

State of Hawaii
Department of Human Services
Social Services Division

Request for Proposals (RFP)

SSD-16-POS-3070

‘OHANA CONFERENCING SERVICES

STATEWIDE

RFP Posting Date: March 28, 2016

**RFP Proposal Submission Deadline:
April 25, 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 'Ohana Conferencing Services. The attached Request for Proposals (RFP) SSD-16-POS-3070 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 April 5, 2016, 1:00 p.m. to 4:00 p.m. Hawaii Standard Time (HST). See 1.7 Orientation, Section 1 of this RFP for further information. All prospective Applicants are encouraged to attend the Orientation. For further information about the Orientation, to participate by phone via teleconference, or for special accommodations, please contact Ms. Cyndy Pierce, POS Specialist/RFP Contact Person, at (808) 587-3168 or at cpierce@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 25, 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: 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. Cyndy Pierce, POS Specialist
Phone: (808) 587-3168
Email: cpierce@dhs.hawaii.gov

PLEASE BE ADVISED:

1. Proposal submissions attempted after **April 25, 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 25, 2016, 4:30 p.m. Hawaii Standard Time (HST)** but received after **April 25, 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	1-4
	A. Forms/Formats.....	1-4
	B. Program Specific Requirements	1-5
	C. Multiple or Alternate Proposals	1-5
	D. Hawaii Compliance Express (HCE)	1-5
	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	2-4
	E. Geographic Coverage of Service.....	2-4
	F. Period of Availability, Probable Funding Amounts, and Sources	2-5
2.2	Contract Monitoring and Evaluation	2-5

2.3	General Requirements	2-6
	A. Specific Qualifications or Requirements.....	2-6
	B. Secondary Purchaser Participation.....	2-8
	C. Multiple or Alternate Proposals	2-8
	D. Single or Multiple Contracts to be Awarded.....	2-8
	E. Single or Multi-Term Contracts to be Awarded.....	2-8
	F. Subcontracting.....	2-9
2.4	Scope of Work	2-9
	A. Service Delivery	2-9
	B. Service Activities	2-12
	C. Administrative/Management Requirements.....	2-18
	D. Facilities	2-25
2.5	Compensation and Method of Payment.....	2-25
	A. Units of Service	2-26
	B. Method of Compensation and Payment.....	2-26
	Performance Measurement Forms A, B, and C.....	2-28

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)	3/28/2016
Distribution of RFP	3/28/2016
RFP Orientation	4/5/2016 1:00 p.m. - 4:00 p.m. HST
Applicants' submission of written questions for written responses deadline	4/8/2016 4:30 p.m.
State purchasing agency's response to Applicants' written questions deadline	4/13/2016
Discussions with Applicants prior to proposal submission (optional)	As needed
Proposal submission deadline	4/25/2016 4:30 p.m. HST
Discussions with Applicants after proposal submission (optional)	As needed
Final revised proposals deadline (optional)	As needed
Proposal evaluation period	4/26/2016 - 5/10/2016
Provider selection	5/10/2016
Statement of Findings and Decision (Notice of Award)	5/17/2016
Contract start date	7/1/2016

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. Cyndy Pierce
Purchase of Services Unit
Phone: (808) 587-3168
Email: cpierce@dhs.hawaii.gov

1.7 Orientation

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

Date:	Tuesday, April 5, 2016
Time:	1:00 p.m. to 4:00 p.m.
Place:	Department of Human Services Social Services Division Office 810 Richard Street, Suite 400

The Orientation shall be held live at the Honolulu location listed above. To attend the Orientation the Applicant shall contact Ms. Pierce at (808) 587-3168 or cpierce@dhs.hawaii.gov by April 4, 2016 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. Pierce by April 4, 2016 to participate via teleconference and provide the same information detailed above. The telephone number should be the number the Applicant may be contacted at for the Orientation.

