

State of Hawaii  
Department of Public Safety  
Health Care Division

## **Request for Proposals**

### **RFP No.: PSD 07-HCD-24 Nursing Services at Correctional Facilities, Statewide**

April 5, 2007

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.

April 5, 2007

**REQUEST FOR PROPOSALS**

RFP NO. PSD 07-HCD-24

**NURSING SERVICES**

OAHU, HAWAII, MAUI and KAUAI

The Department of Public Safety, Health Care Division, is requesting proposals from qualified applicants to provide nursing services to inmates detained in the State's correctional institutions. The contract term will be for a one-year period commencing on the date indicated on the Notice to Proceed with the option to extend for not more than four (4) additional twelve-month periods upon mutual agreement in writing. Multiple contracts will be awarded under this request for proposals.

Proposals shall be mailed, postmarked by the United States Postal Service on or before May 7, 2007, and received no later than 10 days from the submittal deadline. Hand delivered proposals shall be received no later than 4:30 p.m., Hawaii Standard Time (HST), on May 7, 2007, at the drop-off sites designated on the Proposal Mail-in and Delivery Information Sheet. Proposals postmarked or hand delivered after the submittal deadline shall be considered late and rejected. There are no exceptions to this requirement.

The Health Care Division will conduct a non-mandatory orientation meeting on April 17, 2007 from 11:00 a.m. to 12:00 p.m., HST, at 919 Ala Moana Blvd., Room 404, Honolulu, Hawaii.

The deadline for submission of written questions is 4:30 p.m. HST on April 24, 2007. All written questions will receive a written response from the State by April 27, 2007.

Inquiries regarding this RFP should be directed to the RFP Contact Person, Marc Yamamoto at 919 Ala Moana Blvd., Room 413, Honolulu, Hawaii 96814 or may be made by facsimile to (808) 587-1244.

## PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

**NUMBER OF COPIES TO BE SUBMITTED: 5**

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **May 7, 2007** and received by the state purchasing agency no later than **10 days from the submittal deadline.**

### **All Mail-ins**

Department of Public Safety  
Planning, Programming & Budget  
Office – Purchasing & Contracts  
919 Ala Moana Blvd, Rm 413  
Honolulu, Hawaii 96814

### **RFP COORDINATOR**

Marc Yamamoto  
For further info. or inquiries  
  
Phone: 587-1215  
Fax: 587-1244

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), May 7, 2007.** 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., May 7, 2007.

### **Drop-off Sites**

#### **Oahu:**

Department of Public Safety  
Planning, Programming & Budget  
Office – Purchasing & Contracts  
919 Ala Moana Boulevard, Room 413  
Honolulu, Hawaii 96814

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# **Section 1**

## **Administrative Overview**

# Section 1 Administrative Overview

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

## 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	April 5, 2007
Distribution of RFP	April 5, 2007
RFP orientation session	April 17, 2007
Closing date for submission of written questions for written responses	April 24, 2007
State purchasing agency's response to applicants' written questions	April 27, 2007
Discussions with applicant prior to proposal submittal deadline (optional)	April 17 to April 23, 2007
Proposal submittal deadline	May 7, 2007
Discussions with applicant after proposal submittal deadline (optional)	May 8 to May 11, 2007
Final revised proposals (optional)	May 18, 2007
Proposal evaluation period	May 8 to May 25, 2007
Provider selection	May 28, 2007
Notice of statement of findings and decision	May 29, 2007
Contract start date	July 1, 2007 or the commencement date stated on the Notice to Proceed.

## II. Website Reference

The State Procurement Office (SPO) website is [www.spo.hawaii.gov](http://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](http://www.hawaii.gov))

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

## 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:

Deborah Stampfle			
<hr/>			
Department of Public Safety			
919 Ala Moana Boulevard, Room 407			
<hr/>			
Honolulu, Hawaii 96814			
<hr/>			
Phone		Fax:	
(808)	<u>587-3381</u>	(808)	<u>587-3378</u>
<hr/>			

#### VI. Orientation

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

**Date:** April 17, 2007      **Time:** 11:00 am to 12:00 pm, HST  
**Location:** 919 Ala Moana Boulevard, Room 404, Honoulu, 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:** April 24, 2007 **Time:** 4:30 pm HST

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

**Date:** April 27, 2007

**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.

Facsimiled or e-mailed proposals **shall not 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.

