

State of Hawaii
Department of Human Services
Benefit, Employment & Support Services Division
Employment & Child Care Program/Office

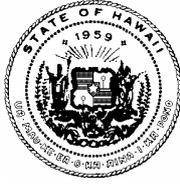
Request for Proposals

RFP No. HMS-903-07-04-O Skill Training Services

August 23, 2006

Note: If this RFP was downloaded from the State Procurement Office RFP Website each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, you may download the [RFP Interest form](#), complete and e-mail or mail to the RFP contact person. The State shall not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.

LINDA LINGLE
GOVERNOR



LILLIAN B. KOLLER
DIRECTOR
HENRY OLIVA
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
P.O. Box 339
Honolulu, Hawaii 96809-0339
August 23, 2006

MEMORANDUM

TO: All Interested Applicants

FROM: Lillian B. Koller, Esq., Director

SUBJECT: **REQUEST FOR PROPOSALS (RFP) – SKILL TRAINING SERVICES; RFP NO. HMS-903-07-04-O**

The Department is seeking to purchase the service listed above and further described in the attached RFP. The RFP provides information to assist applicants in the preparation of program plans and budget, including:

1. A description of the service sought;
2. Special requirements to be met by the provider;
3. The criteria by which qualifying proposals shall be reviewed/rated; and
4. The criteria for monitoring and evaluating the contract.

An informational meeting is scheduled for 9:00 A.M. to 11:00 A.M. on Monday, August 28, 2006 at 820 Mililani Street, Haseko Center, Honolulu. For more information, please call 586-7068. In order for the proposals to be considered, all applicants are required to submit:

1. One (1) original and three (3) copies of the proposal, delivered to DHS, BESSD, Employment and Child Care Office (ECCPO), at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, HI 96813 or,
2. Proposals shall be hand-delivered (including courier mail) by 4:30 P.M., Monday, September 20, 2006, to the DHS office listed on the Proposal Mail-In and Delivery Information Sheet. **MAIL-INS POSTMARKED AFTER 12:00 MIDNIGHT, SEPTEMBER 20, 2006 WILL NOT BE ACCEPTED FOR REVIEW AND WILL BE RETURNED.** Proposals and materials not requested by DHS will not be accepted for consideration.

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: 1 ORIGINAL + 3 COPIES

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **September 20, 2006** and received by the state purchasing agency no later than **10 days from the submittal deadline.**

All Mail-ins

Department of Human Services
BESSD Administrative Office
Employment and Child Care Program Office
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

DHS RFP COORDINATOR

Geneva Candeau
For further info. or inquiries

Phone: 586-7068
Fax: 586-5744

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITE UNTIL **4:30 P.M., Hawaii Standard Time (HST), September 20, 2006.** Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 p.m., September 20, 2006.

Drop-off Site

Oahu:

Department of Human Services
BESSD Administrative Office
Employment and Child Care Program Office
Honolulu, Hawaii

RFP Table of Contents

Section 1 Administrative Overview

I.	Procurement Timetable	1-1
II.	Website Reference	1-2
III.	Authority	1-2
IV.	RFP Organization.....	1-2
V.	Contracting Office	1-3
VI.	Orientation	1-3
VII.	Submission of Questions.....	1-4
VIII.	Submission of Proposals	1-4
IX.	Discussions with Applicants	1-6
X.	Opening of Proposals	1-7
XI.	Additional Materials and Documentation	1-7
XII.	RFP Amendments	1-7
XIII.	Final Revised Proposals.....	1-7
XIV.	Cancellation of Request for Proposals.....	1-7
XV.	Costs for Proposal Preparation.....	1-7
XVI.	Provider Participation in Planning	1-8
XVII.	Rejection of Proposals	1-8
XVIII.	Notice of Award.....	1-8
XIX.	Protests.....	1-9
XX.	Availability of Funds	1-9
XXI.	Monitoring and Evaluation	1-9
XXII.	General and Special Conditions of the Contract.....	1-10
XXIII.	Cost Principles	1-10

Section 2 - Service Specifications

I.	Introduction.....	2-1
	A. Overview, Purpose or Need	2-1
	B. Planning activities conducted in preparation for this RFP.....	2-1
	C. Description of the Goals of the Service	2-1
	D. Description of the Target Population to be Served	2-1
	E. Geographic Coverage of Service	2-1
	F. Probable Funding Amounts, Source, and Period of Availability.	2-1
II.	General Requirements.....	2-2
	A. Specific Qualifications or Requirements	2-2
	B. Secondary Purchaser Participation	2-2
	C. Multiple or Alternate Proposals	2-2
	D. Single or Multiple Contracts to be Awarded	2-2
	E. Single or Multi-Term Contracts to be Awarded	2-3
	F. RFP Contact Person	2-3
III.	Scope of Work	2-3
	A. Service Activities	2-3

	B. Management Requirements	2-3
IV.	Facilities	2-5

Section 3 - Proposal Application Instructions

	General Instructions for Completing Applications	3-1
I.	Program Overview	3-1
II.	Experience and Capability	3-2
	A. Necessary Skills	3-2
	B. Experience.....	3-2
	C. Quality Assurance and Evaluation.....	3-2
	D. Coordination of Services.....	3-2
	E. Facilities	3-2
III.	Project Organization and Staffing.....	3-2
	A. Staffing.....	3-2
	B. Project Organization	3-3
IV.	Service Delivery.....	3-3
V.	Financial.....	3-4
	A. Pricing Structure	3-4
	B. Other Financial Related Materials	3-4
VI.	Other	3-5
	A. Litigation.....	3-5