1.8 Submission of Questions

The Applicant is encouraged to submit written questions to Ms. Pierce at cpierce@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 **April 8, 2016, 4:30 p.m. Hawaii Standard Time.**

The State purchasing agency's response to the Applicants' written questions deadline is **April 13, 2016.**

1.9 Submission of Proposals

A. 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 25, 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 'Ohana Conferencing Services statewide to families referred by CWS, Voluntary Case Management (VCM) Services, and Family Support Services (FSS). VCM and FSS are part of the DHS' Differential Response System.

These services shall provide families the opportunity to come to agreements about, as well as devise and implement, an individualized plan through the use of a family group decision model called "'Ohana Conference". This model allows the provision of structured family meetings and services that promote empowerment and enhancement for children and families including, but not limited to:

1. Family meetings with the goals of reunification and/or family connections between:
 - a. Parents and resource caregiver/s and their families;
 - b. Siblings and/or biological relatives (e.g., grandparents, aunts/uncles, cousins, etc.; and/or
 - c. Other relationships and/or plans that promote reunification and/or family connection;
2. Youth/young adult-centered meetings where the youth/young adult expresses their own choices, decisions, and plans for immediate and long-term life goals; and
3. Finding connections to biological and extended families.

B. Planning activities conducted in preparation for this RFP

_____ Information from fundors (legislature, federal agencies, private foundations, etc.) on funding terms and conditions.

X Information from other state agencies on services to the same target group.

- X 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 11, 2015, and an RFI meeting was held on December 17, 2015, to gather information and assist in the development of this RFP.

Planning information may be obtained from Cyndy Pierce, POS Specialist and RFP contact person, by email at cpierce@dhs.hawaii.gov.

C. Service goals

The service goals reflect the three, broad outcome domains in the continuum of child welfare services: 1) safety, 2) permanency, and 3) child and family well-being. The goals of the CWS Branch are:

1. Reduce the recurrence of child abuse and/or neglect.
2. Reduce the incidence of child abuse and/or neglect in foster care.
3. Increase permanency for children in foster care.
4. Reduce the time children spend in foster care until reunification without increasing the occurrence of children's re-entry into foster care.
5. Reduce the time children spend in foster care until adoption (permanency).
6. Increase children's placement stability.
7. Reduce the placement of young children into group homes or institutions.

Service activities shall be based on the principles of family-centered and strengths/needs-based practice. The guiding principles of the CWS Branch are:

1. The safety of children is the paramount concern that shall guide all child welfare services and when making service provision, placement, and permanency planning decisions.

2. Reasonable efforts to maintain and reunify families are important. However, when it is determined that a child's safety in the family cannot be assured, due to certain aggravated circumstances or after a period of twelve (12) months of service activities, the DHS shall move towards a permanent placement for the child. Thus risk and safety assessment skills are important in maintaining the quality of decision-making in child welfare services.
3. Family crises provide opportunities for families to address problems. When timely, appropriate, and high quality services are provided to families in crisis, family members, CWS Branch staff, and Family Court are able to make informed decisions about the biological, resource, and adoptive parents' abilities to protect and care for their children.
4. If children cannot remain safely in their homes, foster care and other temporary placements shall consider each child's need for attachment. Every child needs enduring relationships with adults and needs to belong to a family. If safety cannot be assured with the biological family, children are entitled to safe, nurturing, and permanent families.
5. Service activities shall be comprehensive, coordinated, and collaborative and provided in all designated geographic areas under the contract.
6. Service activities shall be developed in partnership with families, be competent, culturally appropriate, and responsive to the strengths, needs, values, and preferences of each child and family, and delivered in a manner that is respectful. Service activities must address the physical, emotional, educational, and social needs of the child and the family's ability to protect the child. Service activities shall provide clear and attainable goals and objectives for each participant.
7. Service activities shall empower families to help themselves and to gain and maintain mastery and control over their ability to protect their children.