<b>Head of State Purchasing Agency</b>	<b>Procurement Officer</b>
Name: Iwalani D. White	Name: May Kawawaki Price
Title: Interim Director	Title: Administrative Services Officer
Mailing Address: 919 Ala Moana Blvd, Room 400. Honolulu, Hawaii 96814	Mailing Address: 919 Ala Moana Blvd, Room 413. Honolulu, Hawaii 96814
Business Address: same	Business Address: same

**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 Department of Public Safety, Health Care Division is responsible for the provision of health care to the individuals who are incarcerated throughout the State of Hawaii. This includes medical, dental and mental health services. There are eight facilities in the State of Hawaii. The correctional facilities are located on the islands of Oahu, Kauai, Maui and Hawaii. Hawaii correctional facilities are accredited thorough the National Commission on Correctional Health Care.

The Department of Public Safety Health Care Division has a need to fill temporary vacant nursing positions within its facilities resulting from staff turnovers, vacations or leaves of absence.

The major thrust of nursing care in a correctional setting is the provision of primary care services for the inmate population from the time of entry into the system, through transfers to other institutions, to final release from custody.

Primary health services in this field include the use of all aspects of the nursing process in:

1. Carrying out screening activities, which includes health assessments;
2. Providing direct health care services;
3. Assessing individual health behaviors;
4. Recognizing mental health conditions
5. Providing education and counseling on related health issues;
6. Assisting individuals in assuming responsibility for their own health care to the best of their ability, knowledge and circumstances;
7. Providing emergency supportive care ,CPR and first aid to the best of their ability, knowledge and circumstances.
8. Coordinating release planning with community medical or psychiatric agencies when appropriate.

Nursing practice in correctional facilities is characterized by a high degree of autonomy. The nurse is expected to make independent

assessments, plan appropriate intervention, and provide care. As such, any referred nurse must have at least 6 months of nursing experience preferably in a hospital or other acute care facility

Effective nursing practice in a correctional facility requires a variety of assessment skills, including interviewing, communication, physical assessment and behavioral observations.

It is essential that the nurse in a correctional facility be knowledgeable about the principles of prevention, control and surveillance for communicable diseases such as flu, tuberculosis, hepatitis, HIV, and sexually transmitted diseases,

The practice of nursing within the non-traditional environment of a correctional setting offers additional challenges to the practitioner. The nurse must consistently maintain professional boundaries within an environment of potentially manipulative clients. Nurses must work collaboratively within the confines of a security driven environment requiring particular diligence to the management of everyday implements such as pens and scissors as well as when performing medical treatments or procedures utilizing sharp objects.

The Scope and Standards of Nursing Practice in Correctional Facilities as established by the American Nurses Association serves as a basis for nursing practice within the Health Care Division.

The work may involve moderate risks for discomfort secondary to required special safety precautions, such as, the provision of nursing care must only be completed when a security guard is present possibly delaying immediate intervention. In addition, there is the possibility of exposure to contagious diseases or infections. The use of standard precautions is routinely followed at all facilities and is appropriate for nearly all situations. The nurse may however, be required to use personal protective devices such as gloves, masks, goggles, and N-95 respirators or protective gowns, if necessary.

Exact quantities for nursing services cannot be determined. Requests for services shall be based on needs of nursing services throughout the contract period.

**B. Planning activities conducted in preparation for this RFP**

On March 7, 2007 a non-mandatory informational meeting was held at 919 Ala Moana Boulevard, Room 404, Honolulu, Hawaii from 9:00 am

to 10:00 am. There were two nursing agency representatives who attended the meeting.

