

Section 3

Proposal Application Instructions

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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.*
- *Proposal Applications shall utilize 12-pitch font with no reduction in character spacing and position, and scale at 100%. Page margins shall be one inch all around.*
- *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 1.2 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 (Not to exceed 2 pages)

Applicant shall give a brief overview to orient evaluators as to the program/services being offered. Include:

1. Location of the services
2. How proposed services align with Applicant's mission and vision;
3. Description of the goals and objectives related to the service activity; and
4. How the proposed services will meet the needs and impact the development of the target population.

3.2 Experience and Capability (Not to exceed 5 pages)

A. Necessary Skills

The Applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services. If the Applicant intends to use subcontractors, subcontractors experience shall also be included.

B. Experience

The Applicant shall demonstrate the minimum number of years of experience in providing services requested in the RFP, in addition to providing a description of current projects/contracts pertinent to the proposed services (previous projects/contracts may be considered if relevant). The Applicant shall include points of contact, addresses, e-mail/phone numbers. The State reserves the right to contact references to verify experience. If the Applicant intends to use subcontractors, the experience of the identified subcontractors must also be included.

C. Quality Assurance and Evaluation

The Applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology. The quality assurance plan shall indicate how the applicant will monitor compliance with the terms of the agreement and adherence to internal policies and procedures, and shall include how corrective action will occur. The evaluation plan shall address the effectiveness of program delivery (process evaluation).

D. Coordination of Services

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

If the Applicant intends to use subcontractors, draft Memorandums of Agreement shall be included in the proposal.

E. Facilities

The Applicant shall provide a description of the program site facility 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 will meet ADA requirements, as applicable, and special equipment that may be required for the services.

3.3 Project Organization and Staffing (Not to exceed 3 pages)

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. Attach position descriptions and resumes for the Applicant's administrative staff (director, deputy, chief financial position, program administrator, etc.) in addition to position descriptions for the proposed program staff. (Refer to the qualifications in the 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 (Not to exceed 20 pages)

Applicant shall include a detailed discussion of the approach to applicable service activities and management requirements found in Section 2, Item III. - Scope of Work for the service area that the applicant is proposing services.

The discussion of the proposed service delivery shall include:

1. A brief summary of the organization's philosophy and service framework and describe how the framework reflects/ relates to the OYS philosophy regarding the delivery of services for youth.
2. A work plan of all activities and tasks to be completed, related work assignments, responsibilities, and service plan that clearly articulates the overall service flow from program entry to program completion, as appropriate.
3. A timeline / schedule of steps to be taken in planning and implementing the required services and related activities.
4. Details of how the proposed work plan and service activities are consistent with the outcomes and objectives, service framework, principles of program delivery and characteristics of effective programs.

3.5 Financial

A. Pricing Structure

Applicant shall submit a cost proposal utilizing the pricing structure designated by the state purchasing agency (cost reimbursement). The cost proposal shall be attached to the Proposal Application.

All budget forms, instructions and samples are located on the SPO website (see Section 1, paragraph II Websites referred to in this RFP). The following budget form(s) shall be submitted with the Proposal Application:

SPO-H-205 Budget
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-206H Equipment Purchase*

SPO-H-206J Motor Vehicle

*Expenditures require justification and prior approval.

B. Other Financial Related Materials

1. Accounting System

In order 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:

- a. Latest Single Audit Report of Financial Audit.
- b. Cost Allocation Plan, which demonstrates Applicant's expenditures are allocated based on a plan that is reasonable, appropriate, and lawful.

2. Accounting Personnel

- a. Applicant must state which staff positions are responsible for maintaining accounting records and fiscal reporting and approximately the number of hours a week that are devoted to this function.
- b. Applicant shall describe what accounting qualifications are required for each of these positions if not detailed in the submitted Section III: Personnel: Project Organization and Staffing.
- c. Applicant shall state which staff positions will be responsible for filing timely expenditure reports and invoices required by this RFP.