D. Target population to be served

The target population is children and families reported to the DHS as harmed or threatened with harm by a family member as well as current and former foster youth/young adults as identified in the groups below:

1. Families in need of family decision making (e.g., 'Ohana Conference), Family Finding, family connection-building, and related services.
2. Children and youth, ages 0-19, in need of Family Finding, family connection-building, and related services.
3. Youth in foster care, ages 14-18 (up to the 19th birthday) or older (through a Family Court order for extended jurisdiction), who are empowered by participating in their own case planning and/or in learning self-sufficiency, including youth residing in residential treatment settings in Hawaii or another state.
4. Former foster youth/young adults, ages 18-26 (up to the 27th birthday), who:
 - a. Have volunteered to be in Extended or Voluntary Foster Care through Imua Kākou – Comprehensive Independent Living and Voluntary Care to age 21 (up to the 21st birthday) Services;
 - b. Are enrolled in higher education through age 26 (up to the 27th birthday) and are serviced by Providers of Independent Living Program Services; and/or
 - c. Are only in need of information and referral services, including former foster youth who transitioned out of foster care without a legal permanent or permanency family and former foster youth who were reunified and/or are from another state.

Note: Priority is given to former foster youth/young adults who were in foster care under the DHS in Hawaii.

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 \$3,726,344.00 per fiscal year. 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 may be required to become involved in Family Court activities if a member of the Provider’s staff receives a subpoena or a court order from the Court to attend a Court hearing and/or provide information to the Court. Subpoenaed and court-ordered staff are required to attend the Court hearing and/or provide the requested information to the Court. Subpoenaed and court-ordered staff shall cooperate with the DHS and the Department of the Attorney General (DAG) regarding the Court hearing and/or the provision of the requested information to the Court, including assisting the DAG in preparation for their appearance at the Court hearing.
 - a. Court involvement may include, but is not limited to, providing testimony in Court, attending Court hearings, and submission of reports to the Court. Court hearings may pertain, but are not limited, to those involving Temporary Restraining Orders (TROs), Juvenile Court, and paternity, child custody, and divorce matters.
 - b. Subpoenaed and court-ordered staff may be required to testify as a qualified child abuse and neglect expert regarding their respective area of service provision.
 - c. Testimony shall be based on the observations and assessments made during the staff’s service provision.
 - d. The DHS may require the use of a specified format on which to provide requested information to the Court and/or identify specific information that shall be included in reports to the Court. Provision of requested information to the Court may include providing staff resumes, if requested.
 - e. Non-subpoenaed or court-ordered staff may accompany a family to Court to provide support if requested by the family. Non-subpoenaed or court-ordered staff may be allowed to be present in the courtroom if deemed appropriate by the Court.
4. The Provider shall not impose any income eligibility standard on clients or families as a basis for receiving services provided through this contract.

5. 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.
6. 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.
7. 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 proposals shall not be allowed.

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 contract, 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 'Ohana Conferencing Services in compliance with and including all of the following tasks and responsibilities:

A. Service delivery

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

Services shall be provided to all clients regardless of gender 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.

The Provider shall make every reasonable effort to assure that services are provided in a flexible manner to clients and their families 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.

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.

Client services shall:

1. Be age and developmentally appropriate.
2. Be client-centered, designed to meet the unique needs of each client and build on their strengths to promote and enhance safety, health, and well-being. Service planning shall be designed in conjunction with the client to

the extent possible. The client's desires, needs, and perspective shall guide the development of all plans.

3. Facilitate the client's increased access to physical safety and resources and support them in facing any barriers to receiving services.
4. Assist the client in strengthening their resilience by reducing risk factors and increasing protective factors, such as building competence/self-esteem, strengthening the relationship between them and their family, as appropriate, and promoting pro-social activities in the school and in the community.
5. Enhance the family's ability to provide safety, nurturance, and support for the client, as appropriate.
6. Be provided in an environment that is welcoming, inclusive, de-stigmatizing, and not re-traumatizing.

An `Ohana Conference is a family driven model of engaging and empowering families in making decisions and developing an Individualized Family Agreement Plan (the Plan) with the goals of safety and well-being for the children and the family. It is based on the philosophy that when a family at risk is informed and empowered it will be more able to successfully participate in the resolution of the identified risk issues. An `Ohana Conference supports the partnership between the children's family, the DHS social worker, and service providers/community agencies or other supports involved.