The following information was issued as an addendum and provided at the meeting:

1. Who are the current service providers?

Altres Staffing, Inc.  
dba Altres Medical

BCP, Inc.  
dba Nursefinders of Hawaii

SHC Services, Inc.

2. What are the current rates for these services?

	RN		LPN	
	<u>Long Term</u>	<u>Temp</u>	<u>Long Term</u>	<u>Temp</u>
Altres	\$48.50	\$51.56	\$30.78	\$32.66
Nursefinders	\$42.00	\$43.00	\$24.00	\$25.00
SHC Services	\$52.00	\$52.00	\$47.00	\$47.00

3. Do the facilities have any long-term (+8 weeks) staffing needs?

Yes. We do have some need for extended nursing services these are referred to as "long term hires" in the RFP and can be a minimum of three to six months

**C. Description of the goals of the service**

Service provider(s) shall furnish the requesting facilities with nurses who are proficient in the full scope of nursing practice permitted under their licensure. These skills shall include but not be limited to the provision of initial and ongoing nursing assessments, the ability to critically think and develop strategies of nursing care. The ability to exercise sound clinical judgment based on nursing knowledge and to develop or contribute to the development of nursing diagnoses and plans of care. In addition, nurses must be experienced in medication administration, the operation of special medical equipment such as EKG machines, nebulizers, the use of oxygen etc. Nurses must be competent and confident in responding to emergency situations. Nurses frequently are the first line of medical intervention and as such,

carry a large responsibility for the overall maintenance of inmate mental and physical health.

**D. Description of the target population to be served**

The target population served is incarcerated adult males and females, who are confined in either prisons or jails. The majority of health care needs fall into the management of acute episodes of illness, the management of chronic diseases or mental health services.

**E. Geographic coverage of service**

Service provider(s) shall furnish LPN, RN nursing services, as requested, to the correctional facilities of the Department of Public Safety on the islands of Oahu, Hawaii, Maui and Kauai.

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

The total funding for the resultant contracts is estimated at \$2,400,000 for each year of the contract, subject to the availability of funds after June 30, 2007. Purchase orders shall be issued for services rendered.

**II. General Requirements**

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

Service provider(s) shall have at least twelve (12) months experience operating a nursing service business. Proof shall be furnished upon request.

Service provider(s) shall conduct business during normal working hours and shall also be accessible twenty-four (24) hours a day, seven (7) days a week, to respond to requests and/or complaints.

Service provider(s) need not have an office located in the State of Hawaii.

Service provider(s) shall be responsible for payment of all applicable federal, state, and county taxes and fees which may become due and owing by the service provider by reason of this RFP, including but limited to income taxes, employment related fees, assessments and taxes, and the State of Hawaii General Excise Tax.

Service provider(s) shall be required to maintain a commercial general liability insurance and medical professional liability insurance of at least two million dollars (\$2,000,000.00) each. The Department of Public Safety shall be named as additional insured.

Service provider(s) shall provide Licensed Practical Nurses and Registered Nurses, hereinafter referred to as LPNs and RNs, to fulfill the requirement of this contract and shall endeavor to assign the same nurse to the requesting facility whenever possible.

Service provider(s) will assure that all referred nurses possess at least 6 months of recent (within the last 3 years) nursing experience gained in a hospital or similar acute care setting

Service provider(s) shall ensure that each of the LPNs and RNs referred to any of the facilities shall have passed a criminal background check completed by the service provider. The service provider will also request each LPN and RN to disclose any relationships between the referred nurse and any person under the custody of the Department of Corrections. This includes relatives, friends, or any other type of close personal relationship. The service provider shall notify the facility requesting the nurse of any known relationships with the referred nurse prior to referral. The nurse administrator or designee will work with the facility's security personnel to determine if the referred nurse is acceptable for placement in the facility.

