

State of Hawaii
Department of Human Services
Social Services Division

Request for Proposals (RFP)

SSD-16-POS-3090

**TEEN DATING VIOLENCE PREVENTION
AND INTERVENTION SERVICES**

STATEWIDE

RFP Posting Date: March 13, 2016

**RFP Proposal Submission Deadline:
April 12, 2016, 4:30 p.m.
Hawaii Standard Time**

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

DAVID Y. IGE
GOVERNOR



RACHAEL WONG, DrPH
DIRECTOR

PANKAJ BHANOT
DEPUTY DIRECTOR

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

MEMORANDUM

TO: RFP Proposal Applicants

FROM: Mona Maehara, Division Administrator
Social Services Division

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

The State of Hawaii, Department of Human Services, Social Services Division, is currently soliciting proposals from qualified Applicants to provide Teen Dating Violence Prevention and Intervention Services. The attached Request for Proposals (RFP) SSD-16-POS-3090 to provide this service is being issued under Hawaii Administrative Rules (HAR) and Hawaii Revised Statutes (HRS) Chapter 103F. Please see the following "Proposal Submission Information Sheet" for important proposal submission information.

An RFP Orientation will be held on March 21, 2016, 9:30 a.m. to 11:30 a.m. Hawaii Standard Time (HST). See 1.7 Orientation, Section 1 of this RFP for further information. All prospective Applicants are encouraged to participate in the Orientation. For further information about the Orientation, to participate by phone via teleconference, or for special accommodations, please contact Ms. Kenwyn Kaahaaina, POS Specialist/RFP Contact Person, at (808) 586-5706 or at kkaahaaina@dhs.hawaii.gov.

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

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

PROPOSAL SUBMISSION INFORMATION SHEET
PROPOSAL SUBMISSION DEADLINE:
APRIL 12, 2016, 4:30 P.M., HAWAII STANDARD TIME.

PLEASE READ CAREFULLY AS THIS PROPOSAL SUBMISSION INFORMATION
MAY HAVE BEEN REVISED FROM PREVIOUS RFP's.

THE APPLICANT IS REQUIRED TO SUBMIT:

- 1. One (1) electronic copy of the proposal in both Portable Document Format (PDF) AND either Word or Excel format via email to the POS mailbox listed below.**
- 2. Printed copies of the proposal (one (1) original AND one (1) copy) via either the Applicant in person, private mail carrier (e.g., FedEx or United Parcel Service (UPS)), or the United States Postal Service (USPS) to the DHS office listed below.**
- 3. One (1) electronic copy of the proposal in both Portable Document Format (PDF) AND either Word or Excel format on either a Universal Serial Bus (USB) Flashdrive OR a Compact Disc (CD) (which must be readable by a personal computer system (PCS)) via either the Applicant in person, private mail carrier, or the USPS to the DHS office listed below.**

A COMPLETE PROPOSAL SUBMISSION IS
ALL THREE COMPONENTS RECEIVED BY THE SPECIFIED DATE AND TIME.
NO EXCEPTIONS SHALL BE MADE.

If the electronic **and** printed copies of the proposal are not received as described **or** not received by the specified date and time, the proposal submission shall be considered incomplete or late and **SHALL NOT BE ACCEPTED** for consideration. All submissions become DHS property.

- 1. All electronic copies submitted via email shall include in the email the RFP number, the Applicant's name, and the proposal submission attachments. All attachments shall be identified with the RFP number as abbreviated in the following example, the Applicant's initials (e.g. Humanity Community Services - HCS), and the attachment's content: e.g. 16-3020.HCS.narrative or 16-3020.HCS.budget.**
- 2. The Applicant shall submit:**
 - a. The complete proposal in PDF format; this may be separated into two or three sections for ease of sending if one PDF is too large provided that each section is labeled (e.g., 16-3020.HCS.#1, 16-3020.HCS. #2).**
 - b. Either the complete proposal in Word/Excel format, as applicable (and separated as described in a. above, as needed), or all of the following documents from the proposal in Word/Excel format, as applicable: Narrative, Performance Measurement Forms, Organization and Program Charts, Job Descriptions (no resumes), Budget forms (including Administrative Budget), and Work Plan (if required).**

The Applicant bears the complete responsibility for the submission of the electronic copies, including assuring their complete, correctly formatted, and timely submission and the risk that the electronic copies may not be readable by the DHS.

3. All printed and electronic copies submitted via the Applicant in person shall be enclosed in a sealed envelope identified with the RFP number and the Applicant's name on the outside.

All printed and electronic copies submitted via the Applicant in person, private mail carrier, and the USPS shall contain a cover sheet inside the sealed envelope with the RFP number, the Applicant's name, and a description of the envelope's contents on it (e.g., one printed original copy of the proposal, one printed copy of the proposal, one Flashdrive or one CD).

DHS OFFICE ADDRESS:

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

EMAIL ADDRESS:

ssdposmailbox@dhs.hawaii.gov

RFP CONTACT PERSON:

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

PLEASE BE ADVISED:

1. Proposal submissions attempted after **April 12, 2016, 4:30 p.m. Hawaii Standard Time (HST)** shall **not** be accepted.
2. Any private mail carrier or USPS proposal submissions with a date stamp of **April 12, 2016, 4:30 p.m. Hawaii Standard Time (HST)** but received after **April 12, 2016, 4:30 p.m. Hawaii Standard Time (HST)** shall **not** be accepted.
3. All Applicants are **strongly encouraged** to submit **all** electronic copies of the proposal submission in advance of the proposal submission deadline. This will allow the Applicant the opportunity to: a) assure that they have been received by the DHS in a timely manner, and b) assure that the DHS can open and read them.
4. Proposals sent by facsimile (fax) shall not be accepted.
5. It is the Applicant's responsibility to access the Public Procurement Notices for Solicitations for Health and Human Services on the State Procurement Office website or to contact the RFP Contact Person identified above regarding any subsequently issued addendum for this RFP, which may include a revision to the proposal submission deadline.