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

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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>	N/A
<i>Proposal Application</i>	100 Points
Program Overview	0 points
Experience and Capability	20 points
Project Organization and Staffing	15 points
Service Delivery	55 points
Financial	10 Points
TOTAL POSSIBLE POINTS	100 Points

4.3 Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

1. Administrative Requirements

a. Application Checklist

b. Certificate of Vendor Compliance

NOTE: If applicant has not registered with Hawaii Compliance Express, the Applicant must provide a *Tax Clearance Certificate* and a *Certificate of Good Standing*.

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)

Ensure that each section is answered completely and thoroughly. Each section shall be scored individually and separately from another section. Applicants are responsible to place the appropriate information in each section to be scored.

The RFP Review Committee shall use the scale in the table below to rate each section from the RFP from “Not Addressed” to “Very Satisfactory”. The percentage for the rate level will be multiplied by the maximum number of points for that item. For example, if an item is worth 6 points and the reviewer rated it as a “3 Satisfactory”, the score for that item would be 3.6 (60% (.06) x 6 = 3.6)

0	1 (20%)	2 (40%)	3 (60%)	4 (80%)	5 (100%)
Not addressed	Unsatisfactory	Somewhat satisfactory	Satisfactory	More than satisfactory	Very satisfactory

Rating scale definitions:

Not Addressed: The required information was not present in the proposal.

Unsatisfactory: A major item was not addressed or was addressed incorrectly, or was addressed in the wrong category.

Somewhat Satisfactory: A somewhat adequate response was presented. Applicant appears to have restated the requirements in the RFP.

Satisfactory: All major items were addressed. Applicant provided an adequate response.

More than satisfactory: Applicant provided a strong response that was more than adequate, all major items were addressed.

Very satisfactory: Applicant thoroughly addressed all items in an exceptionally clear, concise, or original manner.

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 in response to the Request for Proposals. The Applicant shall highlight the agency's mission and vision and the goals and objective of the proposed service activity relative to the assessed needs and available resources of the target population and geographic region identified for the service delivery.

1. Experience and Capability (20 Points)

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

A. Necessary Skills 3

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services.
- Demonstrate skills, abilities and capacity to deliver proposed services in the identified geographic region for the target population

B. Experience 5

- Demonstrate minimum two (2) years' experience delivering services related to request for services.
- Demonstrate experience successfully delivering services for the target population. Document evidence such as awards, certificates, and outcomes.
- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.

C. Quality Assurance and Evaluation 4

- Sufficiency of quality assurance and corrective action, including methodology.
- Sufficiency of evaluation plans to assess program implementation, fidelity to program model, and youth participation and success in the service program.

D. Coordination of Services 3

- Demonstrated capability to coordinate services with other agencies and resources in the community. Past Memorandum of Agreements/Understanding, letters document this ability.
- Sufficiency of collaboration and coordination plans related to implementation of proposed services.
- Documented support and involvement of agencies and community for proposed services. Draft MOA/MOUs with proposed sub-contractors.

E. Facilities **5**

- Adequacy of facilities relative to the proposed services.
- Facilities meet ADA requirements, as applicable.

2. Project Organization and Staffing (15 Points)

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

A. Staffing

- Proposed Staffing: That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services. **4**

- Staff Qualifications: Job descriptions and minimum qualifications (including experience) for staff assigned to the program are included. The number of program service positions is sufficient to ensure effective program/service delivery. **4**
- Proposal includes resumes of key staff that list experience with related or similar services and target population

B. Project Organization **4**

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. **3**
- 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 (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 Instructions and **Section 2. III-Scope of Work** for each service area of the RFP. It is recommended that applicants review the evaluation criteria for the service delivery section of the specific service they are proposing to deliver.