Service provider(s) shall ensure that each of the LPNs and RNs referred to any of the facilities possesses a current and valid nursing license issued by the State of Hawaii, current CPR and AED training card, and current N-95 respirator fit testing and a personal respirator. A copy of each nurse's license and CPR card shall be provided to the requesting facility. The nurse's social security number and birth date shall also be provided to the requesting facility to obtain entrance clearance.

Service provider(s) shall provide referred LPNs and RNs with a photo identification card that will be worn at all times during scheduled work shifts at facilities.

Service provider(s) shall notify referred nurses of the dress code, which is standard nursing attire such as scrubs and closed shoes. No sleeveless or low cut tops, short skirts, capri pants, shorts or high heels. Jewelry is limited to a watch, wedding ring and post style earrings. Cell phones are not permitted inside the facilities.

Two categories of services shall be required under this contract. The first is a long term hire to fill a vacant position for a period of three to six months, minimum. The second category is a temporary hire to fill a critical shift and is vacant due to vacation status or illness of a State employee.

**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: In order to qualify for an award, the provider shall submit prices for both Long-term hire and temporary hire for both LPNs and RNs applicable to any facility statewide. A maximum of four service providers will be awarded contracts for LPNs, and RNs. The order of each awarded applicant shall be determined as specified on page 4-4 herein. Service Provider No. 1 shall be the applicant passing the minimum qualifications and having the lowest composite unit price. Service Provider No. 2, Service Provider No. 3, and Service Provider No. 4 shall be the applicants passing the minimum qualifications and having the next lowest composite unit prices.

**E. Single or multi-term contracts to be awarded**

(Refer to §3-149-302, HAR)

Single term ( $\leq$  2 yrs.)  Multi-term ( $>$  2 yrs.)

Initial term of contract: Twelve months from the commencement date stated on the Notice to Proceed.

Length of each extension: Twelve months.

Number of possible extensions: Four.

Maximum length of contract: Sixty months.

Conditions for extension: Subject to the satisfactory performance by the provider, the availability of funds, and upon prior written mutual agreement.

**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.

Marc Yamamoto, Purchasing and Contracts Staff  
Department of Public Safety  
Planning, Programming and Budget Office  
919 Ala Moana Blvd., Room 413  
Honolulu, Hawaii 96814

Telephone: (808) 587-1215

Fax: (808) 587-1244

**III. Scope of Work**

The scope of work encompasses the following tasks and responsibilities:

When the need for nursing services under this contract is determined by a facility, the facility's health care administrator or nursing representative shall place an oral request via telephone with Service Provider No. 1. The request shall include all necessary information pertaining to the assignment of the nurse during the request period including the type of nurse required and the dates and shifts which the nurse is required to work.

Service Provider No. 1 shall confirm whether or not the request for services can be filled and shall follow up in writing to the requesting facility. If Service Provider No. 1 is unable to provide the required LPN/RN, the requesting facility shall contact Service Provider No. 2. If Service Provider No. 2 cannot fill the request, then Service Provider No. 3 will be contacted and so on. If none of the service providers can fill the request, the requesting facility reserves the right to obtain the required services from other available sources in the open market.

The service provider for temporary hire positions shall provide the requesting facility with an immediate answer as to whether or not they can fill the

request within two (2) hours after the request is received. The service provider for long term hours shall have forty-eight (48) hours to confirm whether or not they are able to fill the request within a period of two (2) weeks from the time the request is made.

The service provider(s) shall provide nurses for any shift, seven (7) days per week, as requested. The schedules are variable and will be arranged according to the facility's needs.

Regular time is considered an eight (8) hour or 10 (10) hour day depending on the work shift of the facility, forty (40) hours per week regardless of the shift. Overtime is considered after the nurse has worked forty (40) hours per week within the correctional system and is reimbursed at time and a half regardless of whether the nurse works at one facility or a combination of facilities. The nurse shall not qualify for overtime if the forty (40) hours is accumulated as a result of being referred by more than one service provider for that work week or if the 40 hours is accumulated through a combination of corrections and non- corrections assignments

Pay for other than regular pay shall be allowed for holidays. Holidays under this contract are limited to the holidays listed below. If a facility requests service provider's nurse to work on a recognized holiday between 12:01 a.m. and 11:59 p.m., the holiday rate applies whether or not the nurse has worked forty (40) hours in that work week.