RFP Table of Contents

Section 1 Administrative Overview

1.1	Procurement Timetable	1-1
1.2	Website Reference	1-2
1.3	Authority	1-2
1.4	RFP Organization.....	1-3
1.5	Contracting Office.....	1-3
1.6	RFP Contact Person	1-3
1.7	Orientation	1-4
1.8	Submission of Questions.....	1-4
1.9	Submission of Proposals	1-5
	A. Forms/Formats.....	1-5
	B. Program Specific Requirements	1-5
	C. Multiple or Alternate Proposals	1-5
	D. Hawaii Compliance Express (HCE)	1-6
	E. Wages Law Compliance.....	1-6
	F. Campaign Contributions by State and County Providers/Contractors	1-7
	G. Confidential Information	1-7
	H. Proposal Submissions.....	1-7
1.10	Discussions with Applicants	1-7
1.11	Opening of Proposals	1-7
1.12	Additional Materials and Documentation	1-8
1.13	RFP Amendments	1-8
1.14	Final Revised Proposals	1-8
1.15	Cancellation of Request for Proposals	1-8
1.16	Costs for Proposal Preparation.....	1-8
1.17	Provider Participation in Planning	1-9
1.18	Rejection of Proposals	1-9
1.19	Notice of Award.....	1-9
1.20	Protests.....	1-10
1.21	Availability of Funds	1-10
1.22	General and Special Conditions of the Contract.....	1-10
1.23	Cost Principles	1-11

Section 2 Service Specifications

2.1	Introduction.....	2-1
	A. Overview and Purpose.....	2-1
	B. Planning Activities Conducted in Preparation for this RFP	2-1
	C. Service Goals.....	2-2
	D. Target Population to be Served	2-2
	E. Geographic Coverage of Service.....	2-2
	F. Period of Availability, Probable Funding Amounts, and Sources	2-2
2.2	Contract Monitoring and Evaluation	2-3

2.3	General Requirements	2-3
	A. Specific Qualifications or Requirements.....	2-3
	B. Secondary Purchaser Participation.....	2-4
	C. Multiple or Alternate Proposals	2-5
	D. Single or Multiple Contracts to be Awarded.....	2-5
	E. Single or Multi-Term Contracts to be Awarded.....	2-5
	F. Subcontracting.....	2-5
2.4	Scope of Work	2-6
	A. Service Delivery	2-6
	B. Service Activities	2-7
	C. Administrative/Management Requirements.....	2-9
	D. Facilities	2-16
2.5	Compensation and Method of Payment.....	2-16
	A. Units of Service	2-16
	B. Method of Compensation and Payment.....	2-16
	Performance Measurement Forms A, B, and C.....	2-18

Section 3 Proposal Application Instructions

	General Instructions for Completing the Proposal Application.....	3-1
3.1	Program Overview	3-2
3.2	Experience and Ability.....	3-2
	A. Experience	3-2
	B. Ability.....	3-2
	C. Facilities	3-2
3.3	Staffing and Project Organization.....	3-3
	A. Staffing.....	3-3
	B. Project Organization.....	3-4
3.4	Service Delivery.....	3-5
	A. Direct Service Plan Provision.....	3-5
	B. Coordination of Services	3-6
	C. Performance Measurement Forms A, B, and C.....	3-6
	D. Quality Assurance and Evaluation	3-6
	E. Dispute/Conflict Resolution Procedures	3-6
3.5	Financial.....	3-7
	A. Pricing Structure: Proposed Budget	3-7
	B. Other Financial Related Materials: Financial Audit.....	3-8
3.6	Other.....	3-8
	A. Litigation Information	3-8
	B. Special Conditions, page 3 and Certification Regarding Lobbying	3-8
	C. Administrative Assurances.....	3-9
	D. Hawaii Compliance Express.....	3-9

Section 4 Proposal Evaluation

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

4.2 Evaluation Process 4-1

4.3 Evaluation Criteria 4-1

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

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

 C. Phase 3 – Notice of Award or Non-Award of a Contract 4-7

Section 5 Attachments

Attachment A Proposal Application Identification Form (SPO-H-200) 5-1

Attachment B Proposal Application Checklist 5-2

Attachment C Sample Proposal Table of Contents 5-4

Attachment D Criminal Conviction Record Check Standards and
Protective Services Central Registry Standards 5-6

Attachment E General Conditions 5-15

Attachment F Special Conditions 5-16

Attachment G Administrative Assurances 5-27

Attachment H Program and Fiscal Report Formats 5-29

 1. Quarterly Activity Report

 2. Client Eligibility List

 3. Expenditure Report

 4. Invoice

 5. Limited English Proficiency Form

Section 1

Administrative Overview

Section 1 Administrative Overview

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

1.1 Procurement Timetable

Note: The Procurement Timetable represents the State’s best estimated schedule. If an activity is delayed, subsequent activities may be delayed by the same number of days.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	<u>3/13/2016</u>
Distribution of RFP	<u>3/13/2016</u>
RFP Orientation	<u>3/21/2016 9:30 a.m. – 11:30 a.m. HST</u>
Applicants’ submission of written questions for written responses deadline	<u>3/24/2016 4:30 p.m.</u>
State purchasing agency's response to Applicants’ written questions deadline	<u>3/29/2016</u>
Discussions with Applicants prior to proposal submission (optional)	<u>As needed</u>
Proposal submission deadline	<u>4/12/2016 4:30 p.m. HST</u>
Discussions with Applicants after proposal submission (optional)	<u>As needed</u>
Final revised proposals deadline (optional)	<u>As needed</u>
Proposal evaluation period	<u>4/13/2016 - 4/22/2016</u>
Provider selection	<u>4/22/2016</u>
Statement of Findings and Decision (Notice of Award)	<u>4/27/2016</u>
Contract start date	<u>7/1/2016</u>

1.2 Website Reference

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

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

Non-SPO websites

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

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

1.3 Authority

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

1.4 RFP Organization

This RFP is organized into five sections:

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

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

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

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

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

1.5 Contracting Office

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

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

1.6 RFP Contact Person

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

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

1.7 Orientation

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

Date:	March 21, 2016	Time:	9:30 a.m. – 11:30 a.m.
Location:	Honolulu, Oahu, HI.	Social Services Division Office	
		810 Richard Street, Suite 400	

The Orientation shall be held live at the Honolulu location listed above and via teleconference for Applicants not able to attend at the Honolulu location. To attend the Orientation the Applicant shall contact Ms. Kaahaaina at (808) 586-5706 or kkaahaaina@dhs.hawaii.gov as soon as possible and provide their name, agency, telephone number, and email address as well as the number of people planning to attend the meeting.

