

State of Hawaii
Department of Human Services
Benefit, Employment and Support Services Division
Employment and Training Program Office

Request for Proposals

HMS-903-15-04-S

Statewide Case Management, Vocational Rehabilitation, Employment and Support Services for Temporary Assistance for Needy Families (TANF) Households

February 25, 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.*

February 25, 2015

REQUEST FOR PROPOSALS

Statewide Case Management, Vocational Rehabilitation, Employment and Support Services for TANF Households

RFP No. HMS-903-15-04-S

The Department of Human Services, Benefit, Employment and Support Services Division, Employment and Training Program Office, is requesting proposals from qualified Applicants to provide case management, vocational rehabilitation services as required, employment, and support services for Temporary Assistance for Needy Families (TANF) applicant and recipient households residing on the islands of Kaua'i, O'ahu, Maui, Moloka'i, and Hawai'i (West and East).

The initial contract term will be from July 1, 2015 through June 30, 2016. The contract may be extended through June 30, 2019. One contract will be awarded under this Request for Proposals.

Proposals shall be mailed, postmarked by the United States Postal Service (USPS) on or before **April 2, 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 **April 2, 2015**, at the drop-off site 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 Employment and Training Program Office will conduct an **orientation on March 10, 2015 from 11:00 a.m. to 12:00 p.m. HST, at 820 Mililani Street #615, 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 March 17, 2015. All written questions will receive a written response from the State on or about March 27, 2015.

Any inquiries and requests regarding this RFP should be directed to Ms. Kim Arista at 820 Mililani Street #606, Honolulu, Hawaii 96813, telephone: (808) 586-7060, fax: (808) 586-5744, e-mail: karista@dhs.hawaii.gov.

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: 1 Original and 3 Copies

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **April 2, 2015** and received by the state purchasing agency no later than **10 days from the submittal deadline**.

All Mail-ins

Department of Human Services (DHS)
Benefit, Employment and Support Services Division
Employment and Training Program Office
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

DHS RFP COORDINATOR

Kimberly Arista, Program Specialist
Phone: (808) 586-7060
Fax: (808) 586-5744
Email: karista@dhs.hawaii.gov

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), April 2, 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., **April 2, 2015**.

Drop-off Site

Department of Human Services (DHS)
Benefit, Employment and Support Services Division
Employment and Training Program Office
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

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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)	February 25, 2015
Distribution of RFP	February 25, 2015
RFP orientation session	March 10, 2015
Closing date for submission of written questions for written responses	March 17, 2015
State purchasing agency's response to Applicants' written questions	March 27, 2015
Discussions with Applicant prior to proposal submittal deadline (optional)	N/A
Proposal submittal deadline	April 2, 2015
Discussions with Applicant after proposal submittal deadline (optional)	N/A
Final revised proposals (optional)	N/A
Proposal evaluation period	April 7-April 13, 2015
Provider selection	April 14, 2015
Notice of statement of findings and decision	April 14, 2015
Contract start date	July 1, 2015

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:

Department of Human Services
Benefit, Employment and Support Services Division
Employment and Training Program Office
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

1.6 RFP Contact Person:

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.

Ms. Kimberly Arista
Phone: (808) 586-7060
Facsimile: (808) 586-5744
Email: karista@dhs.hawaii.gov

1.7 Orientation

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

Date: March 10, 2015 **Time:** 11:00 a.m.
Location: 820 Mililani Street, Room 615, Honolulu, Hawaii 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 Section 1, 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, Subsection 1.6. Written questions should be received by the date and time specified in Section 1, Subsection 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: March 17, 2015 **Time:** 4:30 p.m. HST

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

Date: March 27, 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, Subsection 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, Subsection 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, Subsection 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, Subsection 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, Subsection 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, Subsection 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, Subsection 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.

Submittal of proposals by electronic means, i.e. facsimile, e-mail, CD, etc. 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, Subsection 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: Rachael Wong, DrPH	Name: Scott Nakasone
Title: Director	Title: Acting Division Administrator
Mailing Address: P.O. Box 339, Honolulu, Hawaii 96809	Mailing Address: 820 Mililani Street, Suite 606, Honolulu, Hawaii 96813
Business Address: 1390 Miller Street, Room 209, Honolulu, Hawaii 96813	Business Address: 820 Mililani Street, Suite 606, Honolulu, Hawaii 96813

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, Subsection 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

The Department of Human Services, hereinafter known as the “Department,” is requesting proposals from qualified Applicants to provide statewide case management, employment and support services and vocational rehabilitation services, when applicable, through the Department’s work program, referred to as the First-to-Work (FTW) Program, for households eligible for Federal and State funded Temporary Assistance for Needy Families (TANF).

