under this request for proposals.

Proposals shall be mailed, postmarked by the United States Postal Service on or before February 23, 2015, and received no later than 10 days from the submittal deadline. Hand delivered proposals shall be received no later than 4:30 p.m., Hawaii Standard Time (HST), on February 23, 2015, at the drop-off sites designated on the Proposal Mail-in and Delivery Information Sheet. Proposals postmarked or hand delivered after the submittal deadline shall be considered late and rejected. There are no exceptions to this requirement.

The Maternal and Child Health Branch will conduct an orientation on January 21, 2015, from 1:00 p.m. to 2:30 p.m. HST, at 741-A Sunset Avenue, Room 204, Honolulu, Hawaii. All prospective applicants are encouraged to attend the orientation.

The deadline for submission of written questions is 4:30 p.m., HST, on January 23, 2015. All written questions will receive a written response from the State on or about January 29, 2015.

Any inquiries and requests regarding this RFP should be directed to Ms. Lynn Niitani at 741-A Sunset Avenue, Room 204, Honolulu, Hawaii 96816, telephone: (808) 733-4054, fax: (808) 733-9078, e-mail: lynn.niitani@doh.hawaii.gov .

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: 5 (1 original + 4 copies)
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ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **February 23, 2015** and received by the state purchasing agency no later than **10 days from the submittal deadline.**

All Mail-ins

**Department of Health
Maternal and Child Health Branch
Parenting Support Program
741-A Sunset Avenue, Room 200B
Honolulu, Hawaii 96816**

DOH RFP COORDINATOR

**Lynn Niitani
Phone: (808) 733-4054
Fax: (808) 733-9078
Email:
lynn.niitani@doh.hawaii.gov**

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), February 23, 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 23, 2015.**

Drop-off Sites

**Department of Health
Maternal and Child Health Branch
Parenting Support Program
741-A Sunset Avenue, Room 200B
Honolulu, Hawaii 96816**

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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.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	01/12/15
Distribution of RFP	01/12/15
RFP orientation session	01/21/15
Closing date for submission of written questions for written responses	01/23/15
State purchasing agency's response to applicants' written questions	01/29/15
Discussions with applicant prior to proposal submittal deadline (optional)	01/12/15-02/23/15
Proposal submittal deadline	02/23/15
Discussions with applicant after submittal deadline (optional)	02/30/15-3/27/15
Final revised proposals (optional)	3/27/15
Proposal evaluation period	3/6/15-3/27/15
Provider selection	3/27/15
Notice of statement of findings and decision	3/31/15
Contract start date	01/01/16

1.2 Website Reference

Item	Website
1 Procurement of Health and Human Services	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/
2 RFP website	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 Click on the “References” tab.
4 General Conditions, AG-103F13	http://hawaii.gov/forms/internal/department-of-the-attorney-general/ag-103f13-1/view
5 Forms	http://spo.hawaii.gov Click on the “Forms” tab.
6 Cost Principles	http://spo.hawaii.gov Search: Keywords “Cost Principles”
7 Protest Forms/Procedures	http://spo.hawaii.gov/for-vendors/vendor-guide/protests-for-health-and-human-services/
8 Hawaii Compliance Express (HCE)	http://spo.hawaii.gov/hce/
9 Hawaii Revised Statutes	http://capitol.hawaii.gov/hrscurrent
10 Department of Taxation	http://tax.hawaii.gov
11 Department of Labor and Industrial Relations	http://labor.hawaii.gov
12 Department of Commerce and Consumer Affairs, Business Registration	http://cca.hawaii.gov click “Business Registration”
13 Campaign Spending Commission	http://ags.hawaii.gov/campaign/
14 Internal Revenue Service	http://www.irs.gov/
(Please note: website addresses may change from time to time. If a State link is not active, try the State of Hawaii website at http://hawaii.gov)	

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:

State of Hawaii, Department of Health
Family Health Services Division
Maternal and Child Health Branch
741-A Sunset Avenue, Room 200B
Honolulu, Hawaii 96816
Phone: (808) 733-4054 Fax: (808) 733-9078

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.

Lynn Niitani
808-733-4054
lynn.niitani@doh.hawaii.gov

1.7 Orientation

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

Date: January 21, 2015 **Time:** 1:00 pm – 2:30 pm
Location: 741-A Sunset Avenue, Room 204, Honolulu, Hawaii 96816

Attendance via teleconference is also available by calling: **1-866-612-6838**, then entering conference code **669108**.

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 subsection 1.8, Submission of Questions.