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

1.8 Submission of Questions

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

The Applicants' submission of written questions deadline is **March 24, 2016, 4:30 p.m. Hawaii Standard Time.**

The State purchasing agency's response to the Applicants' written questions deadline is **March 29, 2016.**

1.9 Submission of Proposals

B. Forms/Formats

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

1. Proposal Application Identification Form (SPOH-200)

This form provides the Applicant's proposal identification.

2. Proposal Application Checklist

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

3. Table of Contents

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

4. Proposal Application (SPOH-200A)

This form provides a framework within which the Applicant may submit comprehensive narratives to address the requirements specified in the Proposal Application Instructions, Section 3 of this RFP, including a complete budget. The Applicant may also choose to develop its own framework within which to address the requirements. Whatever framework is used, the Applicant must address all of the requirements in this RFP as specified.

B. Program specific requirements

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

C. Multiple and alternate proposals

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

D. Hawaii Compliance Express (HCE)

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

purposes. See 1.2 Website References, Section 1 of this RFP for the HCE website address.

1. Tax clearance

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

2. Labor law compliance

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

3. DCCA business registration

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

E. Wages law compliance

By submitting a proposal the Applicant certifies that it is in compliance with HRS §103-55 Wages, Hours, and Working Conditions of Employees of Contractors Performing Services. See 1.2 Website References, Section 1 of this RFP for the DLIR website address.

F. Campaign contributions by State and county providers/contractors

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

G. Confidential information

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

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

H. Proposal Submission

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

1.10 Discussion with the Applicant

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

1.11 Opening of Proposals

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

Upon the State purchasing agency's receipt of an emailed proposal copy at the designated location, a verification of receipt shall be emailed to the Applicant as soon as possible after receipt on April 12, 2016 for the Applicant's and the State purchasing agency's records.

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

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

1.12 Additional Materials and Documentation

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

1.13 RFP Amendments

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

1.14 Final Revised Proposals

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

1.15 Cancellation of Request for Proposal

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

1.16 Costs for Proposal Preparation

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

1.17 Provider Participation in Planning

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

The Providers' participation in the State purchasing agency's efforts to plan for or to purchase Health and Human Services prior to the release of an RFP, including the sharing of information about community needs, best practices, and the

Providers' resources, shall not disqualify the Providers from submitting proposals if conducted in accordance with HAR §3-142-202 and §3-142-203.

1.18 Rejection of Proposals

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

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

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

1.19 Notice of Award

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

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

No work is to be undertaken by a Provider awarded a contract prior to the contract start date. The State is not liable for any costs incurred prior to the official contract start date.

1.20 Protests

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

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

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

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

1.21 Availability of Funds

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

1.22 General and Special Conditions of Contract

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

1.23 Cost Principles

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

Section 2

Service Specifications

Section 2 Service Specifications

2.1 Introduction

A. Overview and purpose

The Department of Human Services (DHS), Child Welfare Services (CWS) is seeking proposals for one Provider to provide statewide services to victims or potential victims and perpetrators of dating violence, under the age of 21, through Teen Dating Violence Prevention and Intervention Services. Services shall provide supportive services that afford victims and perpetrators the opportunity to break the cycle of violence in their lives. In addition, services shall provide comprehensive teen dating violence awareness as a prevention activity.

B. Planning activities conducted in preparation for this RFP

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

A Request for Information (RFI) was posted on the State Procurement Office (SPO)/Procurement Notices System website on December 3, 2015 to gather information and assist in the development of this RFP.

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

C. Service goals

The goals of child welfare services are safety, permanency, and child and family well-being. In administering and conducting Teen Dating Violence Prevention and Intervention Services, the safety of victims shall be of paramount concern.

Teen Dating Violence Prevention and Intervention Services shall:

1. Prevent and decrease the occurrence and recurrence of dating violence through increased awareness.
2. Provide support to actual and potential victims of dating violence.

D. Target population to be served

The target population to be served is individuals, ages 12 to 21, who:

1. Are at risk of dating violence, hereafter referred to as “victims”, and their parents/guardians/caregivers, as appropriate;
2. Are, or have been, victims of dating violence and their parents/guardians/caregivers, as appropriate; and
3. Are at risk of being, are, or have been perpetrators of dating violence and their parents/guardians/caregivers, as appropriate.

Specifics regarding the target population may be adjusted to meet the needs of the community and to comply with State or federal laws. In that event, the DHS shall notify the Provider in writing about the necessity of the change/s and what the proposed change/s will be. The Provider shall have the opportunity to discuss the change/s prior to its/their implementation.

E. Geographic coverage of service

The Provider shall be responsible for the provision of the full range of contracted services statewide on Hawaii, Kauai, Lanai, Maui, Molokai, and Oahu, including service capacity and staffing.

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

The contract shall be awarded for an initial term of two (2) years with the possibility of two (2) extensions for two (2) years each thereafter, subject to the availability of State and federal funds, continued identified community need, and the satisfactory performance of services by the Provider as determined by the DHS. The maximum contract term shall not exceed six (6) years, from July 1, 2016 through June 30, 2022.