When a DHS social worker determines that a family may benefit from and is willing to participate in an `Ohana Conference, a referral shall be made to the Provider to facilitate and set up the conference. Prior to the referral being made, the worker shall inform the parents that the conference is for the protection of the children, that the children are entitled to the care and protection of their family, including their extended family, and that it will be important to include as many extended family members as possible in the conference.

The Provider's preparation process for the conference is a crucial part of developing positive communication between family members, the DHS social worker, and service providers/community agencies or other supports involved. All family members shall be invited to participate in the conference. If a family member is excluded or unable to attend the conference, input shall be requested from that family member which will be shared at the conference. If the information is significant and relates to the safety of the children, the family

member shall be informed that the information will be shared at the conference with or without their consent.

The Provider shall coordinate the conference as quickly as possible after receiving referrals from the DHS social workers.

The Provider shall utilize the `Ohana Conference procedures developed by the DHS. The `Ohana Conference involves three parts:

1. Welcome, introductions, and information sharing by all participants;
2. Private family time when only the family members discuss the information and the Plan being developed;
3. Negotiation and final development of the Plan, including the DHS social worker's agreement with the Plan.

The Provider shall assign a facilitator and a recorder for all `Ohana Conferences. The facilitator shall moderate the conference. The recorder shall document the participants' input on sheets of paper on an easel pad and post each sheet for ease of viewing and access for all participants, especially for the family during private family time.

The DHS social worker shall clearly inform/educate the family about the facts of the case, the safety issues for the children, the applicable DHS procedures and legal responsibilities, alternatives, timelines/time constraints, and the consequences if safety for the children is not achieved within the timeframe cited. The worker shall also explain the concept of concurrent planning which is the simultaneous development of both the DHS' Family Service Plan and a Permanent Plan for the children.

Additionally, the worker shall identify any culturally appropriate resources and services that may be available to the family. The service providers/community agencies may also share additional available community resources. This information shall include any limitations regarding accessing those resources, such as medical insurance issues.

During private family time the family members shall meet alone to discuss all of the shared information, as documented on the easel sheets, develop recommendations to address the risk issues, and discuss placement of the children, if necessary, to identify available family placement resources. This shall be used in the final development of the Plan.

After private family time is completed all participants shall reconvene. The family's recommendations shall be documented and read out loud to ensure

accuracy, and the final Plan will be developed. The Plan shall be approved by the DHS social worker to ensure that it addresses the safety of the children. Once the Plan is agreed to and approved, the Provider shall complete a final draft of the Plan and send a copy to all of the participants.

The DHS social worker shall be responsible for implementing, and monitoring the family's participation in, the Plan.

The Provider shall re-conference a case to help assess if the Plan created at the initial conference is working, encourage the continued involvement of the family as a partner in the DHS' case, and provide the family additional opportunities to engage in the decision making process. A re-conference shall also be requested:

1. If it was agreed in the initial conference to review the family's progress within three to four (3-4) months to determine if reunification plans were on track or if permanency plans needed to be implemented, including guardianship or adoption by family members.
2. For non-voluntary Foster Custody or Temporary Foster Custody cases an 'Ohana Conference shall preferably be held within 30 days of the date that the DHS removes a child from the home/assumes placement responsibility of a child and they are placed in resource care, and a re-conference shall be held at least once within 90 days of that date.

B. Service activities

The Provider shall establish and implement written procedures for referral/intake, provision of service activities, and completion of services, including the applicable criteria, timeframe for completion, and notifications to the DHS social worker.

Services may be provided at program facilities or community locations as arranged by the Provider. The location shall be comfortable, accommodate the family members' needs, such as being appropriate for infants and children, and afford the family privacy. The location shall also provide for safe and appropriate interactions between the family, the Provider, and the DHS social worker. Refreshments shall be provided for the participants.