Section 4 – Proposal Evaluation

I.	Introduction.....	4-1
II.	Evaluation Process	4-1
III.	Evaluation Criteria	4-2
	A. Phase 1 – Evaluation of Proposal Requirements	4-2
	B. Phase 2 – Evaluation of Proposal Application.....	4-2
	C. Phase 3 – Recommendation for Award	4-5

Section 5 – Attachments

Attachment A.	Competitive Proposal Application Checklist
Attachment B.	Sample Proposal Table of Contents

Section 1

Administrative Overview

Section 1

Administrative Overview

Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.

I. Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.

Activity	Scheduled Date
Public notice announcing RFP	8/23/2006
Distribution of RFP	8/23/2006
RFP orientation session	8/28/2006
Closing date for submission of written questions for written responses	8/31/2006
State purchasing agency's response to applicants' written questions	9/5/2006
Discussions with applicant prior to proposal submittal deadline (optional)	9/6-19/06
Proposal submittal deadline	9/20/2006
Discussions with applicant after proposal submittal deadline (optional)	9/21/2006
Final revised proposals (optional)	9/21/2006
Proposal evaluation period	9/21-22/2006
Provider selection	9/25/2006
Notice of statement of findings and decision	9/25/2006
Contract start date	10/1/2006

II. Website Reference

The State Procurement Office (SPO) website is www.spo.hawaii.gov

	For	Click
1	Procurement of Health and Human Services	"Health and Human Services, Chapter 103F, HRS..."
2	RFP website	"Health and Human Services, Ch. 103F..." and "RFPs"
3	Hawaii Administrative Rules (HAR) for Procurement of Health and Human Services	"Statutes and Rules" and "Procurement of Health and Human Services"
4	Forms	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Forms"
5	Cost Principles	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Cost Principles"
6	Standard Contract -General Conditions	"Health and Human Services, Ch. 103F..." "For Private Providers" and "Contract Template – General Conditions"
7	Protest Forms/Procedures	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Protests"

Non-SPO websites

(Please note: website addresses may change from time to time. If a link is not active, try the State of Hawaii website at www.hawaii.gov)

	For	Go to
8	Tax Clearance Forms (Department of Taxation Website)	http://www.hawaii.gov/tax/ click "Forms"
9	Wages and Labor Law Compliance, Section 103-055, HRS, (Hawaii State Legislature website)	http://www.capitol.hawaii.gov/ click "Bill Status and Documents" and "Browse the HRS Sections."
10	Department of Commerce and Consumer Affairs, Business Registration	http://www.hawaii.gov/dcca click "Business Registration"
11	Campaign Spending Commission	www.hawaii.gov/campaign

III. Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS), Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

IV. RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview--Provides applicants with an overview of the procurement process.

Section 2, Service Specifications--Provides applicants with a general description of the tasks to be performed, delineates applicant responsibilities, and defines deliverables (as applicable).

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

Section 4, Proposal Evaluation--Describes how proposals will be evaluated by the state purchasing agency.

Section 5, Attachments --Provides applicants with information and forms necessary to complete the application.

V. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Department of Human Services, State of Hawaii

Benefit, Employment and Support Services Division

Employment and Child Care Program Office

Haseko Center, 820 Mililani Street, Suite 606

Honolulu, HI 96813

Phone (808) 586-7068 Fax: (808) 586-5744

VI. Orientation

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

Date: August 28, 2006 **Time:** 9:00 a.m. – 11:00 a.m.

Location: Haseko Center, 820 Mililani Street, Suite 606, Honolulu, Hawaii

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the next paragraph (VII. Submission of Questions).

VII. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state purchasing agency.

Deadline for submission of written questions:

Date: August 31, 2006 **Time:** 4:30 p.m. HST

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

Date: September 5, 2006

VIII. Submission of Proposals

A. Forms/Formats - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website (See page 1-2, Websites Referred to in this RFP. Refer to the Proposal Application Checklist for the location of program specific forms.

1. **Proposal Application Identification (Form SPO-H-200)** - Provides identification of the proposal.
2. **Proposal Application Checklist** – Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the state purchasing agency.
3. **Table of Contents** - A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
4. **Proposal Application (Form SPO-H-200A)** - Applicant shall submit comprehensive narratives that addresses all of the issues contained in the Proposal Application Instructions, including a cost proposal/budget if required. (Refer to Section 3 of this RFP.)
5. **Tax Clearance** – A certified copy of a current valid tax clearance certificate issued by the State of Hawaii, Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) will be required either at the time of proposal submittal or upon notice of award at the discretion of the purchasing agency.

Refer to Section 4, subparagraph III.A.1, Administrative Requirements, and the Proposal Application Checklist (located in Section 5) to determine whether the tax clearance is required

at time of proposal submittal for this RFP. Tax clearance application may be obtained from the Department of Taxation website. (See paragraph II, Website Reference.)