Total contract funding is anticipated to be \$289,118.00 per fiscal year, including State funds and federal funds from the Family Violence Prevention and Services

Act. Total contract funding shall be pro-rated for periods of less than one (1) year.

The allocation of funding is based on the total funding amount available for the service and the estimated costs of providing services to the goal numbers of clients to be served (see Performance Measurement Form A, Section 2 of this RFP). The allocation includes compensation for operating costs, including personnel; administrative expenses shall not exceed 15% of the total allocation.

Funding increases and decreases shall also be subject to the availability of State and federal funds, changes in the service specifications (e.g., the target population to be served, the geographic location's needs, utilization increases/decreases, service activities, and service delivery), and satisfactory performance by the Provider as determined by the DHS.

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

2.2 Contract Monitoring and Evaluation

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

- A. Quality of Care/Quality of Services**
- B. Output Measures**
- C. Performance/Outcome Measures**
- D. Financial Management**
- E. Administrative/Management Requirements**

2.3 General Requirements

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

The Provider shall comply with the following requirements as well as the General and Special Conditions, which include further requirements of this contract (see Section 5 of this RFP).

1. The Provider shall provide services in concurrence with all Hawaii Revised Statutes (HRS), with particular attention to Chapters 346, 350, and 587; Hawaii Administrative Rules (HAR); Code of Federal Regulations, Title 45 – Public Welfare, Part 1340 – Child Abuse and

Neglect Prevention and Treatment (45 CFR 1340); and the DHS policies and procedures.

2. The Provider shall be qualified, as well as certified, licensed, and/or accredited, as applicable, to perform the services solicited in this RFP.
3. The Provider shall not impose any income eligibility standard on victims or families as a basis for receiving services provided through this contract.
4. Disagreements may occur between the Provider and the DHS regarding various issues (e.g. the performance of service activities within contracted specifications). The DHS shall make every effort to resolve these disagreements in a manner acceptable to both parties. However, if a disagreement is unable to be resolved acceptably to both parties, after significant communication between them has occurred, the DHS shall prevail. If the Provider fails to comply with the DHS' directive, it may be deemed cause for corrective action and/or potential contractual remedies, including contract termination.
5. The contract shall be modified, as necessary, to include changes in the service specifications (e.g. the target population to be served, the geographic location's needs, utilization increases/decreases, service activities, and service delivery), State or federal statutes or rules, and/or the requirements of applicable funding sources. In that event, the DHS shall notify the Provider in writing about the necessity of the change/s and what the proposed change/s will be. The Provider shall have the opportunity to discuss the change/s prior to its/their implementation.
6. The Provider shall participate in quality assurance/improvement projects for research and evaluation purposes as requested by the DHS. Such activities shall include one Child and Family Service Review (CFSR) per year/per qualified staff as arranged by the DHS. Qualifications of the Provider's staff to participate in the CFSR shall be determined by the DHS.

Other quality assurance/improvement activities that the Provider may participate in shall include data collection and requests related to current DHS initiatives, programs, and activities. The DHS may request that the Provider provide records for review for these purposes.

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

After-the-fact secondary purchases shall be allowed.

Planned secondary purchases shall not be allowed.

C. Multiple or alternate proposals

(Refer to HAR §3-143-605)

Multiple or alternate proposals shall not be allowed.

D. Single or multiple contracts to be awarded

(Refer to HAR §3-143-206)

Single Multiple Single & Multiple

One single, statewide contract shall be awarded.

E. Single or multi-term contracts to be awarded

(Refer to HAR §3-149-302)

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

Initial contract term:

Two (2) years, from July 1, 2016 through June 30, 2018.

The initial term shall commence on the contract start date.

Number of possible extensions: Two (2) extensions

Length of extensions: Two (2) years

Maximum contract term:

Six (6) years, from July 1, 2016 through June 30, 2022, subject to the Option to Extend provision of the contract (see #17., Special Conditions, Section 5 of this RFP).

Conditions for extension:

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

F. Subcontracting

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

Subcontracting shall be allowed with the prior written approval of the DHS. Subcontracting is encouraged to provide an array of services to families in all areas of the state, including culturally-specific programming.

Prior to the start of the subcontract, the Provider shall submit any subcontracts to the DHS for review. The Provider shall ensure that its subcontractors comply with **all** of the contract requirements of this RFP. The Provider shall submit documentation of its subcontractor's compliance with the contract requirements as requested by the DHS.

2.4 Scope of Work

The Provider shall provide Teen Dating Violence Prevention and Intervention Services in compliance with and including all of the following tasks and responsibilities:

A. Service delivery

Client safety shall be the overarching goal of the services and interventions. Client safety, health, and well-being shall be enhanced through services and supports.

Service activities shall be based on the following principles:

1. Services shall be client-centered and trauma-informed, meaning attending to a client's emotional as well as physical safety, including understanding how trauma affects the life of the client receiving services.
2. Services and supports shall be individualized and responsive to the strengths, needs, values, culture, and preferences of the client. Services shall consider cultural, family, and community ties.
3. Clients shall fully participate in planning, implementing, and evaluating service activities. Service, safety, and discharge planning shall be designed in conjunction with the client to the extent possible. The clients' desires, needs, and perspective shall guide the development of all plans.
4. Service activities must empower clients to help themselves and to gain and maintain mastery and control over their ability to protect themselves.

Services shall be age and developmentally appropriate.

Services shall be culturally and linguistically appropriate, fully serving clients with Limited English Proficiency (LEP). Services shall also be fully accessible and accommodating of clients with any disabilities.

Services shall be provided to all clients, regardless of gender identity or sexual orientation. The Provider shall use gender-neutral language in its program and prohibit harassment and discrimination based on gender, gender identity or expression, and sexual orientation.

Service activities shall be evidenced-based or evidence-informed and follow best practice principles.

Service activities shall be comprehensive, coordinated, and collaborative and have clear and attainable goals and objectives.