1.8 Submission of Questions

Applicants may submit questions to the RFP point-of-contact 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 23, 2015** **Time:** **4:30 pm 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 Alternate Proposals.** Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. **Provider Compliance.** All providers shall comply with all laws governing entities doing business in the State.
- **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 the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS). Refer to 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. Refer to Section 1.2, Website Reference for the Department of Labor and Industrial Relations (DLIR) website address.
 - **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 Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. Refer to Section 1.2, Website Reference for DCCA website address.

Providers may register with Hawaii Compliance Express (HCE) for online compliance verification from the DOTAX, IRS, DLIR, and 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.

Providers not utilizing the HCE to demonstrate compliance shall provide paper certificates to the purchasing agency. All applications for applicable clearances are the responsibility of the providers. All certificates must be valid on the date it is received by the purchasing agency. The tax clearance certificate shall have an original green certified copy stamp and shall be valid for six months from the most

recent approval stamp date on the certificate. The DLIR certificate is valid for six months from the date of issue. The DCCA certificate of good standing is valid for six months from date of issue.

- E. **Wages 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 Section 1.2, Website Reference for statutes and 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 Section 1.2, Website Reference for statutes and 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.

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.

Faxed proposals, and/or submission of proposals on diskette/CD or transmission by e-mail, website or other electronic means will not be accepted.

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:

- (1) Rejection for failure to cooperate or deal in good faith. (HAR §3-141-201)
- (2) Rejection for inadequate accounting system. (HAR §3-141-202)
- (3) Late proposals (HAR §3-143-603)
- (4) Inadequate response to request for proposals (HAR §3-143-609)
- (5) Proposal not responsive (HAR §3-143-610(a)(1))
- (6) 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. Refer to 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
Name: Virginia Pressler, M.D.
Title: Director of Health
Mailing Address: PO Box 3378, Honolulu, Hawaii 97801
Business Address: 1250 Punchbowl St., Honolulu, Hawaii 96813
Procurement Officer
Name: Leighton Tamura
Title: Public Health Administrative Officer
Mailing Address: 741-A Sunset Ave., #101, Honolulu, Hawaii 96816
Mailing Address: 741-A Sunset Ave., #101, Honolulu, Hawaii 96816

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.

Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary

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 will utilize standard cost principles as outlined on the SPO website. Refer to Section 1.2 Website Reference for website address. Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

Section 2

Service Specifications

Section 2

Service Specifications

2.1 Introduction

A. Overview, purpose or need

Living in a rapidly changing society, many of our families face situations and stresses they may be unprepared to handle. Societal and cultural norms valuing family privacy can make asking questions about raising children difficult. Informal social networks provided by family and friends can also discourage new or insecure parents from seeking assistance through formal parenting education. It is even more difficult for parents who are uncomfortable seeking help outside of their normal support systems and feel intimidated in asking for help. Having information available through a variety of ways including a telephone warm line, website, written materials, newsletters, and videos can provide the necessary family support in an easily accessible, family-oriented way. Learning positive, appropriate parenting skills, understanding child development, and knowledge of community resources can strengthen families and prevent or help reduce family stress, destabilization of the family and social, emotional or behavioral problems.

Research has found that successful programs designed to prevent child abuse and neglect must both reduce risk factors and promote protective factors to ensure the well-being of children and families. Protective factors are conditions in families and communities that, when present, increase the health and well-being of children and families. They are attributes that serve as buffers, helping parents who might otherwise be at risk of abusing their children to find resources, supports, or coping strategies that allow them to parent effectively, even under stress.

The Department of Health, Family Health Services Division, Maternal and Child Health Branch, is requesting proposals from qualified applicants to provide comprehensive parenting education, training, and support for the purpose of promoting the five protective factors which have been shown to strengthen families. Services may include but are not limited to, a telephone warmline, the development and distribution of written educational resources, and in-home parent education and support services.

B. Planning activities conducted in preparation for this RFP

A Request for Information (“RFI”) was conducted electronically on December 30, 2014. Written questions and comments were solicited. All comments and questions received during and after the RFI process were consolidated and are available for public inspection and may be requested through the RFP Contact Person.

C. **Description of the service goals**

Research has demonstrated that five important factors can help families protect children from the risk of child abuse and neglect. The goal of this request for proposals will be to promote the following five protective factors in order to strengthen families.

Nurturing and Attachment/Social Emotional Development

- Increase parents' knowledge and understanding of the importance of helping their child to establish strong emotional attachments with others by providing love, affection, comfort, and by responding sensitively to the needs of their child.
- Increase parents' knowledge and understanding of how to manage child behavior in a nurturing and effective manner.
- Increase parents' knowledge and understanding of how to protect children from community-based risk factors.