The purpose of the FTW Program is to provide case management, employment and support services to work eligible (WEI) TANF applicant and recipient households, pursuant to **Public Law 104-193, “Personal Responsibility and Work Opportunity Reconciliation Act of 1996,”** reauthorized by the **“Deficit Reduction Act of 2005,” (DRA)**, which mandates that TANF households meet prescribed work participation requirements, in accordance with the State of Hawai`i TANF Work Verification Plan (WVP) approved by the Office of Family Assistance, Administration for Children and Families(ACF), and progress toward self-sufficiency.

A further purpose of the FTW Program is to provide case management, employment and support services to other work eligible (OWEI) TANF applicant and recipient households that have been deemed temporarily incapacitated and unable to engage in work participation requirements to the extent prescribed under the DRA. The goal of the First-to-Work Vocational Rehabilitation (FTW-VR) Program is to rehabilitate the maximum number of participants so that they may become work eligible individuals and meet DRA work requirements.

One (1) PROVIDER will be selected to provide statewide services that include, but are not limited to, orientation and intakes; assessments and employability planning; barrier assessments and barrier reduction planning; structured job readiness; work placement services; ongoing case management services; and issuance of support services such as child care and transportation which are needed to attain and maintain employment as well as comply with treatment and other vocational rehabilitation activity.

B. Planning activities conducted in preparation for this RFP

A Request for Information (RFI) was posted on December 19, 2014, which elicited three (3) responses from the community by the posted deadline of January 16, 2015. Information provided was reviewed and where applicable incorporated into this solicitation.

C. Description of the service goals

The goal of this service is to assist work eligible TANF applicant and recipient households by preparing them with the necessary work skills to obtain full-time employment leading to self-sufficiency and to ensure that they are successfully engaged in federally defined work activities. Additionally, the goal of this service is to serve other work eligible TANF applicant and recipient households that have been deemed temporarily incapacitated by providing vocational rehabilitation services to enable them to progress toward work eligibility status and to meet DRA participation requirements.

The PROVIDER will be expected to focus on servicing work eligible individuals, who are able to meet DRA participation requirements, as well as other work eligible individuals engaged in vocational rehabilitation or domestic violence treatment services.

D. Description of the target population to be served

The population to be served is comprised of work eligible adults and teen heads of households who are applying for or receiving TANF benefits. TANF households include:

1. Two-Parent Households

The Department defines a two-parent household as a family where two adults have at least one common child and reside together in the same household.

2. Non-Citizen Households

The Department defines a non-citizen household as:

- a) A family that has at least one member who is lawfully admitted for permanent residence; or
- b) A family who is granted admission to the United States under the provision of Public Law 99-239, the Compact of Free Association of 1985 with respect to the Republic of Palau, the Republic of Marshall Islands, and the Federated States of Micronesia.

3. Other Work Eligible Households

The Department defines an “other work eligible” household as a single or two parent family with no work eligible individuals, where the adult(s) is or are deemed to be temporarily incapacitated and unable to meet the minimum work participation requirements mandated by the DRA.

The Department reserves the right to change the target population after thirty (30) days’ notice being afforded to the awarded PROVIDER affected, for the duration of the award period.

E. Geographic coverage of service

This service is being procured statewide.

The following average monthly caseload numbers are as of June 2014 and are provided for planning purposes only.

FTW

O‘ahu—Honolulu Greater area	802 households
Leeward and Central O‘ahu	536 households
East Hawai‘i <i>(From Papaiko-Wailea to Hilo and from Kea ‘au to Pahoia-Kalapana)</i>	391 households
West Hawai‘i <i>(From Honoka‘a to Laupahoehoe and from Kohala to Ka‘u)</i>	152 households
Kaua‘i	44 households
Maui <i>(including island of Moloka‘i)</i>	130 households

FTW-VR

O‘ahu—Honolulu Greater area	307 households
Leeward and Central O‘ahu	295 households
East Hawai‘i <i>(From Papaiko-Wailea to Hilo and from Kea ‘au to Pahoia-Kalapana)</i>	301 households
West Hawai‘i <i>(From Honoka‘a to Laupahoehoe and from Kohala to Ka‘u)</i>	84 households
Kaua‘i	32 households
Maui <i>(including island of Moloka‘i)</i>	61 households

The Department reserves the right to reassign coverage areas based on service needs, after thirty (30) days' notice being afforded to the Provider(s) affected, for the duration of the awarded Contract period.

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

This procurement is expected to be fully State funded.

The Department intends to award one contract to one PROVIDER for a total funding amount of \$4,500,000.00. Interested Applicants must submit a proposal in accordance with Section 3 of this RFP, Proposal Application Instructions, describing how they propose to deliver services statewide.

The Department reserves the right to change the funding amounts, funding sources, and extension periods based on availability of funds, the need for services, program utilization, and satisfactory performance of the PROVIDER.

2.2 Contract Monitoring and Evaluation

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

1. Performance/Outcome Measures
2. Output Measures
3. Quality of Care/Quality of Services
4. Financial Management
5. Administrative Requirements

2.3 General Requirements

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

The Applicant shall comply with Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201, which can be found on the SPO website at www.spo.hawaii.gov.