The Provider shall make every reasonable effort to assure that services are provided in a flexible manner to clients and their parents/guardians/caretakers, as appropriate, to best meet their specific needs. Service activities may need to be scheduled outside of normal office hours, such as in the evenings or on the weekends, to accommodate school and/or work schedules.

Services may be referred from CWS, Voluntary Case Management (VCM) Services, Family Support Services (FSS), and self-referrals. Services may be provided for up to six months. Extensions may be requested on a case by case basis, based on the individual needs of the client, and shall be approved/disapproved in writing by the CWS/VCM/FSS worker, as applicable.

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

B. Service activities

The Provider shall establish and implement written procedures for intake, assessment, provision of service activities, and completion/termination of services (discharge), including the applicable criteria, timeframe for completion, and notifications to the CWS/VCM/FSS worker, as applicable.

Services may be provided at program facilities, the homes of victims, if determined safe and appropriate by the Provider and in consultation with the CWS/VCM/FSS worker, as applicable, or other community locations. The selected location shall provide for safe, appropriate, and confidential interactions among clients, parents/guardians/caregivers, and the Provider's staff.

1. Victim services

a. Hotline

A telephone hotline shall be provided during office hours. Trained staff shall be available to provide crisis assistance, information and referral, screening, and preliminary assessment for intake into the program.

b. Individual services

Individual services shall be provided by trained staff to address the specific problems, needs, and circumstances of the victim. These services shall include:

- 1) Assessment of the client's situation and needs within 48 hours of case acceptance.
- 2) Case management, including:
 - a) Education about the cycle and dynamics of interpersonal violence and community resources.
 - b) Service, safety, and discharge planning.
 - c) Facilitated linkage to other service providers/community agencies and supports, as needed, such as health care services, mental health services, substance abuse services, transportation, Temporary Restraining Order application assistance, financial assistance, education/training programs, etc..
 - d) Advocacy, legal, and other services.
- 3) Individual counseling, as necessary, to address situations that impede the victim's achievement of identified goals, including, but not limited to:
 - a) Crisis counseling.
 - b) Assisting victims to strengthen their resilience by reducing risk factors and increasing protective factors, such as building competence/self-esteem.
 - c) Strengthening the relationship between victims and their parents/guardians/caregivers, as appropriate, to enhance ongoing family supports.
 - d) Promoting participation in pro-social activities in the school and the community.
- 4) Documentation shall be maintained in the case file, including the date and time of the referral, the referring worker's name and contact information, and any relevant information about the victim, including assessments and service, safety, and discharge plans.

c. Outreach

- 1) Youth-targeted awareness and education activities shall be conducted in intermediate schools, high schools, and colleges in geographic areas throughout the state to inform students about dating violence and the need to end such practices. Preference shall be given to schools that were not previously served.
- 2) Youth-targeted awareness and education activities may be conducted in the community to broaden the dissemination of information to youth in the general public, including those who may not be attending public or private schools.
- 3) Awareness and education activities may also be provided to youth service professionals who work with at-risk youth and other teens

and young adults in after-school programs, faith-based programs, and community groups.

2. Perpetrator services

Services shall be provided to individuals who request assistance as they are at risk of being, are, or have been perpetrators of dating violence.

Services shall include:

- a. Crisis counseling.
- b. Education about the cycle and dynamics of interpersonal violence and community resources.
- c. Information and referral services.
- d. Strengthening the relationship between victims and their parents/guardians/caregivers, as appropriate, to enhance ongoing family supports.
- e. Documentation shall be maintained in the case file, including the date and time of the referral, the referring worker's name and contact information, and any relevant information, including assessments and service, safety, and discharge plans, about the perpetrator.

3. Services for parents/guardians/caregivers

Services shall be provided to parents/guardians/caregivers to strengthen their relationship with the victims and/or perpetrators to increase their ability to provide appropriate supervision and support. Services shall include:

- a. Information on the cycle and dynamics of interpersonal violence.
- b. Guidance on how to deal with the effects of trauma, including appropriate interventions and responses.
- c. Strengthening the relationship between the victims/perpetrators and their parents/guardians/caregivers, as appropriate, and enhancing the parents'/guardians'/caregivers' ability to provide nurturance, safety, and support.

4. The Provider shall ensure appropriate service transitions for clients to other service providers/community agencies and supports, as applicable, when the contract ends.

C. Administrative/Management requirements

1. Experience

The Provider shall have verifiable experience for the last two (2) years in providing services to victims and perpetrators of domestic violence or a similar population.

2. Ability

The Provider shall have the necessary abilities, skills, and knowledge to deliver the contracted services.

3. Personnel

The Provider shall ensure that all staff, volunteers, and contracted personnel have the educational qualifications, work experience, necessary training, and appropriate certification/license, as applicable, to fulfill their job position requirements and provide the contracted service activities.

The Provider shall assure that:

- a. All staff, volunteers, and contracted personnel are at least 18 years old.
- b. All staff, volunteers, and contracted personnel providing direct services shall have, at minimum, a Bachelor's degree in social work, psychology, or a related field from an accredited institution. Staff shall also have a minimum of one (1) year of experience in working with victims and/or perpetrators of domestic violence or a highly similar population. Staff who do not meet the experience requirement may provide direct services only under the close supervision of personnel with, at minimum, a Bachelor's degree in social work, psychology, or a related field from an accredited institution and a minimum of one (1) year of experience in working with victims of domestic violence or a highly similar population. Close supervision includes recommended actions and the review and approval of reports.
- c. All staff, volunteers, and contracted personnel shall demonstrate a willingness to work with others, including clients coping with multiple issues and co-workers, as part of a team.
- d. Program supervision, including supervision of staff, volunteers, and contracted personnel, shall be provided by staff with, at a minimum, a Master's degree in social work, psychology, or a related field from an accredited institution. The supervisor shall also have a minimum of one (1) year of experience in working with victims and/or perpetrators of domestic violence or a highly similar population. Supervision shall include, but not be limited to, individual supervision, case reviews, periodic observation of service delivery, and ongoing evaluation of program effectiveness and outcome measures.
- e. Volunteers shall be under the control and direction of the Provider even though they are not paid staff or contracted personnel.
- f. If a job applicant does not meet the education, work experience, and/or training qualifications for a specific job position but the Provider still recommends hiring the applicant, a request for a waiver of the qualifications shall be submitted to the DHS in writing via email. The request shall include:
 - 1) The name of the applicant and his/her qualifications.