1. 'Ohana Conference
 - a. Referrals
 - 1) The DHS social worker shall refer families to the Provider who shall then assign a conference coordinator. The worker shall work with the family to elicit case information that may be helpful for

the conference, including identification of the family members. The worker shall convey the applicable information to the coordinator to ensure that as many significant family members as possible are contacted for inclusion in the conference. The worker and the coordinator may subsequently mutually determine, after the additional information is gathered, that the family is not appropriate for a conference at that time.

2) Auto referral

When the DHS removes a child from the home/assumes placement responsibility of a child and they are placed in resource care, a referral shall be made to the Provider for 'Ohana Conference and Family Finding services either through the CWS Intake form, the CWS "Notification of Placement" form, or the CWS "All-in-Care" list. The Provider shall assign a conference coordinator within two (2) working days of the referral to begin outreach to the family and communication with the DHS social worker.

3) Referrals may also be received from:

- a) Project First Care (PFC);
- b) Crisis Response Team (CRT);
- c) Court Appointed Special Advocate (CASA);
- d) Guardian-ad-litem (GAL);
- e) Family member(s); and
- f) Others.

b. Conference coordination

- 1) Conferences shall include nuclear and extended family members and/or significant others; the majority of participants shall be family members. If a family member is excluded or unable to attend, their input is sought for sharing at the conference.
- 2) The coordinator shall make contact with family members by telephone. The coordinator shall solicit the agreement of the family members to participate and share that all information will be confidential to the extent that the child's safety is protected.
- 3) Children may be included in the conference. The DHS social worker, the coordinator, the family, the CASA or the GAL, if applicable, and the child's therapist, if applicable, shall jointly decide if it is in the best interest of the child for them to participate in the conference.

c. Conference facilitation

- 1) At the conference, the Provider's assigned facilitator shall be responsible for conducting and facilitating the conference to ensure that all family members have the opportunity to share information and be involved in the discussion process. The facilitator shall also ensure that the Provider's assigned recorder documents the

information and ideas shared during the conference. The facilitator shall ensure that all aspects of the `Ohana Conference model are followed.

- 2) After the private family time during which the family has developed recommendations to address the risk issues in the final Plan, the DHS social worker may either:
 - a) Agree with the Plan and participate in its implementation; or
 - b) Negotiate with the family to develop a Plan that the worker believes may be safer for the child. If no Plan can be agreed upon, then the matter shall be brought before a Family Court judge, if applicable, for court-ordered resolution.

The DHS social worker's agreement with the family may include the temporary placement goals of Foster Custody with either a relative (kinship care) or a non-relative and/or the long term, permanency goals of guardianship or adoption by family members.

- 3) Included in the Plan shall be specific services required for the parents to complete as well as any other matters that the family decides is necessary for the child's safety. The Plan shall also include the specific and measurable responsibilities expected of the parents and the DHS social worker.
 - 4) At the conclusion of the conference, the facilitator shall complete the final Individualized Family Agreement Plan.
- d. Recruitment and training of community facilitators
- 1) The `Ohana Conference model in Hawaii is unique among the various nationwide family group conferencing projects in that it may utilize community facilitators. The concept is to involve the community when children are in need of protection. This contribution to families is a critical element of the model. Community facilitators represent the concern and the commitment of communities to children and families. They shall be well-versed in the resources available in their communities, both in terms of formal, more traditional resources and informal networks of support. They shall be committed to their communities, involved in community activities, and practice cultural competence.
 - 2) The Provider shall conduct community facilitator recruitment on an as-needed basis. The Provider shall train community facilitators to conduct `Ohana Conferences by explaining the purpose and philosophy behind `Ohana Conferences and the role of communities in them, developing the facilitator's skills, including communication skills, group management dynamics, and the use of facilitation tools, and developing their ability to write the Plan.