**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)

1. Contract terms:

Initial term of contract: July 1, 2015 through June 30, 2016

Length of each extension: Up to twelve (12) months

Number of possible extensions: Three (3)

Maximum length of contract: Not to exceed June 30, 2019

The Department expects the initial period of service to commence on the contract start date.

2. Conditions for Extensions

Extensions must be initiated by the Department through offer of a supplemental contract, agreed upon and executed by both the Department and the awarded PROVIDER.

2.4 Scope of Work

The main purpose of the FTW Program is to provide case management, employment and support services to work eligible individuals within TANF applicant and recipient households. Work eligible individuals, hereinafter referred to as “participants,” are referred to the FTW Program as part of the TANF benefits application process, and are required to meet work participation requirements specified in Hawai‘i Administrative Rules (HAR) §§17-756.1 and 17-794.1 and pursuant to **Public Law 104-193, “Personal Responsibility and Work Opportunity Reconciliation Act of 1996,”** and **“Deficit Reduction Act of 2005 (DRA),”** and the Hawai‘i Work Verification Plan (WVP).

The related purpose of the FTW Program is to provide case management and vocational rehabilitation to other work eligible individuals deemed temporarily incapacitated and unable to meet DRA work participation requirements, to assist them with progressing toward full capacity and ability to meet DRA work participation requirements. Other work eligible individuals are also referred to, hereinafter, as participants.

Pursuant to HAR §17-656.1, all TANF applicants are subject to an upfront orientation and subsequent participation in work activities as a condition of TANF eligibility, and before the first TANF payment can be issued. HAR §17-794.1-36, Up-front Universal Engagement (UFUE), requires a TANF applicant to engage in FTW participation, and to meet the work requirements specified in HAR §17-794.1-37 for the duration of one week within 21-days of the Intake date. All TANF applicants determined to be work-eligible individuals or other work-eligible individuals are referred to FTW for an upfront orientation and subsequent compliance with required work participation.

Participants who meet the upfront work requirements within the initial twenty-one (21) days may be found eligible for TANF. Subsequently, FTW participants from recipient households must continue to meet work participation requirements on a monthly basis in order to maintain TANF eligibility.

A. Service Activities

(Minimum and/or mandatory tasks and responsibilities)

The PROVIDER will act as the Department designee relating to the provision of the services sought under this RFP.

The PROVIDER will receive comprehensive training from the Department in the Hawai‘i Automated Network Assistance (HANA) system and the FTW Program operational policies and procedures.

The FTW policies and procedures training will clearly define the participation requirements for WEI and OWEI participants, allowable work activities, and will cover the manner for which work activities can be combined to meet participation requirements.

Pursuant to Federal law, all states administering a TANF Program are required to meet an overall work participation rate of 50%. In addition, two-parent households must meet a work participation rate of 90%. The work participation rate is the total number of active TANF households, with at least one work eligible individual, who meet their participation requirements as defined by the State's WVP (numerator), divided by the total number of active TANF households, with at least one work eligible individual (denominator).

The weekly work participation requirement that a TANF household must achieve are as follows:

- 20 hours a week for a single parent with a child under six years of age;
- 30 hours a week for a single parent whose youngest child is over six years of age; or
- 35 hours a week (or 55 hours a week if federally funded child care is provided) for two-parent households.

The PROVIDER will implement a program to meet the above stated participation rates.

The selected PROVIDER must offer language assistance to individuals with limited English proficiency at no cost to the individual, document the offer and notate whether or not the individual declines or accepts the language assistance. The PROVIDER is responsible for the cost of the interpreters. The PROVIDER is prohibited from requiring individuals to bring their own interpreters with them to orientation sessions, interviews or other appointments.

The selected PROVIDER must plan to accommodate a multicultural referral base that may speak any language other than English, such as, but not limited to:

▪ Marshallese	▪ Chuukese
▪ Korean	▪ Tagalog
▪ Ilocano	▪ Cantonese
▪ Vietnamese	▪ Spanish

1. FTW

FTW units service TANF applicants and recipients who are WEI, OWEI or who have been determined, by a contracted domestic violence agency, to be a victim of domestic violence.

The scope of work encompasses the following tasks and responsibilities:

a. Orientation and Intake

The PROVIDER will be required to do the following:

- 1) Schedule orientation sessions in the Hawaii Automated Network for Assistance (HANA) system;
- 2) Conduct orientation sessions to explain the reasons for required work program participation and how it relates to the participant's initial and continued eligibility for TANF;
- 3) Confirm orientation attendance in HANA; and
- 4) Explain the federal minimum work requirement, the sixty month maximum TANF eligibility time frame, and the work program's responsibility to ensure participant will progress satisfactorily toward self-sufficiency;
- 5) Emphasize the advantages of working;
- 6) Provide guidance for child care arrangements by identifying child care needs and informing participants of child care options as well as determine the need for other support services such as transportation and work related expenses;
- 7) Complete intakes in HANA to begin each participant's FTW Program participation immediately following the orientation session.

b. Assessment and Employability Planning

The PROVIDER must conduct educational and psycho-social assessment interviews to identify the participant's strengths and weaknesses as well as their basic skills, aptitudes and overall current life situation.