- 2) The reason for the Provider's request and the justification for hiring the applicant (e.g. the applicant may not have the required education but may have adequate years of experience and/or training that demonstrates their ability to adequately perform the job position's duties).
- 3) The Provider's plan for the supervision and training to be provided to the applicant if hired.

The DHS shall respond in writing via email asking for more information or approving/disapproving the waiver, including noting any conditions, such as a probationary plan, that need to be implemented in order to hire the applicant.

- g. No job applicant who does not meet the minimum qualifications for a job position shall be hired for work under the contract without written approval from the DHS.
- h. Verifications of education, work experience, certification/license, and waiver as well as job performance information are the responsibility of the Provider and shall be maintained and updated in the staff, volunteers, and contracted personnel files.
- i. The Provider shall comply with the following criminal history requirements:
 - 1) The Provider shall conduct an initial criminal history record check and sex offender check as well as submit a consent form to the DHS Licensing Unit for a CWS Central Registry Check for all staff, volunteers, and contracted personnel job applicants who apply to work under the contract, especially those who will be providing direct services as this necessitates close proximity to children.

The Provider shall search www.ecrim.hawaii.gov/ahewa/ (Adult Criminal Conviction Information System, Hawaii Criminal Justice Data Center) and search www.nsopr.gov (National Sex Offender Registry) prior to hiring staff, volunteers, or contracted personnel.

- 2) Conditional employment in a non-direct service position may be offered to an applicant for a period not to exceed 30 days pending the receipt of the results of the checks.
- 3) The Provider shall have an established procedure to address any criminal conviction results with an applicant. If after such results have been received and the Provider has discussed the results with the applicant and still recommends hiring the applicant, a request for a waiver shall be submitted to the DHS in writing. The request shall include:
 - a) The name of the applicant and their qualifications.
 - b) The reason for the Provider's request and their justification for hiring the applicant (e.g. the conviction was a misdemeanor which occurred several years before and the applicant's record has been clean since then), including the basis for the

determination that such a criminal conviction does not pose a risk to the health, safety, or well-being of children.

- c) The Provider's plan for the supervision to be provided to the applicant if he/she were hired.

The DHS shall respond in writing via email asking for more information or approving/disapproving the waiver, including noting any conditions, such as a probationary plan, that need to be implemented in order to hire the applicant.

- 4) The DHS Licensing Unit receives the complete results of the CWS Central Registry Check and sends the Provider a copy of the results which includes only limited information.

If an applicant has a CWS Central Registry history which may pose a risk to the health, safety, or well-being of children, the Licensing Unit shall contact the applicant and may work with the applicant and the Provider in gathering more details and reviewing the information. The Licensing Unit shall contact the applicant and the Provider with the results of the review.

- 5) No job applicant with a criminal and/or CWS Central Registry history which shall be hired for work under the contract without written approval from the DHS.
- 6) All three checks shall be completed again one (1) year after hire and again every two (2) years thereafter.
- 7) The results of all checks and copies of all consent forms shall be maintained and updated in the staff, volunteers, and contracted personnel files.

See "CRIMINAL HISTORY RECORD CHECK STANDARDS and PROTECTIVE SERVICES CENTRAL REGISTRY CHECK STANDARDS (Revised 4/18/13)", Section 5 of this RFP.

4. Training

- a. The Provider shall have in place both an initial and an annual, on-going training plan for staff, volunteers, and contracted personnel which shall identify the specific trainings to be provided and the time frames in which they will be provided. The initial trainings shall be completed before staff, volunteers, and contracted personnel may provide direct services without direct supervision.
- b. All staff, volunteers and contracted personnel providing direct services to victims and perpetrators of interpersonal violence and their families shall have, at minimum, training in the following areas before they provide direct services without direct supervision:
- 1) An agency orientation including, but not limited to, policies and procedures addressing:
 - a) Intakes, assessments, safety and service planning, and discharge planning.
 - b) Documentation requirements.

- c) Non-discrimination.
 - d) Confidentiality and ethics.
 - e) Security and safety provision.
 - e) Emergency response and disaster preparedness procedures.
- 2) The dynamics of domestic violence.
- 3) Trauma-informed care.
- c. A training record shall include each training topic completed, the number of hours/days for each training, each training's completion date, and each training's facilitator and be maintained and updated in the staff, volunteers, and contracted personnel files.
- d. All training shall be provided by appropriately qualified and experienced trainers.

5. Dispute/Conflict resolution procedures

The Provider shall have written dispute/conflict resolution procedures to address disagreements with staff, volunteers, and contracted personnel, with clients, and with community resources, including consulting with the CWS/VCM/FSS worker, as needed.

6. Client files

- a. Client files shall contain basic client information such as name, gender, birthdate, race/ethnicity, address, phone number, marital status (as applicable), language spoken and any LEP concerns, and any health/physical/mental conditions or special needs. Files shall also contain copies of all assessments, safety/service/discharge plans, reports, and any other documentation, such as case notes and service referrals.
- b. Files shall be maintained and updated during the service period.
- c. Files shall be kept strictly confidential.
- d. The Provider shall retain client files for six (6) years after the last service date.
- e. The Provider shall allow the DHS access to any file upon request.