Knowledge of Child Development

- Increase parents' knowledge and understanding of how children develop and what they can expect at each stage of development.
- Increase parents' knowledge and understanding of non-punitive disciplinary techniques, such as setting limits, redirecting attention or behavior, and logical consequences for actions.
- Increase parents' knowledge of emerging developmental stages and how to plan activities accordingly.

Parental Resilience

- Increase parents' knowledge and understanding of how their ability to cope with stress may impact their capacity to parent.
- Increase parents' knowledge of strategies to prevent or decrease stress by anticipating difficulties, accessing resources and supports, and using other stress management techniques.

Concrete Supports for Parents

- Increase parents' knowledge of resources and sources of support in their community which can provide assistance with managing their homes and families.
- Increase parent's knowledge and understanding of how to create safe home environments.

Social Connections

- Increase parents' knowledge of resources in their community as to who can provide emotional support or information to reduce social isolation.
- Increase parents' understanding of how to access formal support systems in the community.

D. Description of the target population to be served

Parents, professionals, and community members seeking support or information to support parents are the intended targets for these services.

E. Geographic coverage of service

Services are to be provided statewide. While no specific communities have been identified, the DOH reserves the right to make an award based on the configuration of services that will best meet the needs of the priority group. A single contract will be awarded.

F. Probable funding amounts, source, and period of availability

Fiscal Year 2015: \$250,000.00 (January – June 2015)
Fiscal Year 20:16: \$500,000.00

It is anticipated that \$500,000.00 in State funds will be available per fiscal year, although additional funding may become available in each fiscal year. The length of the initial contract term will be for 18 months which commence on January 1, 2016 or Notice to Proceed, whichever is later.

2.2 Contract Monitoring and Evaluation

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

- (1) Performance Measures – See Section 5, Attachment C, Performance Measures, Table A.
- (2) Performance Activities/Output Measures – See Section 5, Attachment C, Performance Measures, Table B.
- (3) Financial Management
- (4) Administrative Requirements

2.3 General Requirements

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

See “III. Scope of Work” below.

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

After-the-fact secondary purchases will be allowed.

Planned secondary purchases: none.

C. Multiple or alternate proposals

(Refer to HAR §3-143-605)

Allowed Unallowed

D. Single or multiple contracts to be awarded

(Refer to HAR §3-143-206)

Single Multiple Single & Multiple

Criteria for multiple awards: n/a

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) Contract terms:

The length of the initial contract term will be for 18 months which shall commence on the contract start date, or Notice to Proceed, whichever is later. Conditions for extension must be in writing and must be executed prior to expiration.

Initial term of contract: January 1, 2016 through June 30, 2017.
Length of each extension: One year.
Number of possible extensions: Four.
Maximum length of contract: Six years.

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)

Telephone warm line: “The Parent Line” (Nurturing and Attachment/Social and Emotional Competence, Knowledge of Parenting and Child Development, Parental Resilience, Social Connections, Concrete Support for Parents)

- The phone lines' hours of operations will be Monday – Friday, 8:00 a.m. – 6:00 p.m. and Saturday, 9:00 a.m. – 1:00 p.m.
- The phone system will have two lines available to take calls.
- If the lines are in use, the phone system will answer each call with a message indicating the phone specialists are busy and will invite callers to call again.
- The phone system will be gratis to callers statewide with toll-free access available from the Neighbor Islands.
- The phone numbers used will be; for Oahu: 526-1222; for Neighbor Islands: 1-800-816-1222.
- Phone calls will be handled in a professional, confidential, and emotionally supportive way using appropriate listening and conflict resolution skills. Adequate time will be allowed to develop a trusting non-intrusive relationship with the caller.
- The phone line staff may provide education to parents on healthy growth and developmental milestones, provide anticipatory guidance, or teach parents to problem-solve parenting challenges.
- Unless written materials are requested by the caller, confidentiality of caller's identity must be assured.
- Referral/linkage services to other providers will be made as needed when applicable.
- Callers will be supported and encouraged to seek services when referral is indicated.
- A collection of written materials pertaining to parenting topics of interest will be maintained and when appropriate, mailed to callers.