The information obtained from the assessments is used to formulate participant's Employability Plans (EP) that outline the scheduled activities designed to meet participation requirements in accordance with the State's WVP and HAR Section 17-794.1. The EP is developed according to a participant's abilities, needs, and goals. The scheduled activities must lead toward employment.

When necessary, the PROVIDER may conduct barrier assessments, which involve in-depth interviews of participants who are in crisis situations or have specific barriers to employment. The information obtained from the barrier assessment is used to formulate a Barrier Reduction Plan (BRP). The BRP's are developed only when identified barriers become obstacles to a participant's ability to satisfactorily participate with the FTW Program, and to obtain and retain employment. The BRP activities may be scheduled simultaneously with EP activities.

If no EP activities are scheduled, a BRP must be designed to lead the participant towards an EP, and provide the foundation for measurable progress toward full employability. If the barriers are expected to last longer than thirty days, the PROVIDER must implement the Department's

established disability determination process to assert whether the participant is deemed temporarily incapacitated.

The assessment and employability planning process is a requirement for both TANF applicants and recipients and may be repeated on a case-by-case basis when a participant's situation changes during their engagement in the FTW program. The EP/BRPs are reviewed regularly and updated when necessary.

c. Job Readiness Training

For the FTW participants, who are not employed or engaged in educational activities, the PROVIDER must provide a structured pre-employment training. The training must include self-awareness, self-esteem building, resume writing, job search techniques, resources, networking, interviewing techniques, how to complete job applications and other such topics required to prepare the participants for successful job search and employment retention.

d. Participation in Work Activities

The PROVIDER must ensure that, in any given month, the participants have met the work participation requirements, as defined in the State's WVP and HAR Section 17-794.1 and that all participation has been duly verified in accordance with the State's WVP.

1) Work Activities

Pursuant to the State's WVP and HAR Section 17-794.1, Subchapter 3, there are twelve (12) allowable activities for the purpose of the FTW Program. Nine (9) of these activities are considered core:

- Unsubsidized Employment
- Subsidized Private Sector Employment
- Subsidized Public Sector Employment
- On-the-Job Training
- Work Experience
- Community Service Program
- Job Search and Job Readiness Assistance
- Vocational Educational Training
- Providing Child Care Services for a Community Service Program Participant.

The remaining three (3) activities are considered non-core:

- Job Skills Training

- Education Directly Related to Employment
- Satisfactory Attendance at Secondary School.

HAR Section 17-794.1 is available on the Department's website at <http://hawaii.gov/dhs>.

2) Minimum Work Participation Requirements

FTW participants are required to meet weekly work participation requirements as follows:

- 20 hours per week of core activities for a single parent with a child under six years of age;
- 30 hours per week of which 20 hours must be core activities for a single parent with a child over six years of age;
- 35 hours per week of which 30 must be core activities for a two parent household; or
- 55 hours per week of which 50 must be core activities for a two parent household receiving federally funded child care subsidies.

e. Ongoing Case Management

The PROVIDER shall provide the participants continuous case management services, from assessment through TANF exit. Special attention must be given to guiding participants into employment or compliance with other work activities, and monitoring compliance. Case management services include, but are not limited to, individualized counseling, reassessments based on participant's current situation, placement into approved work activities, and addressing barriers.

f. Support Services

The PROVIDER will issue to the participants the required supportive services needed to comply with their participation requirements, as outlined on their EP/BRP, to prepare for and transition to self-sufficiency.

The PROVIDER must use the HANA system to issue supportive services payments such as child care, transportation, and work-related expenses.

The support service payments are not part of the appropriation for the contracted services and are funded separately.

g. Transitional Support Services (TSS)

The PROVIDER is required to issue TSS to former FTW participants whose earnings exceed the income limits set for TANF. TSS includes, but is not limited to, transportation reimbursements and transitional automobile

insurance. Additionally, the PROVIDER must coordinate transitional child care through the Child Care Connection Hawai'i Program.

2. FTW-VR

FTW-VR units service TANF applicants who claim a disability and TANF recipients determined to be temporarily incapacitated by an agency contracted to conduct medical and psychological evaluations.

The FTW-VR Program is also required to conduct Orientation and Intake, Assessment and Employability Planning, Support Services and Participation Reimbursement, Transitional Support Services, and Interpreter Services as described in Subsection 2.4, Item A.1.

In addition, the scope of work encompasses the following tasks and responsibilities:

a. Assessment and Individualized Service Plan Development

Immediately following the completion of Orientation and Intake, the PROVIDER must schedule a TANF Medical Review Board examination for the TANF applicant in accordance with the FTW operational policies and procedures to determine whether the TANF applicant is deemed temporarily incapacitated.