7. Reporting requirements for program and fiscal data

- a. The Provider shall be responsible for the following required program reports:
 - 1) The Provider shall complete the monthly Client Eligibility List (CEL) and Quarterly Activity Report (QAR) in formats approved by the DHS. The Provider shall report individual information about the clients served as well as the numbers of clients served, service units completed, program activities completed, accomplishments of the program objectives and outcomes, problems encountered, any program recommendations, and proposed future activities. The QAR shall also document any staffing changes.

- 2) The Provider shall complete the quarterly Limited English Proficiency (LEP) Report in the format provided by the DHS. The Provider shall report the number of clients who were offered and who received language access services, the type of language access service provided, the type of service provider used, and the expenditures spent on language access services during the reporting period.
 - 3) The CEL shall be submitted to the DHS via email by the 15th of the month following the reporting period.
The QAR shall be submitted to the DHS by the last day of the month following the reporting period.
The LEP Report shall be submitted to the DHS via email by the last day of the month following the reporting period.
 - b. The Provider shall be responsible for the following required fiscal reports:
 - 1) The Provider shall complete the annual Budget and monthly Expenditure Report in formats approved by the DHS. The Provider shall summarize its annual projected program and personnel expenditures as well as report the expenditures of contract funds received during the reporting period. The reports shall also list other sources of funding used for the contract, the amounts, and how they were expended, and document all staff and contracted personnel that work under the contract.
 - 2) The annual Budget shall be due by April 30 of the current fiscal year for the following fiscal year.
The Expenditure Report shall be submitted by the 15th of the month following the reporting period.
 - c. See Attachments, Section 5 of this RFP for samples of the program and fiscal reports.
8. Output and performance and outcome measurements
- a. The Provider shall maintain the capacity to deliver services throughout the contract term as specified in the Performance Measurement Forms A, B, and C, Section 2 of this RFP.
 - b. The effectiveness of the contract shall be evaluated according to the utilization of the services, the numbers of the various service activities provided, and the outcomes achieved.
 - c. Unless otherwise agreed to in writing, the number of clients to be served and the numbers of the various service activities to be provided shall change in proportion to any funding changes.
 - d. See the Performance Measurement Forms A, B, and C at the end of this Section 2 of this RFP.
9. Quality assurance and evaluation specifications
- a. The Provider shall maintain throughout the contract term a system of self-appraisal for on-going evaluation of the performance effectiveness

- and quality of its program services.
- b. The evaluation process shall use credible and tested measurement tools or instruments.
 - c. The Provider shall collect data on the impact of services, including identifying indicators of change, which are relevant to outcomes.
 - d. The Provider shall include a process for implementing improvements and taking corrective action based upon the evaluation's findings.
 - e. The Provider shall provide a copy of its evaluation documentation to the DHS upon request.
10. Insurance requirements (see #1.4, General Conditions, Section 1 and #2., Special Conditions, Section 5 of this RFP)
- a. The Provider shall maintain throughout the contract term the following insurance coverage:
 - 1) General Liability Insurance of no less than \$1 million per occurrence and \$2 million annual aggregate for bodily injury and property damage.
 - 2) Automobile Liability Insurance of no less than \$1 million per accident for any auto, non-owned autos, and hired autos.
 - 3) Professional Liability Insurance (Errors and Omissions) of no less than \$1 million per claim and \$2 million annual aggregate.
 - b. The State of Hawaii shall be named as an additional insured on the Certificate of Insurance.
 - c. The Provider shall include any subcontractor as additional insured under its policies or provide to the DHS separate Certificates of Insurance and endorsements for each subcontractor. Any subcontractor shall comply with the same insurance requirements as the Provider.
 - d. The DHS reserves the right to amend insurance requirements in order to maintain all contracts in compliance with the most current State requirements.
11. Hawaii Compliance Express (HCE)
- The Provider shall be compliant with all statutes and administrative rules. Per HRS §103D-310(c), HRS Chapter 103F, and HAR §3-120-112. The Certificate of Vendor Compliance provided by the HCE is acceptable verification of the Provider's good standing as a vendor doing business in the State of Hawaii. The Provider shall be an HCE member with compliant status throughout the contract period.
12. All contracts shall be monitored by the DHS in accordance with requirements set forth by HRS Chapter 103F. Ongoing contract monitoring shall include review of program and fiscal reports and periodic assessment of service delivery and program effectiveness. In addition, annual contract monitoring may include site visits with a comprehensive

evaluation of several areas, including review of the Provider's compliance with contractual requirements, agency personnel files, client files, and accounting practices.

D. Facilities

The Provider shall obtain and maintain adequate facilities for the satisfactory delivery of contracted services. The Provider's facilities shall meet American Disabilities Act (ADA) requirements, as applicable, and provide any special equipment necessary for service provision. The facilities may be shared with another agency/other agencies but must be available statewide/for all identified islands. The facilities shall be operational by the contract start date.

2.5 Compensation and Method of Payment

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

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

- Cost reimbursement where the State pays the Provider up to a maximum annual contract amount for budgeted costs actually expended in the delivery of contracted services.
- Fixed rate cost where the State pays the Provider up to a maximum annual contract amount a service unit rate for the delivery of a set number of service units.
- Base cost/Fixed rate cost combination where the State pays the Provider a base cost for operations plus a fixed rate cost for delivered units.
- Negotiated rate where the State determines a set number of service units needed and negotiates with the Provider a delivery cost for the service units. The cost divided by the number of units needed determines a service unit rate.

A. Units of service

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

B. Method of compensation and payment

1. A monthly invoice shall be submitted in a format specified by the DHS. The invoice shall be submitted by the 15th of the month following the

reporting period. See Attachments, Section 5 of this RFP for a sample of the invoice.

Payment shall be made after receipt and preliminary approval of an invoice, reports, and any other documents required by the DHS.

All client costs shall be supported by documentation indicating who services were provided to, when services were provided, and what services were provided.

2. The Provider shall not require any additional fees from victims for services provided through this contract without the prior approval of the State.
3. The Provider shall not use funds received through this contract for services and costs for which it received compensation from other State, federal, or other sources.