Parent Educational Resources & Distribution (Nurturing and Attachment/Social and Emotional Competence, Knowledge of Parenting and Child Development, Concrete Support for Parents)

- The program will develop, update, and coordinate the preparation and distribution of written parenting information.
 - A minimum of 25,000 new parent packets of information shall be distributed through birthing hospitals statewide or through community partnerships annually.
 - A minimum of 40,000 newsletters for parents of preschoolers will be distributed quarterly.
 - A minimum of 20,000 brochures containing information on kindergarten readiness will be distributed annually.
 - A minimum of 50,000 directories of community resources for parents will be distributed annually.
 - A minimum of 60,000 handouts containing information on how to create a safe sleep will be distributed annually.
- The Parent Line shall coordinate with MCHB staff on timely editing and printing of all materials.
- Volunteers may also assist in the preparation and distribution of written educational resources as long as the confidentiality of callers utilizing The Parent Line phone services is ensured.

- The Parent Line shall develop and maintain a web presence via www.theparentline.org.
- All written materials developed and approved for distribution by The Parent Line will be posted within thirty days of distribution.
- Visits to the website and other electronic communications will be tracked and monitored by The Parent Line and reported to the MCHB.

Community-based training and education. (Knowledge of Parenting and Child Development, Nurturing and Attachment/Social and Emotional Competence, Concrete Support for Parents)

- General educational workshops and trainings shall be scheduled to support an increase in knowledge of the protective factors in larger groups.
- Specific topics shall include areas such as understanding how to create a safe sleep environment; the importance of parent leadership and involvement; basic child development; screening or identifying delay; how to support parents; etc.
- It is anticipated that a minimum of two events shall be scheduled monthly.

In-home Parent Education and Support Services: “Home Reach” (Nurturing and Attachment, Knowledge of Parenting and child Development, Parental Resilience, Social Connections, Concrete Support for Parents)

- Short-term in-home parenting education and support shall be provided to approximately 50 families calling The Parent Line who require more assistance than can be offered through a telephone call.
- Services shall be offered by The Parent Line staff on Oahu.
- On the neighbor islands, in-home visits shall be conducted by an on-island service provider in collaboration with and through consultation with The Parent Line (as needed).
- Services shall not exceed six months per family, per referral.
- Strategies and options for solving the family’s challenges are explored with the worker providing assistance by role-modeling and setting up a workable plan.
- Workers shall also help parents to problem-solve how they can deal with the frustrations and difficulties of being a parent.
- A follow-up call and/or visit shall be provided within one month of discharge of services, to ensure that if needed, families will receive services by an appropriate community agency.

B. Management Requirements (Minimum and/or mandatory requirements)

1. Personnel

The AWARDDEE shall ensure that employees and volunteers do not have a criminal history or background that poses a risk to young children. Prior to providing direct services to children, criminal records checks (State and FBI Criminal History Check, Sex Offender Registry, and the Child Abuse and Neglect Registry Clearance) shall be conducted, as allowed by statutes or

rules, for any person who is employed or volunteers in a position that necessitates close proximity to children.

- a. Project Coordinator
 - Shall have a master's degree or equivalent in human service, education, or health science.
 - Shall have three years of experience including supervisory experience and early childhood development.
- b. Parent Educator
 - Shall have an associate's degree in early childhood or a related field.
 - Two years of experience teaching in an early childhood program or parenting program.
- c. A written request must be submitted and approved by the DOH MCHB prior to hiring anyone who does not conform to staffing requirements.
- d. All staff and volunteers shall attend five (5) trainings annually to stay abreast of current practices in working with parents and young children.

2. **Administrative**

- a. Subcontracting arrangements may be allowed if the applicant is unable to provide components of the requested services directly. Copies of DRAFT subcontract agreements must be submitted as an attachment to the proposal. All subcontracts must follow the pricing structure and all other requirements of the RFP.
- b. Reports and records shall be maintained and made available for monitoring and review by the DOH MCHB staff upon request.
- c. Have written policies, procedures, and guidelines to address suspected incidents of neglect and abuse. This shall include immediate notification to the State and other appropriate government investigative bodies of all incidents of abuse, neglect, or where there is a substantial risk that child abuse or neglect may occur in the reasonable foreseeable future.
- d. Acknowledge the DOH and MCHB as the Awardee's sponsor. This acknowledgement shall appear on all printed materials for which the DOH is a program sponsor. This shall include materials developed for but not limited to traditional media (paper) and electronic (web-based) and social media.
- e. Comply with the DOH's Directive Number 04-01 dated May 3, 2004, related to Interpersonal Relationships Between Staff and Clients/Patients. Please refer to Section 5, Attachment D, of this RFP.
- f. Comply with the DOH Family Health Services Division Policy on Budget

Revisions for Cost Reimbursement Contracts (Effective September 1, 2008). Please refer to Section 5, Attachment E, of this RFP.