When the TANF applicant is not deemed temporarily incapacitated by the TANF Medical Review Board and meets the criteria of the target population described in Subsection 2.1., Item D, the TANF applicant will be deemed a WEI subject to FTW Program requirements and will be transferred to the appropriate FTW unit, in accordance with established operational policies and procedures.

When the TANF applicant is deemed temporarily incapacitated, the TANF Medical Review Board will submit a comprehensive written medical evaluation. The PROVIDER will conduct a comprehensive bio-psychosocial assessment based on the findings of the medical evaluation and a personal interview with the TANF applicant to identify his/her employability level and to develop a Barrier Reduction Plan (BRP) and an Individualized Service Plan (ISP).

The assessment and individual service planning process is a requirement and may be repeated on a case-by-case basis when a FTW-VR participant's situation changes during their engagement in the FTW program. The ISP/BRPs are reviewed regularly and updated when necessary.

The selected PROVIDER will be required to develop an Individualized Service Plan (ISP) within five (5) work days of receiving the TANF Medical Review Board's comprehensive medical report. The ISP must address the participant's medical, mental health, social and vocational barriers to employment and the corresponding treatment plan. A BRP would be an integral part of the ISP. The ISP also identifies the work activities appropriate for the FTW-VR participant, and the number of hours per week the participant would be able to perform. The PROVIDER will update the ISP quarterly or more frequently, as needed.

The selected PROVIDER must monitor the participant's compliance with their ISP.

b. Employment Preparation and Case Management Services

- (1) The selected PROVIDER will promote the clinical progress of the FTW-VR participant by facilitating a continuum of services that minimize(s) fragmentation as the participant moves from medical evaluation to self-sufficiency.
- (2) Case management services would ensure the successful implementation of all components of the ISP and address all barriers to self-sufficiency. This may include, but is not be limited to, helping the participant establish and maintain treatment relationships with medical providers, receiving and benefiting from appropriate vocational/employment services or referral for advocacy services for federal disability benefits.
- (3) Additional case management services may include helping the participant develop natural support systems that may consist of the employer, co-worker, family, or other individuals involved with the participant. Job coaching must be available to ensure that the participant learns job duties and appropriate behavior for a specific work setting.
- (4) The selected PROVIDER is expected to help the participant, with stable physical and emotional conditions, prepare for employment by providing job readiness services including, but not limited to, resume preparation, job-search techniques and strategies, completing employment applications, developing interviewing skills, and identifying job openings suitable for the participant. The selected PROVIDER may enter into job negotiations with employers on the participant's behalf.
- (5) The ultimate goal is for the participant to obtain and maintain steady full time employment defined as thirty (30) hours per week for two full months. The participant may begin by engaging in unpaid volunteer activity and/or paid employment and progress at the appropriate pace toward full time employment.

- (7) The selected PROVIDER will accept transfers from FTW units of participants whose work status has changed from WEI to OWEI.

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

1. Personnel

The selected PROVIDER shall provide and maintain adequate staffing to service the geographic areas that are designated to be served. Adequate staffing, at a minimum, is defined as staffing that is able to address the qualitative and quantitative functions as detailed in Section 2, Subsection 2.4., Item A, "Service Activities."

The selected PROVIDER shall be responsible for the continuity of services in the event of staff illness, medical emergencies, vacancies, or other situations that result in program resources that are less than proposed and contracted for. The selected PROVIDER must not require nor depend on the State agency's staff to provide service activities in the event that program resources are not available due to the above situations.

Applicants shall provide position descriptions, minimum qualifications for these positions, proposed staffing ratios, and the basis and rationale for the proposed staffing.

NOTE: After the award of the contract, the selected Applicant will be required to submit detailed specifications of all staff and their qualifications for review by the Department. Contract services cannot commence until the Department has approved the configuration of staff and their respective qualifications.

2. Administrative

Execution of Contract: The selected Applicant will be required to enter into a formal written contract with the Department in accordance with the laws, rules, and regulations of the State of Hawai'i.

The stated requirements appearing elsewhere in this RFP shall become part of the terms and conditions of the resulting contract. Any deviations thereof must be specifically defined by the Applicant in its proposal which, if successful, will become part of the contract.

The funds available for this procurement are limited. The Department reserves the right to contract for services that are only in the best interest of the Department.

The Department reserves the right to cancel the contract without cause and to request new proposals for the work. Upon award, the Department will forward the formal contract to the successful Applicant for execution. The contract shall be signed by the successful Applicant and returned, together with required insurance documents (including indemnification), and other supporting documents, within ten (10) calendar days after receipt by the Applicant, or within such further time as the Director may allow.

No such contract shall be binding upon the Department until the contract has been fully and properly executed by all the parties thereto and the State Comptroller has, in accordance with HRS Section 103-39, endorsed thereon his certificate that there is an appropriation or balance of an appropriation over and above all outstanding contracts, sufficient to cover the amount required by the contract during the fiscal year. Further, the Department of the Attorney General of the State of Hawai'i has approved the contract as to form.