FORM A: PEOPLE TO BE SERVED	ANNUAL GOALS		
	Victims	Perpetrators	Parents/ Guardians/ Caretakers
1. Total # of People Served in Supportive Services, excluding hotline only (unduplicated)	70	5	10
a. Women			
b. Men			
c. Total children:			
1) Girls			
# of girls who are victims of youth IPV			
# of girls who are perpetrators of IPV			
2) Boys			
# of boys who are victims of youth IPV			
# of boys who are perpetrators of IPV			
d. Not Specified			
2. Age Group Total, Non-shelter (unduplicated)			
a. 0-17 years			
b. 18-24 years			
c. 25-59 years			
d. 60+			
e. Unknown			
3. Ethnicity (duplicated)			
a. African-American/Black			
b. American Indian/Alaskan Native			
c. Asian:			
1) Chinese			
2) Filipino			
3) Japanese			
4) Korean			
5) Southeast Asian			
d. Hispanic or Latino			
e. Native Hawaiian/Other Pacific Islander			
1) Hawaiian/Part-Hawaiian			
2) Melanesian (Fijian/New Guinean/ Solomon Islander, etc.)			
3) Micronesian (Chamorro/Chuukese/ Palauan/ Kosraean/Pohnpeian/ Marshallese, etc.)			
4) Samoan			

FORM A: PEOPLE TO BE SERVED (continued)	ANNUAL GOALS		
	Victims	Perpetrators	Parents/ Guardians/ Caretakers
5) Tongan			
6) Other Pacific Islander			
f. Caucasian/White			
g. Other ethnicity not listed above			
h. Unknown			
4. Special Populations (duplicated)			
a. Youth Intimate Partner Violence Victim			
b. LGBTQ			
c. Individuals with Physical Disabilities			
d. Other Special Needs:			
1) Physical abuse			
2) Sexual abuse			
3) Emotional abuse			
4) Substance abuse			
5) Mental health			
6) Human Trafficking			
7) Known to CWS			
8) Known to APS			
e. Total # with Limited English Proficiency			
1) Chinese			
2) Micronesian (Chuukese/Marshallese)			
3) Polynesian (Hawaiian/Samoan/Tongan)			
4) Filipino (Ilocano/Tagalog/Visayan)			
5) Japanese			
6) Korean			
7) Spanish			
8) Southeast Asian (Laotian/Thai/ Vietnamese, etc.)			
9) Other			

FORM B: SERVICE ACTIVITIES	ANNUAL GOALS		
	Victims	Perpetrators	Parents/ Guardians/ Caretakers
1. Total # of Helpline/Crisis Calls Received (unduplicated)	25	3	5
a. Resulting in information and referral only			
b. Resulting in crisis intervention/safety plan			
c. Resulting in intake and assessment			
d. Resulting in counseling, support, and advocacy			
2. Support Services for Adults (age 18+)			
a. Individual support and advocacy			
1) # of individuals served			
2) # of face-to-face service contacts			
b. Group support and advocacy			
1) # of individuals served (unduplicated)			
2) # of sessions provided			
3) # of face-to-face service contacts			
c. # of follow-up service contacts provided			
d. # of information and service referrals only			
3. Support Services for Children (under age 18)			
a. Individual support and advocacy			
1) # of individuals served			
2) # of face-to-face service contacts			
b. Group support and advocacy			
1) # of individuals served			
2) # of sessions provided			
3) # of face-to-face service contacts			
c. Group activities (art, recreation, excursions, etc.)			
1) # of individuals served			
2) # of sessions provided			
3) # of face-to-face service contacts			
d. # of follow-up service contacts provided			
e. # of non-hotline information and service referrals only			
4. Community Education-Adult Targeted			
a. # of presentations			
b. # of participants			

FORM B: SERVICE ACTIVITIES (continued)	ANNUAL GOALS		
	Youth	Perpetrators	Parents/ Guardians/ Caretakers
6. Community Education-Youth Targeted			
a. # of presentations			
1) # of intermediate school presentations			
2) # of high school presentations			
3) # of community presentations			
b. # of participants			
1) In intermediate school presentations			
2) In high school presentations			
3) In community presentations			
c. # of youth served in Talk Stories			
7. Public Awareness Activities-General Public			
a. # of presentations/events			
8. Volunteers			
a. # of volunteers assisting program			
b. # of volunteer hours provided			
9. Service Referrals (duplicated)			
a. Housing information and/or advocacy			
b. Financial support			
c. Legal			
d. Substance abuse			
e. Mental health			
f. Emergency/Non-emergency medical care			
g. Abuse as a child/Witnessed abuse			
h. Child care			
i. Transportation			
j. Teen services			
k. Educational/vocational/technical/training			

FORM C: OUTCOMES	ANNUAL GOALS			
	Victims	Perpetrators	Parents/ Guardians/ Caretakers	
1. # of Individual Support/Advocacy Surveys Completed				
a. # who know more about community resources				
b. # who know more ways to plan for own safety				
2. # of Counseling Surveys Completed				
a. # who know more about community resources				
b. # who know more ways to plan for own safety				
3. # of Group Support Surveys Completed				
a. # who know more about community resources				
b. # who know more ways to plan for own safety				
4. Outcome Measures	ANNUAL GOALS FOR VICTIMS			
	Estimated Annual Goal	Goal for FY 2017	# of Victims	Total Victims
a. % assessed as needing a safety plan who complete one.	80%			
b. % of assessments completed within 48 hours of case acceptance	75%			
c. % of youth reported being safer upon receipt of services	90%			
d. % of youth who terminate an abusive relationship while their case is active with this program.	50%			
e. % of youth in outreach presentations who reflect an increased understanding of the dynamics of teen dating violence	90%			
f. % of service providers and community members who reflect an increase in understanding the dynamics of teen dating violence based post evaluation.	80%			
g. % of public and private schools outreach requests met.	95%			
h. % of community outreach requests met.	95%			