- B. Program Specific Requirements** - Additional program specific requirements are included in Sections 2 and/or 3, Service Specifications and the Proposal Application Instructions, as applicable. If Federal and/or State certifications are required, they are listed on the Proposal Application Checklist located in Section 5.
- C. Multiple or Alternate Proposals** - Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. Wages and Labor Law Compliance** - Before a provider enters into a service contract in excess of \$25,000, the provider shall certify that it complies with section 103-55, HRS, Wages, hours, and working conditions of employees of contractors performing services. Section 103-55, HRS may be obtained from the Hawaii State Legislature website. (See paragraph II, Website Reference.)
- E. Compliance with all Applicable State Business and Employment Laws.** All providers shall comply with all laws governing entities doing business in the State. Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations unincorporated associations and foreign insurance companies be register and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See paragraph II, Website Reference.)
- F. Campaign Contributions by State and County Contractors.** Contractors are hereby notified of the applicability of Section 11-205.5, HRS, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. For more information, Act 203/2005 FAQs are available at the Campaign Spending Commission webpage. (See paragraph II, Website Reference.)
- G. Confidential Information** – If an applicant believes any portion of a proposal contains information that should be withheld as confidential,

the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note that price is not considered confidential and will not be withheld.

H. Proposal Submittal – All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet. Proposals shall be rejected when:

- Postmarked after the designated date; or
- Postmarked by the designated date but not received within 10 days from the submittal deadline; or
- If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks. Only hard copies of proposals shall be accepted.

IX. Discussions with Applicants

- A. Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- B. After Proposal Submittal Deadline -** Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance section 3-143-403, HAR.

X. Opening of Proposals

Upon receipt of proposal by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

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

XI. Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit any additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

XII. RFP Amendments

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

XIII. Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner, and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's best and final offer/proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

XIV. Cancellation of Request for Proposal

The request for proposal 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 interests of the State.

XV. Costs for Proposal Preparation

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

XVI. Provider Participation in Planning

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a request for proposals, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with sections 3-142-202 and 3-142-203 of the Hawaii Administrative Rules for Chapter 103F, HRS.

XVII. Rejection of Proposals

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

A proposal may be automatically rejected for any one or more of the following reasons: (Relevant sections of the Hawaii Administrative Rules for Chapter 103F, HRS, are parenthesized)

- (1) Rejection for failure to cooperate or deal in good faith. (Section 3-141-201, HAR)
- (2) Rejection for inadequate accounting system. (Section 3-141-202, HAR)
- (3) Late proposals (Section 3-143-603, HAR)
- (4) Inadequate response to request for proposals (Section 3-143-609, HAR)
- (5) Proposal not responsive (Section 3-143-610(a)(1), HAR)
- (6) Applicant not responsible (Section 3-143-610(a)(2), HAR)

XVIII. Notice of Award

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

XIX. Protests

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website. (See paragraph II, Website Reference.) Only the following matters may be protested:

- (1) A state purchasing agency’s failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency’s failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency’s failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

Head of State Purchasing Agency	Procurement Officer
Lillian B. Koller, Esq.	Edwin Igarashi
Director	Procurement Officer
P.O. Box 339	P.O. Box 339
Honolulu, HI 96809-0339	Honolulu, HI 96809-0339

XX. Availability of Funds

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

XXI. Monitoring and Evaluation

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

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

XXII. General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. (See paragraph II, Website Reference). Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

XXIII. Cost Principles

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under Chapter 103F, HRS, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201 which is available on the SPO website (see paragraph II, Website Reference). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

Section 2

Service Specifications

Section 2

Service Specifications

I. Introduction

A. Overview, purpose or need

The mission of the Department of Human Services (DHS) is to provide quality, efficient and effective services designed to assist clients achieve self-sufficiency as quickly as possible.

DHS is the State's Lead Agency for the federal Temporary Assistance for Needy Families (TANF) Program. The purpose of the TANF grant is to provide temporary financial assistance to low income families and to assist them in finding employment that promotes financial self-sufficiency.

DHS is seeking to secure skill training services in the (1) Mortgage Banking and Financial Services Industry, (2) Depository Banking Industry, (3) Construction Industry and (4) Restaurant Service and Management Industry, hereinafter called "The Industries". These services would benefit eligible adults and be offered in a combination of classroom instruction and on-the-job training necessary to pursue a meaningful career in any of the chosen fields, and to place graduates in subsidized or unsubsidized employment at the end of the initial training period with the purpose of leading these eligible adults toward financial self-sufficiency.

B. Planning activities conducted in preparation for this RFP

A Request for Information (RFI) was conducted on August 2, 2006 at 1:30 PM, in accordance with newly developed rules from the State Procurement Office.

C. Description of the goals of the service

The goal of the service is that a minimum of 90% of the participants who complete the training will be placed in subsidized employment in accordance with the training completed. Additionally, 70% of the participants placed in subsidized placements by the PROVIDER shall be hired in unsubsidized employment and retain the same for no less than 90 consecutive days.

D. Description of the target population to be served

Services will be provided to TANF and TAONF-eligible DHS work programs participants and to other eligible immigrant families.