- The overall training shall be comprehensive and include instructions, observations, mentoring, and quality assurance.
- e. Training for CWS staff about the `Ohana Conference model

The Provider shall provide training to CWS staff to promote a highly effective level of communication and cooperation. The Provider shall participate in the CWS CORE Training for new CWS staff throughout the year. The Provider shall describe the purpose and philosophy of the `Ohana Conference model, including the referral and conferencing process and the use of a facilitator in family/group discussions. Additional training for CWS staff and community resources may be required.
2. Youth Circles, including Imua Kākou (IK) Circles
 - a. Youth Circles shall be based on the family decision-making model. Youth Circles shall empower, assist, and support youth/young adults in the development of their own case, permanency, and/or transition planning, as well as aid in the development of their health and well-being, by bringing together their support circle and resources. Youth Circles shall be solution-focused and youth-driven. The goals are to:
 - 1) Increase youth/young adults' self-advocacy skills and their ability to be self-determined, self-sufficient, and interdependent;
 - 2) Support the well-being and healthy development for youth in care or former foster youth;
 - 3) Develop communication between youth and their support circle;
 - 4) Create individualized, outcome driven plans with youth;
 - 5) Develop a Transition Plan 90 days prior to a youth's 18th birthday that, "(...shall be...) personalized at the direction of the child, includes specific options on housing, health insurance, education, local opportunities for mentors and continuing support services, social capital and lifelong connections, and work force supports and employment services, and is as detailed as the child may elect." (Public Law 110-351, Title II, Section 202).
 - b. This service may be provided to youth/young adults, ages 14 to 26, who are currently in or were formerly in foster care with the DHS.
 - c. Referrals may be made by the DHS social worker, through the "All-in-Care" list, and others as well as the youth/young adults themselves. The Provider shall contact the youth/young adults to engage them and encourage them to participate in Youth Circles.
 - d. The Youth Circle process includes:
 - 1) Information gathering, identification of needs and desires, and initial brainstorming regarding resources/options. Participants may include the youth/young adult, the Provider's facilitator, the DHS

- social worker, if applicable, and others who may provide support and/or represent various resources;
- 2) Private time for the youth/young adult to review their needs, resources, and begin to develop their Youth Circle (or IK Circle or Transition) Plan;
 - 3) Presentation and refinement of the Youth Circle Plan.
- e. The Provider shall also collaborate/coordinate with the Independent Living Collaborator (ILC) and with other service providers/community agencies that service youth/young adults including, but not limited to:
- 1) HI H.O.P.E.S. (Hawai'i Helping Our People Envision Success) Youth Advisory Council
 - 2) YES (Youth Empowerment and Success) Hawaii - Family Programs Hawaii
 - 3) Family Programs Hawaii Peer Mentoring program
 - 4) Independent Living Program Services and Imua Kākou – Independent Living and Voluntary Care to 21 Providers
 - 5) Hawaii Foster Youth/Young Adult Advisory Council
 - 6) Other State, federal, and community agencies and business supporters.
- f. The Provider shall comply and cooperate with the DHS' initiatives or other programs as requested including, but not limited to, the identification of, and outreach/support for, youth/young adults to participate in the:
- 1) Hawaii Youth Opportunities Initiative
 - 2) Jim Casey Youth Opportunities Initiative
 - 3) Department of Housing and Urban Development (HUD) Family Unification Program for housing vouchers.
 - 4) National Youth in Transition Database (NYTD)
This shall involve engaging participation of NYTD cohorts and facilitating their receipt of stipends.
3. Family Finding/Family Connections
- a. The Provider shall assure that Family Finding services are provided for all families where children are in out-of-home care, with priority given to children not living with family members or kin.
 - b. Family Finding services include, but are not limited to, case mining and internet searches.
 - c. The Provider shall complete and mail the DHS' Relative Notification Letters, based upon the Family Finding results, within 30 days of the children's placement or the DHS social worker's referral.
 - d. Family Connections services include, but are not limited to, case management support to assure family meetings and activities to build