The following days of each year are established as holidays: New Year's Day, Dr. Martin Luther King, Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

**A. Service Activities**

(Minimum and/or mandatory tasks and responsibilities)

1. Service provider(s) shall furnish LPN/RN nursing services under this contract to the following Department of Public Safety correctional facilities, as requested:
  - a. Oahu
    - Halawa Correctional Facility (HCF)  
99-902 Moanalua Hwy.  
Aiea, HI 96701 Telephone (808) 484-7292
    - Oahu Community Correctional Center (OCCC)  
2199 Kamehameha Hwy.  
Honolulu, HI 96819 Telephone (808) 832-1682

- Women’s Community Correctional Center (WCCC)  
42-477 Kalanianaʻole Hwy.  
Kailua, HI 96734 Telephone (808) 266-9697
  - Waiawa Correctional Facility (WCF)  
P. O. Box 1839  
Pearl City, HI 96782 Telephone (808) 677-6160
- b. Hawaii
- Kulani Correctional Facility (KCF)  
HC 1, Stainback Hwy.  
Hilo, HI 96720 Telephone: (808) 935-2280
  - Hawaii Community Correctional Facility (HCCC)  
60 Punahale St.  
Hilo, HI 96720 Telephone: (808) 933-0428
- c. Maui
- Maui Community Correctional Center (MCCC)  
600 Waiale Dr.  
Wailuku, HI 96720 Telephone: (808) 243-5864
- d. Kauai
- Kauai Community Correctional Center (KCCC)  
5350 Kuhio Hwy  
Lihue, HI 96766 Telephone: (808) 241-3062

## 2. Nurse Responsibility and Duties

### a. General

While providing patient care services at any of the correctional facilities listed herein, each nurse shall comply with all provisions of the licensing laws under which he/she is licensed, with regulations promulgated thereunder, and each shall comply with all nursing policies and procedures adopted by the facilities to protect the health and welfare of its patients.

Guidelines under which the nurses will be required to work are the guidelines that are the well-established departmental policy, provider orders, memoranda, directives, nurse protocols, and Health Care Division and Branch Policies and Procedures. The nurse shall use his/her judgment in selecting a course of action

when any one of several could be appropriate, e.g., a patient's change in condition may warrant either continual intensive observation, informing charge nurse, calling a physician, or initiating preplanned emergency treatment.

Orientation. It shall be the responsibility of the correctional facility to orient RNs and LPNs to the facilities and acquaint them with the correctional nursing policies as may be necessary for performance of their duties. The Department of Public Safety agrees to provide a minimum of sixteen (16) hours of unpaid orientation time to all new assignees to the assigned correctional facility. Depending on which of the facilities the RN or LPN had been previously oriented, there may be an additional eight (8) hours of unpaid orientation required. Orientation includes, but is not limited to (1) blood borne pathogens, (2) standard precautions, (3) tuberculosis, (4) infection control practice, (5) fire safety, electrical safety, (6) patient's rights, (7) body mechanics (8) security issues, with annual updates.

All employees who work in the correctional setting will read and sign off on the Correctional Orientation Handout, which will be provided to the service provider Health Care Division prior to start of contract.

**b. LPNs**

The LPN shall report to the supervisor on duty at the assigned facility each day at the start and end of his/her shift.

Duties of the LPN shall include, but not be limited to the following:

- Conducts focused assessments of the health status of assigned clients.
- Plan nursing care episodes for clients with stable conditions.
- Provides basic nursing care to patients based on the plan of care and the physical, mental, and emotional needs of the patients. Notifies supervisor of any change in the patient's condition requiring revision of the medical treatment plan.
- In emergency situations when a physician is not present or not immediately available, notifies Supervisor and initiates appropriate measures, e.g., resuscitative measures in case of cardiac or respiratory arrest.