- g. Comply with Title VI of the Civil Rights Act of 1964, as amended, and requirements pursuant to 45 CFR Part 80.
- h. Comply with Section 504 of the Rehabilitation Act of 1973, as amended, and requirements pursuant to 45 CFR Part 84.
- i. Comply with Title III of the Americans with Disabilities Act of 1990, as amended, and requirements pursuant to 28 CFR Part 36.
- j. Comply as a “covered entity,” with the provisions of Hawaii Revised Statutes Chapter 371 Part II, Language Access.
- k. Comply, if it is a “public accommodation,” with the provisions of HRS Chapter 489, Discrimination in Public Accommodations.

3. Quality assurance and evaluation specifications

All contracts shall be monitored by the State in accordance with requirements set forth by Chapter 103F, Hawaii Revised Statutes. Contract monitoring shall include:

- a. The review of amendments and approvals, deemed appropriate by the State of the contract’s program items, especially the outcomes plan, the performance targets and milestones, the assurance of collaboration, quarterly program reports, and other documents submitted to the State.
- b. The Awardee shall have a quality assurance plan in place that assesses the extent to which the program objectives have been met.

4. Output and performance/outcome measurements

As a means toward achieving the goals of service the DOH will require the reporting of performance measures. This approach proposes that the Awardee take responsibility for achieving short-term performance objectives, given available resources and other external factors affecting the organization. The Awardee shall track and report Output and Outcome measurements, including but not limited to, the following items:

- a. Activity Milestones
- b. Significant Outputs (e.g. service delivery, capacity, enrollment, attendance, satisfaction, other)
- c. Significant Immediate Outcomes (Outcomes obtained immediately as a direct result of program participation and involve changes in one or more

of the following: knowledge, attitudes/beliefs, skill acquisition, behavior and relationships)

- d. Implementation Issues and Concerns
- e. Significant Stories/Consumer Satisfaction
- f. Demographic Information

Note: For the purpose of program quality improvement, the DEPARTMENT will be reviewing Outcome and Output Measures in conjunction with the Awardee for possible revisions during the contract period. It is anticipated that some modifications may ensue from this process.

5. Experience

The Awardee shall have the necessary skills, abilities, knowledge of, and experience relating to the delivery of the proposed services to parents, individuals caring for children, and professionals providing services to families with children.

6. Coordination of services

The Awardee shall possess the capability to coordinate services with other agencies and resources within the community.

7. Reporting requirements for program and fiscal data

Program Reporting Requirements:

- a. Quarterly and Annual reports on services provided, number of children and families served, other data etc., shall be submitted according to timelines and formats set by the DOH. Reports are due 30 days after the end of each reporting period.
- b. An Annual Variance Report shall be submitted within sixty (60) calendar days after the end of each fiscal year in the format requested by the DOH, documenting the organization's achievement towards the planned performance objectives for the budget period and explain any significant variances (+/- 10%).

Fiscal Reporting Requirements:

The Awardee shall submit monthly expenditure reports, including personnel costs, on Form POST 210 and POST 210a. Please see Section 5, Attachment F of this RFP.

C. Facilities

Facilities shall be accessible and adequate relative to the proposed services.

2.5 COMPENSATION AND METHOD OF PAYMENT

Pricing structure based on cost reimbursement. The cost reimbursement pricing structure reflects a purchase arrangement in which the State pays the provider for budgeted agreed-upon costs that are actually incurred in delivering the services specified in the contract, up to a state maximum obligation. Payments will be made monthly upon submission of invoice and monthly expenditure reports, including Form Post 210 and POST 210A, as long as Quarterly Reports are up to date.

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 for each section. See sample table of contents in Section 5.*
- *Margins shall be at least one inch at the top, bottom, and sides. Please left-align text. (Required)*
- *Easily readable font and font size (Times Roman, Arial, Courier, etc.) not less than 12-point font and 1.0 line spacing shall be used. Do not exceed specified page limits. (Required)*
- *Proposals may be submitted in a three ring binder (Required).*
- *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 upon 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 (Refer to 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 brief overview to orient evaluators as to the program/services being offered.

3.2 Experience and Capability

A. Necessary Skills (Not to exceed four pages)

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services. The applicant shall demonstrate an understanding of using protective factors to strengthen families to achieve the goals of the proposed services.