No supplemental agreement shall be binding upon the Department until the agreement has been fully and properly executed by all parties thereto prior to the start date of the agreement. The Applicant shall not provide any services until the agreements are fully and properly executed.

Any work performed by the successful Applicant prior to the execution of the contract shall be at the Applicant's own risk and expense. The State of Hawai'i and the Department are not and will not be liable for any work, contract costs, expenses, loss of profits or damages whatsoever incurred by the successful Applicant prior to the execution of the contract.

Division Procedures: The selected PROVIDER shall follow procedures established by the Benefit, Employment and Support Services Division (BESSD) and shall use the HANA system to do case management, data entry, and support service payments issuance.

Implementation Plan: After the contract is awarded, the selected Applicant will be required to submit their finalized implementation plan that include, but are not limited to, detailed description of how they intend to start-up services and an outlined timeline which includes all necessary steps that lead to the start of services and their scheduled dates of completion.

Equipment: The selected PROVIDER shall be responsible to purchase or lease, with available funding, all the necessary furniture and equipment needed to perform the services. Allowed purchases/leases include office equipment, chairs, desks, file cabinets, bookcases, copiers, computers, facsimile machines, mail meter, desk telephones for the staff and adequate furniture for a small reception area, as needed, within the limitations of the Chapter 103F, "Cost Principles." Equipment purchased with these government funds shall be the property of the Department. The selected PROVIDER must be on the

Department network; therefore, the Department will purchase network equipment, computer packages, and printers, as needed.

Hours of Operation: Normal hours of operation shall be 7:45 a.m. to 4:30 p.m., Monday through Friday, excluding State Holidays.

3. Quality assurance and evaluation specifications

The contract will be evaluated based upon performance as described in Section 2, Subsection 2.4, Scope of Work.

4. Output and performance/outcome measurements

The PROVIDER will be expected to meet the following outcomes and performance measurements. Performance expectations include, but are not limited to, the following goals:

- a. Placement and monitoring of FTW participants in employment, other federally defined work activities, or in activities consistent with an established EP or ISP;
- b. Successful case management of FTW participants to ensure compliance with work participation requirements;
- c. Successful transition of FTW participants from receiving TANF benefits to exiting TANF due to employment; or successful transition from temporarily incapacitated "other work eligible individual" to "work eligible individual";
- d. Meeting the 50% overall work participation rate for the combined work eligible and other work eligible FTW population; and
- e. Demonstrating effort put forth to meet the 90% 2-parent participation rate.

5. Experience

Applicants shall have at least three (3) years of providing the proposed service(s).

Applicants must demonstrate a thorough understanding of the purpose and scope of service activities, as well as the necessary skills, abilities, and knowledge of the proposed services. A proven track record of operating a work program for the TANF population serviced under this RFP is desirable and must be validated by business references.

6. Coordination of services

Applicants shall provide a description of their experience in coordinating client services with other community or governmental agencies. The description shall

include the name of the collaborating agencies, services provided, and frequency which collaboration is conducted.

7. Reporting requirements for program and fiscal data

For TANF data, the selected PROVIDER shall use the HANA system to enter client data and payment information. Monthly reports shall be prepared and submitted to BESSD, Employment and Training Program Office (ETPO), using the monthly report template provided by the Department. In addition, the HANA system entries shall be regarded as official reports. The selected PROVIDER shall not receive credit for participant performance if the corresponding data has not been entered into HANA.

a. Program Reporting Requirements

A monthly program report shall be submitted and shall provide both an unduplicated count for the report month as well as an unduplicated cumulative count for the contract period.

The Department will provide the standard format for the reports and may further refine the reporting requirements based on evaluation of the services. The PROVIDER must submit any other information or reports upon request by the Department.

b. LEP Reporting Requirements

An interpreter service program report shall be submitted on a quarterly basis. The quarterly report shall contain data regarding interpreter services provided to individuals with Limited English Proficiency (LEP) for the report quarter. The Department will provide the standard format for the reports.

c. Fiscal Data Reporting Requirements

A monthly invoice for operational costs shall be prepared and submitted to the Department in accordance with the Compensation and Payment Schedule. Additionally, the PROVIDER shall submit a final invoice upon termination of the contract.

C. Facilities

The PROVIDER shall secure adequate facilities that are compliant with Americans with Disabilities Act (ADA) requirements. Such facilities shall consider accessibility and security needs of the population being served. In addition, the PROVIDER shall establish and maintain direct service location in each geographic

location on the neighbor islands as specified in Section 2, Subsection 2.1., Item E, "Geographic Coverage of Service."

2.5 COMPENSATION AND METHOD OF PAYMENT

The Department shall consider cost proposals based on cost reimbursement from the Applicants who are non-profit organizations licensed to do business in the State of Hawai'i. Cost reimbursement means payment of all actual costs incurred in the delivery of the services being procured, in accordance with an approved budget not to exceed the maximum funding available for the services under this RFP.