E. Geographic coverage of service

Training will be available on Oahu only. The related SEE employment opportunities will also be located on Oahu. Training will be available on Oahu only. The related on-the-job training opportunities will also be located on Oahu. The subsidized employment placements, upon completion of the initial training, will also be located on Oahu. However, DHS, at the request of the PROVIDER, may consider off island placement, provided that the prospective client-employee agree with the arrangement. Client-employee shall be responsible for all necessary relocation expenses.

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

This contract is expected to be federally funded. The total amount available for this Contract shall not exceed \$2,500,000.00 for the period starting October 1, 2006 and ending September 30, 2007. This amount includes a potential 20% of the contract funding performance bonus in the amount of \$500,000.00. The Applicants shall budget the bonus amount as a separate line item when submitting their budget for this RFP. Further, the prospective PROVIDER must be able to perform all the required services under this RFP without going over the maximum amount of \$2,000,000, i.e., 80% of the total amount appropriated for this RFP.

II. General Requirements**A. Specific qualifications or requirements, including but not limited to licensure or accreditation**

The PROVIDER and its trainers shall demonstrate professional expertise in their respective Industries. The PROVIDER shall comply with Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/1/98), which can be found in the Purchase of Service (POS) Manual or on the State Procurement Office website at <http://www.spo.hawaii.gov/>.

B. Secondary purchaser participation

(Refer to §3-143-608, HAR)

After-the-fact secondary purchases will be allowed.

Planned secondary purchases: None

C. Multiple or alternate proposals

(Refer to §3-143-605, HAR)

Allowed

Unallowed

D. Single or multiple contracts to be awarded

(Refer to §3-143-206, HAR)

Single Multiple Single & Multiple

Criteria for multiple awards: N/A

E. Single or multi-term contracts to be awarded

(Refer to §3-149-302, HAR)

Single term (≤ 2 yrs) Multi-term (> 2 yrs.)

Contract terms:

A multi-term contract for an initial duration of twelve (12) months, with the option of three (3) twelve-month extensions, subject to the availability of fund and provider performance.

F. RFP contact person

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful provider or providers. Written questions should be submitted to the RFP contact person and received on or before the day and time specified in Section 1, paragraph I (Procurement Timetable) of this RFP.

Geneva Candeau, Program Specialist, 586-7068, gcandeau@dhs.hawaii.gov

III. Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities

(Minimum and/or mandatory tasks and responsibilities)

The PROVIDER shall train participants in the skill relative to the job for which the applicant is hired. New hires are not expected to have prior related work experience, but must have good applicant characteristics as preliminarily screened by DHS.

Training shall orient the participant to their employment position and job description. The content, sequencing, and extent of training shall be left to the discretion of the PROVIDER, with confirmation by DHS. However, since the participants will generally have no prior related work experience, the

PROVIDER shall structure training that is sufficient enough to offer the participant a fair chance to succeed.

The PROVIDER is being requested to provide services in accordance with the following:

1. Clearly identify each of the trainings which will be offered under this contract, including at a minimum:
 - a) A detailed description and sequence of events of each training type
 - b) The estimated length of time necessary to complete each training type
2. Provide formal classroom instruction for the various trainings identified
3. Provide the trainees with a complementary work or on-the-job training component as an integral part of the training in order to facilitate the success of the participant in securing meaningful employment. This work component will be subsidized by DHS under the Supporting Employment Empowerment (SEE) Program. The SEE program is a DHS work program which offers prospective employers from the public and private sectors subsidized wages for SEE participants, in a joint effort between the State and the community to aid in the welfare-to-work endeavor. The length of the SEE on-the-job training shall not exceed 6 months. An extension may be granted under special circumstances, subject to review and approval by the Employment and Child Care Program Office (ECCPO).
4. Develop a variety of subsidized and unsubsidized employment placement sites in the Mortgage Banking and Financial Service Industry, the Depository Banking Industry, the Construction Industry, and the Restaurant Service and Management Industry for those clients who have successfully completed the training. This task will involve, at a minimum, the development of a partnership with these various business communities. The marketing tools for the development of subsidized employment sites, including the related forms such as job order forms, vendor set-up forms, and invoices to DHS, shall be subject to prior approval by DHS. The following will apply to subsidized placement by the PROVIDER:

Terms of Subsidy

The length of subsidized employment shall not exceed six (6) months from the date of hire, with a possible extension under special circumstances, subject to the review and approval of ECCPO. The employer is expected to pay the employee wages at par with the market rate for the position offered. The Department will reimburse the employer

at a subsidized rate of the State of Hawaii minimum wage for no less than 40 hours per week. In addition, employers will receive 14% of the subsidized wages reimbursed, to cover employer costs associated with the hiring of subsidized employees. These costs may include, but are not limited to Unemployment Insurance (UI), Workers Compensation, and FICA.

Vendor Set-up Process

Once a potential placement site for subsidized employment is developed, the PROVIDER shall submit a Vendor Set-up Form to DHS. This form shall include the following information: name of the employer, state and federal tax identification numbers of the employer, name of payee if different from the provider, and telephone number.