- family connections between children/youth and newly identified family members/kin
- e. The Provider shall provide training and support for CWS staff regarding Family Finding/Family Connections services.
 - f. The Provider shall collaborate with community agencies that provide adoptive home recruitment, placement, and support for children in Permanent Custody with the DHS.
4. Project First Care (PFC)
 - a. This service may be provided to children, ages zero to three (0-3) years, and children in foster care with the DHS in specifically identified and trained PFC homes.
 - b. The Provider shall facilitate the initial and follow-up meetings. Participants shall include, but are not limited to, the parents, the resource caregiver/s, the DHS social worker, and other supports, if appropriate.
 - c. The Provider shall facilitate the development of a plan relating to services needed, visitation, and other topics, as applicable, through `Ohana Conferences.
 - d. The Provider shall also process referrals for other services such as Family Finding and Youth Circles.
 - e. The Provider shall provide training and support for CWS staff regarding PFC through on-going CWS collaborative trainings.
 5. First Meetings between birth parents and resource caregivers
 - a. This service may be provided to any families where children are in out-of-home care.
 - b. The Provider shall facilitate First Meetings which may be arranged prior to initial `Ohana Conferences. Participants shall primarily include the parents, the resource caregiver/s, and the DHS social worker.
 - c. This service is meant to promote a mentoring/supportive working relationship between the resource caregiver/s and the parents as they may possibly be able to assist the parents by providing `Ohana Time/Visitation services and other activities. The meeting shall focus on the child's needs and convey to the parents that the resource caregivers are there to care for the child, support the parent-child relationships, and support reunification of the child with the parents.
 6. Other collaborations with the DHS
 - a. National Reunification Month
The Provider shall provide coordination and logistical support for the annual National Reunification Month celebration. Activities shall

include logistics, engaging the family to be honored, creating a video of the family's story, and providing other enhancements for the event. The Provider shall work in collaboration with CWS staff, community agencies, and other partners.

- b. The DHS may request that the Provider assist the DHS in future collaborations that are currently in development or are as yet undeveloped. The DHS and the Provider shall discuss these collaborations if and when the need arises to develop the appropriate scope and funding details, as applicable.
7. The Provider shall ensure appropriate service transitions for clients to other service providers/community agencies, as applicable, when the contract ends.

C. Administrative/Management requirements

1. Experience

The Provider shall have verifiable experience for the last three years (3) years in providing 'Ohana Conferencing Services or similar services to clients.

2. Ability

The Provider shall have the necessary abilities, skills, and knowledge relating to the delivery of 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 who are coordinators and facilitators shall have, at minimum, a Bachelor's degree, preferably in social work, psychology, or a related field, from an accredited institution. Staff shall also have a minimum of six (6) months of experience in providing 'Ohana Conference Services or similar services to clients. 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, preferably in social work, psychology, or a related field, from an accredited institution and a minimum of one (1) year of experience in providing 'Ohana Conferencing Services or similar services to clients. Close supervision includes recommended actions and the review and approval of reports.

- c. All staff, volunteers, and contracted personnel who are recorders shall have, at minimum, a high school diploma or G. E. D. Staff shall also have a minimum of six (6) months of experience in providing 'Ohana Conferencing Services or similar services to clients.
- d. All staff, volunteers, and contracted personnel shall have experience in working with families whose children were harmed or threatened with harm. They shall also have experience in facilitation/mediation, documenting verbal information, and completing reports, as applicable.
- e. All staff, volunteers, and contracted personnel shall demonstrate a willingness to work with others, including clients coping with multiple issues, CWS staff, judiciary and legal personnel, other service providers/community agencies, and co-workers, as part of a team.
- f. Program supervision, including supervision of staff, volunteers, and contracted personnel, shall be provided by staff with, at a minimum, a Bachelor's degree, preferably 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 providing 'Ohana Conferencing Services or similar services to clients. 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.
- g. Volunteers shall be under the control and direction of the Provider even though they are not paid staff or contracted personnel.
- h. 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.

- i. 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.
- j. 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.
- k. 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/may not 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 services to clients shall have, at minimum, training in the following areas before they provide services without direct supervision:
 - 1) An agency orientation including, but not limited to, policies and procedures addressing:
 - a) Intakes, assessments, service planning, and discharge planning.
 - b) Documentation requirements.
 - c) Non-discrimination.
 - d) Confidentiality and ethics.
 - e) Security and safety provision.