The Department shall consider cost proposals based on a "cost-plus-fixed-fee" from Applicants who are for-profit organizations, licensed to do business in the State of Hawai'i. "Cost-plus-fixed-fee" allows for payment of actual costs incurred in the delivery of the service being procured, in accordance with an approved budget not to exceed the maximum funding available for serviced under this RFP, plus an agreed upon fee. The Department anticipates these fees to be limited to 10% or less of the Contract award. These fees must be built within the contract ceiling. The Department reserves the right to negotiate the finalized amount of fixed fees within the limits discussed above.

The Department shall select the applicable cost proposals subject to the legal standing of the Applicant organization (i.e. non-profit or for-profit), and that are in the best interest of the State of Hawai'i.

All budget forms, instructions and samples are located on the SPO website (see Section 1, Subsection 1.2 for website address). The following budget form(s) shall be submitted, as described in the Checklist attached herewith, with the Proposal Application:

SPO-H-205	Budget
SPO-H-205A	Organization-Wide by Source of Funds
SPO-H-205B	Organization-Wide by Programs
SPO-H-206A	Personnel-Salaries & Wages
SPO-H-206B	Personnel-Payroll Taxes and Fringe Benefits
SPO-H-206C	Travel-Inter-Island
SPO-H-206D	Travel Out-of-State*
SPO-H-206E	Contractual Services-Administration
SPO-H-206F	Contractual Services-Subcontracts
SPO-H-206G	Depreciation
SPO-H-206H	Program Activities
SPO-H-206I	Equipment Purchases*
SPO-H-206J	Motor Vehicle*

* Expenditures require justification and prior Departmental approval.

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.*
- *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 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, Subsection 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

The Applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

B. Experience

The Applicant shall demonstrate experience and provide a description of projects/contracts pertinent to the delivery of the proposed services. Detailed descriptions of the experience within the last two (2) years in operating a work program for the TANF population is desirable and must be validated by references including points of contact, addresses, e-mail and/or telephone numbers of references. The Department 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. Quality assurance includes, but is not limited to, the following elements:

1. A Quality Management Program that addresses consumer complaints, grievances, appeals, and consumer satisfaction. Additionally, the program should address the areas of disaster preparedness, emergency evacuation, and confidentiality/HIPAA.
2. The Quality Management Program must describe how it intends to reinforce the procedures and policies established by DHS and have a system or policy that outlines how data is collected, tracked, reviewed, and analyzed as need and reported to the Department as appropriate.
3. A process of regular and systematic case record review, using established review criteria consistent with DHS policies and procedures. A report summarizing findings is required. Additionally, the Applicant will develop a written plan of corrective action as indicated.
4. Provision of satisfaction surveys of consumers.
5. A training plan and staff handbook/personnel manual for staff that is responsible for the delivery of services. Training will include how the Applicant will implement and reinforce training provided by the Department. Training plans will also include plans for continuing education of all staff involved in the provision of services.

6. A consumer handbook/brochure(s) that outline services available to the consumer, hours of operation, contact information (phone numbers, and instructions on emergency services), is written at a 6th grade reading level, provides an overview and the Applicant's approach to care, and clearly outlines any major program rules that could lead to discharge from services offered by the organization.

NOTE: Consumer Handbook may not contradict and must support DEPARTMENT policies and procedures.

Where there is an intention to subcontract, the Applicant must demonstrate that services provided by the subcontractor are consistent with all applicable requirements specified in Section 2 including, but not limited to, compliance with reporting requirements. The Applicant must describe how it proposes to monitor subcontractors to ensure their compliance with the DEPARTMENT requirements.

D. Coordination of Services

The Applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community.

1. A history of the Applicant's cooperative efforts with local and/or other state agencies and community social service programs with specific examples of partnerships as they relate to the provision of services described in Section 2 of this RFP.
2. Applicant's current effort to coordinate with the Department and community social service programs, and where there is no coordination, the Applicant's plans to do so.

E. 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 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

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.)

2. Staff Qualifications

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.)

B. Project Organization

1. Supervision and Training

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

2. Organization Chart

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.

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, Subsection 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's description of its service delivery system shall include, but is not limited to:

- A. A clear description of the services for consumers from intake to case closure. The description must be consistent with the Scope of Work found in Section 2, Subsection 2.4. and with personnel requirements in Section 2, Subsection 2.4, Item B. 1. Services proposed to be subcontracted out must be included in this description.
- B. A clear description of the target population to be served and a discussion of any county/geographic-specific challenges related to the provision of services in locales they are proposing to serve. The discussion will also include plans to address the challenges specific to these communities and how the program will achieve

program outcomes and performance measures as listed in Section 2, Subsection 2.4, Item B. 4. (i.e. Pacific Islanders, immigrants, etc.).