- Participates in the development of nursing care plans including the evaluation of the client's physical, dietary, and emotional needs, including the capacity for self-care, and additional conditions requiring medical attention.
- Administers prescribed medications including intramuscular and oral medications; observes patient for adverse reactions and notifies supervisor of any unanticipated finding. .
- Performs duties as assigned, such as admissions, transfers, discharge of patients, making appointments with clinics and laboratories for examination and treatment of patients. Performs other related duties incidental to the work described herein.
- Documents nursing care utilizing SOAP note format, when appropriate.
- Works closely with other members of the treatment team in the formulation of a comprehensive plan of care
- Observes mental health patients closely, evaluating and recording any significant behavior and reaction patterns for psychiatrist's or team's use in re-evaluation of treatment plan.
- Provides nursing care for patients with psychiatric disorders and/or substance abuse disorders.

c. RNs

The RN shall report to the supervisor on duty at the assigned facility each day at the start and end of his/her shift.

Duties of the RN shall include, but not be limited to the following:

- Perform comprehensive assessments involving extensive data collection (vital signs, lab, diagnostic test findings and physical exam) and interpretation on both an initial and ongoing basis.
- Detect missing or faulty client information.
- Through the application of nursing knowledge, skills and abilities, comprehends the clinical implications of their clients' signs, symptoms and changes, and determines if those are part of an expected, unexpected patient course or represent an urgent or emergency situation.
- Appropriate decision making, critical thinking, and clinical judgment to make independent nursing decisions and establish nursing diagnoses.

- Use analyses and evaluations to plan and modify strategies of nursing care and nursing interventions both of which form the basis of the client's plan of care.
- Collaborates with health care team.
- Seeks clarification of orders when needed.
- Implements treatment and therapy, including medication administration, delegated medical and independent nursing functions.
- Evaluates the impact of nursing care, the client's response to therapy, the need for alternative interventions, and the need to communicate and consult with other health team members
- Documents nursing care utilizing SOAP note format, when appropriate.
- Performs duties as required such as admissions, transfers, discharges, and making appointments with outside clinics and laboratories.
- Directs and instructs non-professional personnel in performing duties.
- Utilizes the physician orders and nursing standards of care related to redirecting behavior of mentally ill and the chemically dependent.
- Provides health teaching.
- Maintains a safe and therapeutic environment.

3. Service provider shall:

All work required under this contract shall be performed by the service provider(s) or its employees. The service provider(s) shall be responsible for the accuracy, completeness, and adequacy of any and all work and services performed under this contract. The service provider intentionally, voluntarily, and knowingly assumes the sole and entire liability (if such liability is determined to exist) to the service provider's employees and agents, and to any individual not a part to this contract for all loss, damage, or injury caused by the service provider(s), or the service provider(s) employees or agents in the course of their employment.

The service provider shall be responsible for payment of all applicable federal, state and county taxes and fees which may become due and owing by the service provider(s) by reason of this contract, including but not limited to, (a) income taxes, (b) employment related fees, assessments, and taxes, and (c) general excise taxes. The service provider is further responsible for

obtaining all licenses, permits and certificates that may be required by reason of the contract, including but not limited to, a general excise tax license from the Department of Taxation, State of Hawaii.

The service provider(s) shall be responsible for securing any and all insurance coverage for the service provider and the service providers' employees and agents which is or may be required by law during the duration of this contract. The service provider shall further be responsible for payment of all premiums, costs, and other liabilities associated with securing said insurance coverage.

The service provider shall secure, at the service provider(s) expense, all personnel required to perform the services required by this contract. The service provider(s) shall ensure that the service providers' employees or agents are experienced and fully qualified to engage in the activities and services required under this contract, and that all applicable licensing and operating requirements imposed or required under federal, state or county law, and all applicable accreditation and other standards of quality generally accepted in the field of the activities of such employees and agents are complied with and satisfied.