Reimbursement Process:

- a) Once a participant has completed training and is hired in a related subsidized placement developed by the PROVIDER, the PROVIDER will provide the employer with Reimbursement Invoice forms;
- b) The employer will submit a completed invoice and payment verification to the PROVIDER on a monthly basis;
- a) The PROVIDER will review the Reimbursement Invoice for accuracy and submit it to the payment issuance agency;
- b) The payment issuance agency will issue wage reimbursement to the employer within 5 working days of the receipt of invoice.

Referrals for the various training will be made to the PROVIDER by various work programs of the Benefit, Employment and Support Services Division (BESSD) of DHS.

The department may screen prospective clients, at the request of the PROVIDER, to ascertain basic skill competency in both math and reading and other criteria established by the PROVIDER.

A criminal history background check will be conducted and subsidized by DHS through the BESSD work programs to determine if the candidate is suitable for employment.

Hiring of workforce candidates will be at the discretion of the PROVIDER. The number of positions to be filled shall be specified by the PROVIDER. DHS will make every effort to refer three (3) candidates per position to be filled. **The number of referrals from DHS to the PROVIDER will be dependent on the number of candidates available in the work program units.** If the Applicant specifies a minimum number of referrals required under its proposal, DHS will either provide at least the minimum number of referrals requested or negotiate other terms or conditions to meet the need for referrals.

The training period covered by the SEE program work component shall not exceed a six (6) month period with possible extension as described above in section III-A-3. Once the specified training funds per participant formal classroom training cost has been reached and/or the six (6) month subsidized SEE on-the-job training period has expired, all additional necessary training costs shall be borne by the PROVIDER.

Additional training funds may be available, **within** the total funds available under this Contract for a candidate who has already exhausted the maximum specified training allotment per new hire, if the participant is still within the six (6) month period of the SEE program work component agreement, and the candidate is either promoted to a higher position, or the PROVIDER can present adequate justification that the additional training will lead directly to increased wages for the candidate. Approval of these additional funds shall be considered in good faith by DHS and final determination on the allowance of these additional funds will be at the discretion of DHS

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

1. Personnel

The PROVIDER's staff involved in the development of the training curriculum and delivery of training shall have, at a minimum, professional expertise in their training field.

Hiring and compensation of training staff shall be the responsibility of the PROVIDER

2. Administrative

All administrative expenses related to the training of TANF and TAONF-eligible work program participant shall be the responsibility of the PROVIDER.

The PROVIDER shall oversee the services provided to DHS participants as described in and negotiated pursuant to this RFP. The PROVIDER is responsible for the supervision of its staff. The inability of the PROVIDER to provide the necessary personnel shall not be an acceptable reason for failure to complete the services required.

The PROVIDER shall be the point of contact for employers and DHS staff that are also assisting the participant in achieving objectives that are part of the participant's employment plan.

Execution of Contract: The successful Applicant will be required to enter into a formal written Contract with DHS in accordance with the laws, rules and regulations of the State of Hawaii.

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

The funds available for this project are limited. DHS reserves the rights to contract for only those services which appear to be in the best interests of DHS.

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

No such Contract shall be binding upon DHS until the Contract has been fully and properly executed by all the parties thereto and the State Comptroller has, in accordance with Section 103-39, Hawaii Revised Statutes, endorsed thereon his certificate that there is an appropriation or balance of an appropriation over and above all outstanding contracts, sufficient to cover the amount required by the Contract during the fiscal year. Further, the Contract shall not be considered to be fully executed until the Department of the Attorney General of the State of Hawaii has approved the Contract as to form.

No Supplementary Agreement shall be binding upon DHS until the Agreement has been fully and properly executed by all parties thereto prior to the start date of Agreement. The PROVIDER shall not provide any services until the Agreement is fully and properly executed.

Any work performed by the successful Applicant prior to receipt of a Notice to Proceed shall be at the Applicant's own risk and expense. The State of Hawaii and DHS are not and will not be liable for any work, contract costs, expenses, loss of profits or damages whatsoever incurred by the successful Applicant prior to the receipt of a Notice to Proceed.

The Special Conditions, including but not limited to the following, shall be incorporated in the Agreement:

1. Purchase of Equipment, Furniture and Supplies

- a. The PROVIDER shall get prior approval for the initial purchase of equipment, furniture, supplies, etc. which are required for this Contract. Subsequent purchases of equipment (that has a useful life of more than one year) shall require prior approval.
- b. The PROVIDER shall transfer possession of equipment, furniture and supplies purchased by DHS upon termination of the Contract.

2. Liability Insurance

Notwithstanding the “General Conditions” for all 103F-procured contracts where section 1.4 addresses the liability insurance in a combined amount of at least ONE MILLION AND NO/100 DOLLARS (\$1,000,000.00), the Department of Human Services requires that the PROVIDER obtain, maintain, and keep in force, throughout the period of this Agreement, liability insurance (the “Liability Insurance”) issued by an insurance company in a combined amount of at least TWO MILLION AND NO/100 DOLLARS (\$2,000,000.00), or such lesser amount requested in writing by the PROVIDER, and, for good cause shown, approved by the head of the purchasing agency, which approval, if any, is incorporated herein by reference, for bodily injury and property damage liability arising out of each occurrence. The PROVIDER’S Liability Insurance shall indicate that the State of Hawaii is an additional insured with respect to its policy provisions and, therefore, cover any liability arising out of or resulting from occurrences connected with the PROVIDER’S performance under the Agreement. Prior to, or upon execution of the Agreement, the PROVIDER shall obtain a certificate of insurance verifying the existence of the necessary liability insurance coverage in the amount stated above. If the scheduled expiration date of the liability insurance policy is earlier than the expiration date of the time of performance under the Agreement, the PROVIDER, upon renewal of the policy, shall promptly cause to be provided to the State of Hawaii an updated certificate of insurance. The certificates of insurance shall expressly provide that the insurance policy shall not be cancelled unless the insurance company has first given to the State of Hawaii thirty (30) calendar days’ written notice of the intended cancellation.