B. Experience (Not to exceed three pages)

The applicant shall provide a description of projects/contracts within the past five years, related to the delivery of parent education services to families and professionals that were designed to promote the protective factors and strengthen families to prevent child abuse and neglect. This description shall include the delivery of services over the phone, in person, in writing, and via groups. Projects/contracts shall reflect primary prevention activities and be designed to promote primary or secondary prevention efforts.

The applicant shall include points of contact, addresses, e-mail, and phone numbers. The State reserves the right to contact references to verify experience.

C. Quality Assurance and Evaluation (Not to exceed two pages)

The applicant shall describe its own plans for achieving the goals of this service.

The applicant shall complete a Performance Objectives Table, a sample of which in Section 5, Attachments C, of the RFP. The applicant may submit its own table(s) (or alter the format) as long as all proposed services are addressed. (These do not count towards the page limit.)

D. Coordination of Services (Not to exceed four pages)

The applicant shall demonstrate the capability to coordinate services through collaborations with other agencies and resources in the community. In addition, the applicant shall define the nature of the collaboration to provide the service and describe how the collaboration shall support or facilitate the attainment of the desired outcomes and proposed performance targets. Letters or memorandums of agreement may be attached. (Attachments will not count towards the page limit).

E. **Facilities** (Not to exceed one page)

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 ADA requirements, as applicable, and the special equipment that may be required for the services.

3.3 Project Organization and Staffing

A. **Staffing**

1. Proposed Staffing (Not to exceed two pages)

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in Section 2, Service Specifications, as applicable.) Attachments must be referenced and described in the narrative section. (Attachments will not count towards the page limit.)

2. Staff Qualifications (Not to exceed two pages)

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in Section 2, Service Specifications, as applicable) Attachments must be referenced and described in the narrative section. (Attachments will not count towards the page limit.)

B. **Project Organization**

1. Supervision and Training (Not to exceed one page)

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services. A description of annual staff training requirements may be attached and will not be counted towards the page limit.

2. Organization Chart (Attachments)

The applicant shall reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency) Both the “Organization-wide” and “Program” organization charts shall be attached to the Proposal Application. (Attachments will not count towards the page limit.)

3.4 Service Delivery

Applicant shall include a detailed discussion of the applicant's approach to applicable service activities and management requirements from Section 2.1, 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.

- Logic Model (Attachment)

Applicants shall include a detailed logic model including services/activities, outcomes and outputs. (Include as an attachment that will not be counted towards the page limit.)

- Phone Line (Not to exceed four pages)

Applicants shall provide a detailed description of how The Parent Line telephone services will be provided. Applicants shall describe the type of activities to be provided and the rationale for the selection of these activities.

- Written Educational Resources (Not to exceed eight pages)

Applicants shall provide a detailed description of how written parent educational resources will be distributed. Applicants shall describe the type of activities to be provided and the rationale for the selection of these activities. (The applicant may attach writing samples that will not be counted towards the page limit.)

- Educational Workshops and Training (Not to exceed seven pages)

Applicants shall provide a detailed description of how general educational workshops and trainings will be scheduled to support an increase in knowledge of the protective factors in larger group settings. Applicants shall describe and demonstrate expertise in the topics they are to train on. A calendar of events may be attached and will not be counted towards the page limit.

- In-home Parent Education (Not be exceed two pages)

Applicants shall provide a detailed description of how in-home parent education and support services will be provided. The applicant shall describe the type of activities to be provided, the criteria for selecting parents, and the rationale for these selections.

Subcontracting or collaborative agreements for neighbor island services must be described in the narrative. Signed agreements with partner agencies must be included as attachments. These attachments will not be counted towards the page limit.

- Administrative Requirements (Not to exceed two pages)

- The applicant shall describe its plan for reports and records.

- The applicant shall describe its HIPAA compliance efforts.
- The applicant shall describe how incidents of child and abuse and neglect will be addressed.
- The applicant shall describe how it will comply with ALL applicable policies and procedures of the DEPARTMENT.
- The applicant shall describe any subcontracting arrangements and attach agreements. (Attachments will not be counted towards the page limit.)

3.5 Financial

A. Pricing Structure (Not to exceed three pages)

It is anticipated that a significant portion of funds will be used for the development of written materials for distribution and training. The Applicant shall submit at least two price quotes for the printing of written materials and website development/maintenance.

The Applicant shall describe how the rationale for its budget and how increased costs for staffing and printing will be addressed in the latter years of the contract.

A detailed cost proposal utilizing the pricing structure designated by the state purchasing agency shall be attached to the Proposal Application.

The cost reimbursement pricing structure reflects a purchase arrangement in which the State pays the contractor for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation. The cost reimbursement may be subject to verification.