For HMS 501-16-01-A Intensive Mentoring Services, the following criteria will be used:

- Summary of the organization’s philosophy and service framework and describe how the framework reflects/ relates to the OYS philosophy regarding the delivery of services for youth. 2
- Service Framework includes the Native Hawaiian Educational Council’s seven guiding themes and trauma informed care. 3
- A work/service plan that clearly describes the flow of services to be provided youth from program entry to program completion The work/service plan addresses the project goal, objectives, service activities and tasks to be completed, including clarity in work assignments and responsibilities, and timelines and schedules. 8
- Description of the referral process from probation officer and development of the Implementation Plan for youth, including the involvement of the youth and their families. 10
- Description of how the case manager will provide advocacy on behalf of the youth and family to address compliance with the terms and conditions of probation, including participation in a wraparound process. 10
- Description of how the youth monitor will provide intensive mentoring services for youth, including details of types and intensity of contacts, and 24-hour availability to respond to crisis situations. 10
- Description of how documentation will occur, and status reports to be provided to the probation officer. 7
- Description of how transportation services will be provided. 5

For HMS 501-16-01-B Transition Services for Youth From the HYCF, the following criteria will be used:

- Summary of the organization’s philosophy and service framework and describe how the framework reflects/ relates to the OYS philosophy regarding the delivery of services for youth. 2
- Service Framework includes the Native Hawaiian Educational Council’s seven guiding themes and trauma informed care. 3
- A work/service plan that clearly describes the flow of services to be provided youth from program entry to program completion The work/service plan addresses the project goal, objectives, service activities and tasks to be completed, including clarity in work assignments and responsibilities, and timelines and schedules. 5

- Description to provide a weekly transitional group service activity for youth at least 120 days prior to discharge from HYCF 3
- Assist with development of a re-entry transition plan with parole staff and management. The transition plan shall address reducing risk factors and also focus on increasing protective factors in the various domains of the youth. 3
- Prior to the youth's discharge from HYCF, assist youth in maintaining positive relationships with their families and other members of the community 3
- After discharge from HYCF, provide assistance to youth in maintaining positive relationships with family, peers, members of the community, and other community-based services. 3
- Description of participation in a wraparound process, including hiring/training of additional wraparound staff as needed. 3
- Description of how applicant plans to provide intensive supervision and monitoring of youth in the community, with 24-hour availability to respond to crisis situations. 3
- Description of how applicant plans to engage, motivate, and empower the youth and family to strengthen their support systems and enhance their capacity to resolve their problems and to mediate crisis, and to act on their own behalf. 3
- Description of how applicant plans to support youth in their efforts to maintain educational, vocational, and work-related goals. 3
- Description of how applicant plans to provide cognitive, social, and independent living skill-building activities. 3
- Description of how applicant plans to assist in the implementation of the transition plan. Coordinate referrals to identified necessary services 3
- Description of how applicant plans to initiate follow-up phone, personal, and/or collateral contacts with youth or the support system (guardian, school, mentor, etc.) of youth for up 3

- to six months post-program
- Description of how applicant plans to communicate regularly with HYCF parole staff to ensure compliance with conditions of parole/court order/etc. 3
- Description of how applicant plans to recommend, coordinate, and arrange for additional assessment and consultative services as appropriate and as approved by the HYCF. 3
- Description of how applicant plans to provide positive activities/outings that offer opportunities to learn and connect with the community, including service learning projects. 3
- Participate in meetings with representatives of the HYCF (including Multi-Disciplinary Team Meetings), Family Court, Department of Human Services, Department of Education, Department of Health, and other pertinent agencies. 2
- Description of how transportation services will be provided. 2

5. Financial (10 Points)

- Cost proposal and required support documentation and justification included. 1
- Personnel costs are reasonable and comparable to similar positions in the community. 2
- Non-personnel costs are reasonable and adequately justified. 1
- Proposed budget fully supports the service activity and requirements of the RFP. 3
- Adequacy of accounting system (evidence of valid tax clearance, recent audit, and cost allocation plan). 1
- Positions and personnel responsible for fiscal operations and reporting identified and qualified. 1

- Staff responsible for maintaining accounting records and filing required expenditure reports identified. 1

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

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		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5		
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:				
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:				

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

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	SPO-H-206C Budget Justification - Travel: Interisland	
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	B. Other Financial Related Materials	
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