- f) Emergency response and disaster preparedness procedures.
 - 2) Child abuse and neglect.
 - 3) Culturally relevant training specific to the communities serviced.
 - 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 (if applicable), language spoken and any LEP concerns, and any health/physical/mental conditions or special needs. Files shall also contain copies of all assessments, service plans, 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 the formats provided 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. The CEL and QAR forms and the information

- required to be provided on those forms may be revised during the contract period.
- 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 the formats provided by the DHS. The Provider shall summarize its annual projected program and personnel expenditures in the Budget, and report the actual expenditures of contract funds, during the reporting period for which an invoice will be submitted, in the Expenditure Report. The Report shall also list other sources of funding used for the contract and their amounts as well as document all staff and contracted personnel that work under the contract. Expenditures reported in the Report shall be subject to review by the DHS, such as a review of all applicable receipts, to verify the amounts and the appropriateness of the reported expenditures.
 - 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. On the Certificate it shall be stated that the State of Hawaii is named as an additional insured with respect to operations performed for the State, and any insurance maintained by the State will apply in excess of, and not contribute to, the insurance provided by the policy.
 - 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.

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 clients 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.

Performance Measurement Form A PEOPLE TO BE SERVED

ORGANIZATION: _____

PROGRAM/SERVICE: ‘OHANA CONFERENCING SERVICESGEOGRAPHIC AREA: STATEWIDE

PEOPLE TO BE SERVED	FY 17
# of families served with Ohana Conferences (OCs) on Oahu	990
# of families served with OCs in East HI	260
# of families served with OCs in West HI	170
# of families served with OCs on Maui/Molokai/Lanai	190
# of families served with OCs on Kauai	100
# of individuals served with Youth Circles (YCs) on Oahu	425
# of individuals served with YCs in East HI	150
# of individuals served with YCs in West HI	46
# of individuals served with YCs on Maui/Molokai/Lanai	75
# of individuals served with YCs on Kauai	35
# of individuals served with Family Finding (FF) on Oahu	370
# of individuals served with FF in East HI	115
# of individuals served with FF in West HI	75
# of individuals served with FF on Maui/Molokai/Lanai	100
# of individuals served with FF on Kauai	35

# of individuals served with Family Connections statewide	20
# of families served by Project First Care (PFC) on Oahu	15

Performance Measurement Form B SERVICE ACTIVITIES

ORGANIZATION: _____

PROGRAM/SERVICE: 'OHANA CONFERENCING SERVICESGEOGRAPHIC AREA: STATEWIDE

SERVICE ACTIVITIES	FY 17
# of OCs and pilot 1 st mtgs. on Oahu	575
# of OCs and pilot 1 st mtgs. in East HI	215
# of OCs and pilot 1 st mtgs. in West HI	95
# of OCs and pilot 1 st mtgs. on Maui/Molokai/Lanai	60
# of OCs and pilot 1 st mtgs. on Kauai	55
# of YCs and IK Circles on Oahu	200
# of YCs and IK Circles in East HI	70
# of YCs and IK Circles in West HI	30
# of YCs and IK Circles on Maui/Molokai/Lanai	25
# of YCs and IK Circles on Kauai	10
# of Family Lists provided to CWS	1100
# of Family Cases completed	600
# of Family Members notified (letters sent)	19,000
# of completed PFC 1 st meetings (resource caregivers/parents/CWS)	15

Performance Measurement Form C OUTCOMES

ORGANIZATION: _____

PROGRAM/SERVICE: OHANA CONFERENCING SERVICES

GEOGRAPHIC AREA: STATEWIDE

OUTCOMES	FY 17
Of the OCs completed, % that occurred within 30 calendar days of the referral	70%
Of the OCs completed, % of participating families who found them helpful and felt that their concerns were heard and their input valued	80%
Of the FF cases completed, % of notices to family members completed within 30 days of the referral	70%
Of the individuals receiving a first YC and who provided feedback, % of individuals who reported being equally or more hopeful about their future after participating in the YC	80%
Of the individuals receiving a first YC and who provided feedback, % of individuals who reported being equally or more confident in their support system after participating in the YC	80%