3. Quality assurance and evaluation specifications

The Contract shall be evaluated based upon performance as described in item 4 below. The Contract will also be reviewed for overall cost effectiveness, based upon the overall cost compared to the performance outcomes.

4. Output and performance/outcome measurements

The PROVIDER will design a data collection report, adhering to the criteria listed below. DHS will use this report to determine whether the PROVIDER has met stated performance goals. The PROVIDER may utilize other criteria to evaluate their own performance; however, the provider must, at a minimum, submit a report based on the following elements:

Trainee Data:

- 1) Unduplicated (*for the current month*) and duplicated (*up to date*) number of clients entering training and training type.
- 2) Unduplicated and duplicated number of clients successfully completing training and training type.
- 3) Unduplicated and duplicated number of clients who quit or were terminated from training per training type and reasons for quitting or termination.

Employer Data:

- 1) Unduplicated and duplicated number of employers contacted;
- 2) Unduplicated and duplicated number of employers who hired participants for subsidized employment under the terms of this Agreement;
- 3) Number of participants employed per employer
- 4) Number of employers who hired participants for unsubsidized employment after phase 1 of the training period;
- 5) Number of employers who terminated involvement the PROVIDER

Participant Data:

- 1) Unduplicated (*for the current month*) and duplicated (*up to date*) number of participants placed in subsidized employment at the end of the initial training period and position offered
- 2) Unduplicated and duplicated number of participants hired in unsubsidized employment and position offered
- 4) Unduplicated and duplicated number of participants in unsubsidized placement with a retention rate of at least 90 consecutive days

- 5) Unduplicated and duplicated number of participants hired in unsubsidized employment who are still employed, but have not yet reach the 90 days threshold.
- 6) Unduplicated and duplicated number of participants hired in self-initiated unsubsidized employment during or upon completion of the financial services training and position offered
- 7) Unduplicated and duplicated number of participants who exited subsidized employment due to:
 - a) Termination by subsidized employer and reason why,
 - c) Voluntarily quitting subsidized employment and reason why,

The PROVIDER shall include a written summary description of the training offered per participant, a description of how services have been tailored to each participant and the results of the training.

Quarterly reports shall be submitted as well, to include the reporting of information by month. The final report of program accomplishments shall include cumulative data for the contract period, itemizing the service activities described in this Section III, Scope of Work.

As an encouragement for PROVIDERS to perform satisfactorily, 20% of this contract funding will be made available as a bonus at the end of the contract year, provided that performance goals have been met and validated by ECCPO. There may also be up to 10% penalty if performance goals are not met.

The bonus and penalty structure shall be:

5% Bonus shall be awarded provided that 90% of participants who complete the training are placed by PROVIDER in subsidized employment related to training completed.

15% Bonus shall be awarded provided that 70% of participants placed in subsidized employment by the PROVIDER are hired unsubsidized and retain the same for no less than 90 consecutive days.

2% Penalty shall be imposed if the PROVIDER did not meet the goal of placing 90% of participant who completed training in subsidized employment

8% Penalty shall be imposed if the PROVIDER did not meet the goal that 70% of subsidized placements by PROVIDER be hired unsubsidized and retain the same for a minimum of 90 days.

5. Experience

The Applicant shall demonstrate a thorough understanding of the purpose and scope of the service activity, as well as the necessary skills, abilities

and knowledge of, and experience relating to the delivery of the proposed services.

6. Coordination of services

The Applicant shall comply with all appropriate federal and state laws, rules and regulations, and policies and procedures governing the State run, federally funded work programs for TANF recipients.

The PROVIDER shall keep records to document information acquired about the recipients or given or made available by the recipients served under this Agreement. All such information shall be considered confidential and shall not be disclosed by the PROVIDER except as otherwise allowed by Hawai'i Revised Statute §346-10, and Hawai'i Administrative Rules §17-601, and only after prior written notification to DHS.

7. Reporting requirements for program and fiscal data

Reporting: Monthly and quarterly manual reports shall be prepared and submitted to the Employment and Child Care Program Office (ECCPO). The PROVIDER will be required to design and implement its own system for data collection, as mentioned above in Subsection III, B. *Please note that the "General Conditions" section of all Health and Human Services Contracts (section 1.6) requires a "Final Report" to the State of Hawaii pertinent to the Compensation and Payment Schedule of the finalized Contract.*

The monthly and quarterly reports are to be submitted no later than thirty (30) days after the end of the reporting period. The final report of program accomplishments shall be submitted no later than forty-five (45) days after the end of the contract term. Periodic reports may be requested by the DHS, Benefit, Employment and Support Services Division, Employment and Child Care Program Office (ECCPO).