All budget forms, instructions and samples are located on the SPO website. Refer to Section 1.2, Websites References for website address. The following budget form(s) shall be submitted with the Proposal Application:

- Form SPO-H-205 Budget
- Form SPO-H0205B Organization-wide Budget by Programs
- Form SPO-H-206A Personnel – Salaries & Wages
- Form SPO-H-206B Personnel – Payroll Taxes, Assessments & Fringe
- Form SPO-H-206C Travel – Inter Island
- Form SPO-H-206F Contractual Services – Subcontracts
- Form SPO-H-206H Program Activities
- Form SPO-H-206I Equipment Purchases

B. Other Financial Related Materials

1. Accounting System (Attachment)

To determine the adequacy of the applicant’s accounting system as described

under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

Please attach the most recent financial audit report.

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

<u>Evaluation Categories</u>	<u>Possible Points</u>
<i>Administrative Requirements</i>	
<i>Proposal Application</i>	
Program Overview	0 points
Experience and Capability	25 points
Project Organization and Staffing	10 points
Service Delivery	55 points
Financial	10 Points
TOTAL POSSIBLE POINTS	100 Points

Consensus scoring will be used by an evaluation committee to reviewing the proposals using the following scale.

A 5-point rating scale will be used to rate the proposal content. Only whole numbers will be assigned (1, 2, 3, 4, or 5), half numbers are not utilized in this rating scale.

0	1	2	3	4	5
----- ----- ----- ----- -----					
No response	Unresponsive	Unsatisfactory	Marginally Adequate	Satisfactory	Outstanding

5 – Outstanding (100% of points)

Exceeded required elements by clearly proposing additional services or strategies (providing details and specific examples) for implementation to achieve the RFP requirements.

4 – Satisfactory (80% of points)

Provided details or specific examples of the services or strategies to be used for implementation to achieve the RFP requirements.

3 – Marginally Adequate (60% of points)

Provided general description of “what we will do” for all required elements or the proposed services do not contribute towards the achievement of the RFP requirements.

2 – Unsatisfactory (40% of points)

Not all components were evident or only reiterated the wording of the RPF or other attached materials.

1 – Unresponsive (20% of points) Response did not answer the question.

0 – No response given. (0 points) A response could was not found in this area.

Points will be awarded to each criteria based on the score awarded by the evaluation committee.

Example:

A question worth 2 points that receives a score of five will be awarded 2 points.
(100% x 2 points = 2 points).

A question worth 2 points which receives a score of four will be awarded 1.6 points.
(80% x 2 points = 1.6 points)

4.3 Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

1. Administrative Requirements

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)

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

	Points
A. Necessary Skills	
Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services to parents and professionals. The applicant shall demonstrate an understanding of the use of protective factors to strengthen families to achieve the goals of the proposed service. <i>(Not to exceed "NTE" four pages)</i>	7 points
C. Experience	
Provided a description of projects/contracts within the past five years, related to the delivery parent education services to families and professionals which were designed to promote the protective factors and strengthen families to prevent child abuse and neglect and includes the delivery of services over the phone, in person, in writing, and via groups. Projects/contracts reflect primary prevention activities and are designed to promote primary or secondary prevention efforts. Points of contact, addresses, e-mail, and phone numbers are included. <i>(NTE three pages)</i>	7 points

D. <i>Quality Assurance and Evaluation</i>	
Described quality assurance and evaluation plans for the proposed service areas including methodology, standards, and plans. (NTE two pages) The Performance Objective Table(s) is complete and supports the scope of services.	5 points
E. <i>Coordination of Services</i>	
Demonstrated capability to coordinate services through collaborations with other agencies and resources in the community. The nature of the collaboration including desired outcomes and proposed performance targets are described. (NTE four pages)	5 points
F. <i>Facilities</i>	
Demonstrated the adequacy of facilities relative to the proposed services. (NTE one page)	1 point

1. *Project Organization and Staffing (10 Points)*

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

	Points
A. <i>Staffing</i>	
<u>Proposed Staffing:</u> The proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services. (NTE two pages)	3 points
<u>Staff Qualifications:</u> The proposed staffing pattern meets the minimum qualifications (including experience) for staff assigned to the program. (NTE two pages)	3 points
B. <i>Project Organization</i>	
<u>Supervision and Training:</u> Describes its ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. (NTE one page)	3 points
<u>Organization Chart:</u> Both the “Organization- wide” and “Program” organization charts are attached and reflects the position of each staff (including position title, name, and full time equivalency) and line of responsibility/supervision. (Attachments will not count towards page limit.)	1 point

2. *Service Delivery (55 Points)*

Evaluation criteria for this section will assess the applicant’s approach to the service activities and management requirements outlined in the Proposal Application.