The service provider shall be responsible to have all staff (RN and LPN) have:

- Valid current Hawaii Nurses License
- Minimum of 6 months of recent acute level nursing care experience
- Valid current State of Hawaii Driver's License
- Current CPR and AED certification card
- Current TB clearance
- Annual N-95 respirator fit testing and personal respirator
- Passed a criminal background check
- Disclosed any relationships with incarcerated individuals

The service provider(s) shall not assign or subcontract any of the service provider(s) duties, obligations, or interests under this contract without the prior written consent of the State. If the service provider(s) finds it necessary to subcontract some of the work herein, and the State consents to the subcontract, it is understood that no subcontract shall, under any circumstances, relieve the service provider of his obligation and liability under this contract with the State and all persons engaged in performing the

work covered by this contract shall be considered employees of the service provider.

Further, the service provider(s) responsibilities shall include, but not be limited to the following:

- The service provider(s) shall comply with all pertinent provisions of the Occupational Safety and Health Act in order to provide safety controls for protection to the life and health of employees and other persons, for prevention of damage to property, materials, supplies, and equipment, and for avoidance of work interruption in the performance of this contract.
- The service provider(s) shall maintain an accurate record of, and shall report to the Health Care Division Administrator (HCDA) in the manner and on the forms prescribed by the facility, exposure data and all accidents resulting in death, traumatic injury, occupational disease and damage to property, materials, supplies, and equipment incident to work performed under this contract.
- The HCDA or designee will notify the service provider(s) of any noncompliance with the foregoing provisions and the action to be taken. The service provider(s) shall, after receipt of such notice, immediately take corrective action. Such notice, when delivered to the service provider(s) or their representatives at the site of the work, shall be deemed sufficient for the purpose. If the service provider(s) fails or refuses to comply promptly, the HCDA or designee may issue an order stopping all or part of the work until satisfactory corrective action has been taken. No part of the time lost due to any such stop orders shall be made the subject claim for extension of time or for excess costs or damages by the service provider(s).

#### 4. Supervisory Controls

The registered nurse independently plans, schedules, and provides comprehensive nursing skills with specific instructions for each client guided by provider orders and nursing practice standards. The licensed practical nurse works under the supervision of a registered nurse. The nursing supervisor or designee will discuss the nursing assignment with the referred. Emergencies or unusual problems are reported to the supervisory nurse and physician, as

appropriate. Work is subject to review during rounds. The HCDA is ultimately responsible for the operations.

The HCDA or designated representative will monitor the service providers and the service providers' nurses' compliance with the terms of this contract and evaluate the services performed. Unacceptable "professional nursing" practice will be evaluated by the HCDA or representative who may at any time suspend the nurse from performing the services under the provisions of this contract. The HCDA also retains the right of suspension or termination of privileges. Any such suspension shall not be subject to challenge by the Contractor or referred nurse.

All service provider's RNs and LPNs performing work for any correctional facility listed, shall be evaluated on their performance (Attachment D).

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

**1. Personnel**

a. LPN

- First time practical nurse referrals must have 6 months of recent (within the last 3 years) nursing experience gained within a hospital or similar acute care setting.
- Knowledge of nursing care principles, practices, and procedures is required to assess basic nursing needs of assigned general medical, surgical and psychiatric patients.
- Knowledge of nursing principles and procedures as applied in the psychiatric setting.
- Knowledge of personality development theories, for evaluating behavior and reaction patterns of patients.
- Knowledge of the Hawaii Revised Statutes related to Scope of Practice.
- Ability to perform EKG and to utilize suction equipment and nebulizer.
- Ability to effectively communicate on both a written and verbal level.
- Ability to participate in developing a nursing plan to meet the needs of assigned patients.