- C. Where applicable, an indication of the “best practices/evidence based practices” the Applicant incorporates and a citation of the literature to support its “best practices/evidence-based practices”. A description of the system it uses to implement and maintain its “best practice/evidence-based practices” program integrity.
- D. A statement by the Applicant that it is ready, able and willing to provide services throughout the time of the contract period.
- E. A statement by the Applicant that it has read and understands the Request for Proposals and will comply with the Department’s requirements.

3.5 Financial

A. Pricing Structure

Applicant shall submit a cost proposal utilizing the Cost Reimbursement pricing structure. The cost proposal shall be attached to the Proposal Application.

All budget forms, instructions and samples are located on the SPO website. Refer to Section 1, Subsection 1.2, and Website Reference for website address. The following budget form(s) shall be submitted with the Proposal Application:

SPO-H-205	Budget
SPO-H-205A	Organization-Wide by Source of Funds
SPO-H-205B	Organization-Wide by Programs
SPO-H-206A	Personnel-Salaries & Wages
SPO-H-206B	Personnel-Payroll Taxes and Fringe Benefits
SPO-H-206C	Travel-Inter-Island
SPO-H-206D	Travel Out-of-State*
SPO-H-206E	Contractual Services-Administration
SPO-H-206F	Contractual Services-Subcontracts
SPO-H-206G	Depreciation
SPO-H-206H	Program Activities
SPO-H-206I	Equipment Purchases*
SPO-H-206J	Motor Vehicle*

* Expenditures require justification and prior Department approval.

B. Other Financial Related Materials

1. Accounting System

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):

- Audit Report (most recent)

2. Hawaii Compliance Express

Pursuant to HRS Chapter 103F, Health and Human Services, providers must be in good standing as a provider doing business in the State. The Applicant shall include a current Certificate of Vendor Compliance, not older than three (3) months, issued by the Hawaii Compliance Express as part of the Proposal Application. See Section 1, Subsection 1.2, and Website Reference for website address.

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. If applicable, please explain. Failure to provide full disclosure shall result in automatic disqualification of the RFP application.

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	40 points
Project Organization and Staffing	20 points
Service Delivery	30 points
Financial	10 Points
TOTAL POSSIBLE POINTS	100 Points

4.3 Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

1. Administrative Requirements

- Application Checklist
- Hawaii Compliance Express Compliance
- Certifications
- Audit Report (most recent)

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)

Scoring for each item identified below in Sections 1 through 4 is assigned a value of 0 through 5 points. The following is an explanation of the point assignment:

- 5= Excellent
- 4= More than satisfactory
- 3= Satisfactory
- 2= Less than satisfactory
- 1= Unsatisfactory
- 0= Not addressed (no credit)

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 (40 Points)**

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

a. **Necessary Skills**

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services.
-

b. **Experience**

- Description of projects/contracts implemented in the last three (3) years with local and/or state and community service agencies to validate experience relative to the procured services.
-

c. **Quality Assurance and Evaluation**

- Described plan and implementation process to address consumer needs.
 - Demonstrated understanding and methodology on gathering and reporting required data and provided a corrective plan of action to improve quality of service.
 - Provided specific measures to ensure staff compliance with Department policies and procedures.
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d. **Coordination of Services**

- Demonstrated capability to coordinate services with other agencies and resources in the community.
 - Described plan to coordinate and develop partnerships with government and community social service agencies to deliver proposed services.
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e. **Facilities**

- Adequacy of facilities relative to the proposed services with direct service locations in each geographic service area.
-

2. **Project Organization and Staffing (20 Points)**

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

a. **Staffing**

- **Proposed Staffing:** That the proposed staffing pattern, client/staff ratio, minimum qualifications (including experience) and proposed caseload capacity is reasonable to insure viability of the services. _____
- Described contingency plan of maintain the proposed services in the event of inadequate staffing. _____

b. **Project Organization**

- **Supervision and Training:** Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. _____
- **Organization Chart:** Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks. _____

3. **Service Delivery (30 Points)**

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

- Described in detail the program content and design, and plan for proposed services. _____
- Demonstrated a clear understanding of the various service activities and sequence of events. _____
- Demonstrated a clear understanding of the target group. _____
- Presented evidence of cooperation, collaborations, and willingness to follow Department requirements, policies and established procedures. _____
- Proposed a work plan for transition and program implementation that is logical, reasonable, and attainable. _____
- Demonstrated a thorough understanding of the management requirements for the proposed services. _____

4. Financial (10 Points)

- Cost proposal is reasonable and sound for the delivery of the proposed services.
- Adequacy of accounting system.

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.

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Table of Contents

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	Section 1, RFP	SPO Website*	X	
Cost Proposal (Budget)			X	
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5	X	
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5	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*	X	
Certifications:				
<i>Federal Certifications</i>		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:				
Resumes of hired staff	Section 3, RFP		X	
Position descriptions of proposed staff	Section 3, RFP		X	
Business references	Section 3, RFP		X	
Organization chart(s)	Section 3, RFP		X	
Audit Report	Section 3, RFP		X	

*Refer to Section 1, Subsection 1.2, Website Reference for website address.

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