	Points
<i>Service Requirements</i>	
Detailed logic model(s) is attached which includes services/activities, outcomes and outputs, for all proposed services. (<i>Attachments will not count towards page limit.</i>)	3 points
Describes in detail how The Parent Line telephone services will be provided. Describes the type of activities to be provided and the rationale for the selection of these activities. (<i>NTE four pages</i>)	9 points
Provides a detailed description of how written parent educational resources will be distributed. Describes the type of activities to be provided and the rationale for the selection of these activities. (<i>NTE eight pages</i>) Subcontracting agreements (if applicable) are attached.	15 points
Describes how general educational workshops and trainings will be provided. Expertise is demonstrated. (<i>NTE seven pages</i>)	15 points
Provides a detailed description of how in-home parent education and support services will be provided. Describes the type of activities to be provided and the rationale for the selection of these activities. (<i>NTE two pages</i>) Subcontracting agreements (if applicable) are attached.	7 points
<i>Administrative Requirements</i>	
Describes any subcontracting arrangements and draft agreements are attached.	0 points
Describes its plan for reports and records.	1 point
Describes its HIPAA compliance efforts.	1 point
Describes how incidents of child and abuse and neglect will be addressed.	2 points
Describes how ALL applicable policies and procedures of the DEPARTMENT will be addressed.	2 points

5. Financial (10 Points)

	Points
<i>Financial</i>	
<ul style="list-style-type: none"> • Personnel costs are reasonable and comparable to positions in the community and non-personal costs are reasonable and adequately justified. (<i>NTE three pages</i>) 	9 points
<ul style="list-style-type: none"> • Adequacy of accounting system. 	1 points

B. 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.

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Table of Contents
- C. Performance Measures
- D. Interpersonal Relationships Memo
- E. Budget Revision Policy
- F. Post 210 and 210a

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	
Provider Compliance (Hawaii Compliance Express Verification)	Section 1, RFP	SPO Website*	X	
Cost Proposal (Budget)			X	
SPO-H-205	Section 3, RFP	SPO Website*		
		SPO Website*	X	
		SPO Website*	X	
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*	X	
SPO-H-206D	Section 3, RFP	SPO Website*	X	
SPO-H-206E	Section 3, RFP	SPO Website*	X	
SPO-H-206F	Section 3, RFP	SPO Website*	X	
SPO-H-206G	Section 3, RFP	SPO Website*	X	
SPO-H-206H	Section 3, RFP	SPO Website*	X	
SPO-H-206I	Section 3, RFP	SPO Website*	X	
SPO-H-206J	Section 3, RFP	SPO Website*		
Certifications:				
Federal Certifications		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:				
Program Logic Model		Section 3, RFP	X	
Printing Price Quotes		Section 3, RFP	X	
Subcontracting Agreements (if applicable)		Section 3, RFP	X	

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

(Sample)
Proposal Application
Table of Contents

1.0	Program Overview	1*
2.1	Experience and Capability	1*
	A. Necessary Skills.....	2*
	B. Experience	7*
	C. Quality Assurance and Evaluation.....	9*
	D. Coordination of Services.....	11*
	E. Facilities.....	15*
3.1	Project Organization and Staffing	16*
	A. Staffing	16*
	1. Proposed Staffing	16*
	2. Staff Qualifications.....	18*
	B. Project Organization	20*
	1. Supervision and Training	20*
	2. Organization Chart (Program & Organization- wide) (See Attachments for Organization Charts	
4.0	Service Delivery	21*
5.0	Financial	42*
	See Attachments for Cost Proposal	
6.0	Litigation	45*
7.1	Attachments	
	A. Cost Proposal	
	SPO-H-205 Proposal Budget	
	SPO-H-206A Budget Justification - Personnel: Salaries & Wages	
	SPO-H-206B Budget Justification - Personnel: Payroll Taxes and	
	Assessments, and Fringe Benefits	
	SPO-H-206C through I: Budget Justifications (Travel: Interisland Budget	
	Justification - Contractual Services – Administrative, etc.)	
	B. Other Financial Related Materials	
	Financial Audit	
	C. Organization	
	Chart Program	
	Organization-	
	wide	
	D. Performance and Output Measurement	
	Table A	
	Table B	
	E. Program Specific Requirements	
	Logic Model	
	Price Quotes	

* Page numbers are approximates. Please review and update as appropriate.