Invoicing: A monthly invoice for operational costs shall be prepared and submitted to the ECCPO by the 10th of each month in accordance with the agreed upon Compensation and Payment Schedule. Additionally, the PROVIDER shall submit a final invoice upon termination of the contract. The contractor shall submit monthly expenditure reports, in triplicate, for the operation of the program that serve as invoices for reimbursement.

8. Pricing structure or pricing methodology to be used

This is a cost reimbursement Contract. The cost reimbursement pricing structure reflects a Purchase of Services Agreement in which the State

agency pays the PROVIDER for actual base operating costs incurred in delivering the services specified in the Contract, up to a stated maximum obligation. The State agency will also pay the employers wage subsidies as described in Subsection III, Scope of Work. The Applicant may opt to receive reimbursement for actual performance at fixed rates in accordance with the provisions listed under “**8. Units of service and unit rate.**”

The purchasing agency shall consider cost proposals based on a “cost-plus-fixed-fee” from applicants who are for-profit organizations licensed to do business in the State of Hawaii. Cost-plus-fixed-fee allows for payment of incurred costs within a predetermined amount plus a fixed agreed upon fee. Such fee shall be limited to 10% of the total contract value and built in within the contract ceiling.

The PROVIDER is limited to 15% in indirect expenses.

8. Units of service and unit rate

DHS will accept proposals submitted with a unit of service and unit rate budget. All service related costs would be included in the cost of the trainings with the exception of the office supplies, equipment and furniture valued at \$250.00 or more. Such budget would detail the all inclusive cost per training type, the number of projected trainees per training type, and the cumulative total cost of training.

9. Method of compensation and payment

The PROVIDER shall submit monthly invoices specifying the amount due and certifying that services requested under the Agreement have been performed by the PROVIDER in accordance with the terms and conditions of the Agreement. The PROVIDER shall then be paid promptly after receipt of monthly original invoices.

Final payment under this Agreement shall be subject to receipt of a current tax clearance certificate and a determination that the performance of the services in the Agreement has been met.

IV. Facilities

The Applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. The Applicant shall also describe how the facilities meet American Disability Act (ADA) requirements, as well as any special equipment which may be required for the services.

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO website (see Section 1, paragraph II, Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

The Proposal Application comprises the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

I. Program Overview

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

II. Experience and Capability

A. Necessary Skills

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

B. Experience

The applicant shall provide a description of projects/contracts pertinent to the proposed services. Applicant shall include points of contact, addresses, phone numbers. The State reserves the right to contact references to verify experience

C. Quality Assurance and Evaluation

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology.

D. Coordination of Services

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

E. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable, and special equipment that may be required for the services.

III. Project Organization and Staffing

A. Staffing

1. Proposed Staffing

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in the Service Specifications, as applicable.)

2. Staff Qualifications

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the Service Specifications, as applicable)

B. Project Organization

1. Supervision and Training

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

2. Organization Chart

The applicant shall reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency) Both the “Organization-wide” and “Program” organization charts shall be attached to the Proposal Application.

IV. Service Delivery

Applicant shall include a detailed discussion of the applicant’s approach to applicable service activities and management requirements from Section 2, Item III. - Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

The Applicant should address how the specific outcomes and performance measures will be achieved in the proposed services with respect to the following:

- To provide DHS participants with a variety of financial trainings
- To identify the appropriate training per participant
- To place participants who have completed the first part of the training in related subsidized employment.
- To track participants placed in subsidized employment, and subsequently hired unsubsidized, and verify a retention rate of no less than 90 consecutive days.
- To provide satisfactory services at a rate of 70% or higher to all participants.

V. Financial

A. Pricing Structure

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

1. Pricing Structure Based on Cost Reimbursement

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

The purchasing agency shall consider cost proposals based on “cost type” or “pure reimbursement” pricing structure from the applicants’ who are non-profit organizations licensed to do business in State of Hawaii. “Cost-type” involves payment of all incurred costs within a predetermined total estimated cost.

The purchasing agency shall consider cost proposals based on “cost-plus-fixed-fee” from the applicants who are for-profit organizations licensed to do business in State of Hawaii. “Cost-plus-fixed-fee” allows for payment of all incurred costs within a predetermined amount plus an agreed upon fee which will not change. **We anticipate these fees to be limited to 10% or less of the contract award. Also, these fees need to be built within the contract ceiling.** Please note, however, that the Department reserves the right to negotiate the final amount of fixed fee within the limits discussed above.

The purchasing agency shall select the applicable cost proposals subject to the legal standing of the applicant organization, e.g., non-profit or for-profit and that are in the best interest of the state.

All budget forms, instructions and samples are located on the SPO website (see the Proposal Application Checklist in Section 5 for website address). The following budget form(s) shall be submitted with the Proposal Application:

- SPO-H-205 Budget
- SPO-H-206A Personnel – Salaries & Wages
- SPO-H-206B Personnel – Payroll Taxes and Fringe Benefits
- SPO-H-206E Contractual Services – Administration
- SPO-H-206 F Contractual Services - Subcontracts
- SPO-H-206G Indirect Costs
- SPO-H-206H Other costs
- SPO-H-206I Equipment Purchases*

*Expenditures require justification and prior approval from State

B. Other Financial Related Materials

1. Accounting System

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

Most recent Audit Report

2. Tax Clearance Certificate (Form A-6)

An original or certified copy of a current (within 3 months), valid Clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue service (IRS) shall be submitted with the proposal by the due date and time. The two-part Tax clearance Application (form A-6) that combines DOTAX and IRS tax clearance shall be used for this purpose.

VI. Other

A. Litigation

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment. If applicable, please explain.

Section 4

Proposal Evaluation

Section 4 Proposal Evaluation

I. Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

II. Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Thresholds

<u>Evaluation Categories</u>	<u>Possible Points</u>
<i>Administrative Requirements</i>	
<i>Proposal Application</i>	
Program Overview	0 points
Experience and Capability	20 points
Project Organization and Staffing	15 points
Service Delivery	55 points
Financial	10 Points
TOTAL POSSIBLE POINTS	100 Points

III. Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

1. Administrative Requirements

- Application Checklist
- Registration with State Procurement Office
- Audit Report (most recent)
- Tax Clearance Certificate

2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

B. Phase 2 - Evaluation of Proposal Application (100 Points)

Program Overview: No points are assigned to Program Overview. The intent is to give the applicant an opportunity orient evaluators as to the service(s) being offered.

1. Experience and Capability (20 Points)

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

A. Necessary Skills

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services. _____
- Demonstrated a thorough understanding of the purpose and scope of the service activity _____
- Described how the proposed service is designed to meet the pertinent issues and problems related to the service activity. _____

B. Experience

- Explain your relevant experiences dealing with the State of Hawaii contracts relating to the delivery of the proposed services during the last 5 years.

C. Quality Assurance and Evaluation

- Demonstrated sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.

D. Coordination of Services

- Demonstrated capability to coordinate services with other agencies and resources in the community.

E. Facilities

- Described adequacy of facilities relative to the proposed services.

2. Project Organization and Staffing (15 Points)

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

A. Staffing

- Proposed Staffing: That the proposed staffing pattern, client/staff ratio, and proposed training plan is reasonable to insure viability of the services.
- Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program.

B. Project Organization

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

3. Service Delivery (55 Points)

Evaluation criteria for this section will assess the applicant’s approach to the service activities and management requirements outlined in the Proposal Application. The evaluation criteria may also include an assessment of the logic of the work plan for the major service activities and tasks to be completed, including clarity of work assignments and responsibilities, and the realism of the timelines and schedules, as applicable.

- Describes the overall program content and design _____
- Demonstrates a clear understanding of the target group _____
- Demonstrates an understanding of the various service activities and sequence of events _____
- Presents evidence of cooperation and collaboration, and willingness to follow Department requirements, policies, and established procedures _____
- Demonstrate expertise related to the financial services industry _____
- Demonstrates ability to deliver the service requested _____
- Demonstrates knowledge of handling customer services and complaints _____
- Provides for public relations and community collaborations. _____

5. Financial (10 Points)

Pricing structure based on Cost Reimbursement

- Applicant’s proposal budget is reasonable; given program resources and operational capacity.
- Costs are adequately justified
- Adequacy of accounting system.
- Tax clearance certificate

C. Phase 3 - Recommendation for Award

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

Section 5

Attachments

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

Proposal Application Checklist

Applicant: _____ RFP No.: _____

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website. See Section 1, paragraph II Website Reference.*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
General:				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	X	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (Link on SPO website)*	X	
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5		
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*		
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*	X	
SPO-H-206F	Section 3, RFP	SPO Website*	X	
SPO-H-206G	Section 3, RFP	SPO Website*	X	
SPO-H-206H	Section 3, RFP	SPO Website*	X	
SPO-H-206I	Section 3, RFP	SPO Website*	X	
SPO-H-206J	Section 3, RFP	SPO Website*		
Certifications:				
<i>Federal Certifications</i>		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:				
Audit Report			X	
Organization Chart			X	

Authorized Signature

Date

Proposal Application Table of Contents

I.	Program Overview	1
II.	Experience and Capability	1
	A. Necessary Skills	2
	B. Experience.....	4
	C. Quality Assurance and Evaluation.....	5
	D. Coordination of Services.....	6
	E. Facilities	6
III.	Project Organization and Staffing	7
	A. Staffing.....	7
	1. Proposed Staffing.....	7
	2. Staff Qualifications	9
	B. Project Organization	10
	1. Supervision and Training.....	10
	2. Organization Chart (Program & Organization-wide) (See Attachments for Organization Charts)	
IV.	Service Delivery.....	12
V.	Financial.....	20
	See Attachments for Cost Proposal	
VI.	Litigation.....	20
VII.	Attachments	
	A. Cost Proposal	
	SPO-H-205 Proposal Budget	
	SPO-H-206A Budget Justification - Personnel: Salaries & Wages	
	SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments, and Fringe Benefits	
	SPO-H-206E Budget Justification - Contractual Services – Administrative	
	B. Other Financial Related Materials	
	Financial Audit for fiscal year ended June 30, 1996	
	C. Organization Chart	
	Program	
	Organization-wide	
	D. Performance and Output Measurement Tables	
	Table A	
	Table B	
	Table C	
	E. Program Specific Requirements	