- Ability to recognize adverse signs and symptoms and to react swiftly in emergency situations including initiating resuscitative measures in case of cardiac or respiratory arrest.
- Knowledge of pharmaceuticals, their desired effects, side effects, and complications of their use.
- Strong medical/surgical background with the ability to apply strong psychiatric skills; strong assessment skills; shall have maturity level with ability to function in all-male facilities; to be open, flexible, and nonjudgmental; and have the ability to provide health education.
- Basic Cardiac Life Support (BCLS) and Automatic External Defibrillator (AED) training
- Skill in operating specialized medical equipment, i.e., EKG machines, nebulizers, pulse oximeters, and suction equipment.
- General knowledge of a wide variety of medical disorders; e.g., general surgery, orthopedics, and gynecological; and the normal course of diseases anticipated complications, and indicated therapeutic.
- Possess high level of professionalism with respect for the correctional environment without compromising professional ethics or standards.

b. RN

- First time registered nurse referrals must have 6 months of recent (within the last 3 years) nursing experience gained within a hospital or similar acute care setting.
- Knowledge of the Hawaii Revised Statutes related to Nursing Practice
- Knowledge of ANA Code for Nurses
- Knowledge of ANA Correctional Nursing Standards
- Thorough knowledge of nursing principles practices, nursing standards of care, diagnoses and the ability to apply them in the synthesis of the biological, psychological and social aspect of the client's condition.
- Ability to critically think and make independent nursing decisions based on solid clinical judgment.
- Understanding of psychiatric nursing principals including an understanding of group process, and therapeutic communication skills.
- Highly developed interpersonal skills
- Knowledge of pharmaceuticals, their desired effects, side-effects and complications of their use
- Understanding of psychiatric nursing principals

- Ability to plan strategies of nursing care and interventions that are incorporated in the plan of care
- Implements treatments and therapy including delegated medical and independent nursing functions
- Maturity level with ability to function in an all-female or all-male facility; open and flexible; non-judgmental
- Ability to develop and utilize teaching plans in health education classes to inmates.
- Ability to use an EKG machine, suction equipment, nebulizers, and other diagnostic equipment, including phlebotomy equipment.
- Basic Cardiac Life Support (BCLS) and Automatic External Defibrillator (AED) training
- Ability to understand the specific health care needs of incarcerated people.

**2. Administrative**

Not applicable.

**3. Quality assurance and evaluation specifications**

The service provider shall a quality management plan, which demonstrates its organization's commitment to process improvement.

**4. Output and performance/outcome measurements**

Not applicable.

**5. Experience**

The service provider shall have a minimum of five (5) consecutive years of supplemental staffing business experience.

**6. Coordination of services**

Not applicable.

**7. Reporting requirements for program and fiscal data**

Not applicable.

## 8. Pricing structure or pricing methodology to be used

Pricing shall be based on unit of service pricing structure. The pricing shall include all taxes, shall be the all inclusive cost to the State, and no other charges will be honored.

## 9. Units of service and unit rate

- a. Pricing shall be based on a cost per hour service pricing. The rates submitted shall be subject to negotiation.

The service provider shall invoice the State at the unit price for the category of nurse (RN or LPN) requested by the facility. For example, if a facility requests an LPN and the service provider is unable to provide an LPN as requested, and instead provides an RN to meet the facility's need, the service provider shall bill the facility at the LPN rate and **not** at the RN rate, unless prior approval is received.

Service provider shall submit monthly itemized invoices, original and three copies to the appropriate correctional facility at the address listed in Section 2. Invoices shall detail the services provided, by the number of nurses, number of hours of service provided per nurse, and any other pertinent invoicing information. Invoices shall be based on the contracted unit price per hour plus applicable costs for holidays.

A tax clearance certificate, not over two months old, with an original green certified copy stamp, must accompany the invoice for final payment .

- b. Statutory Requirements to Section 103-55, HRS

Applicants are advised that Section 103-55, HRS, provides that the services to be performed shall be performed by employees paid at wages not less than wages paid to public employees for similar work. Applicants shall complete and submit the wage certificate (Attachment C) by which applicant certifies that the services required will be performed pursuant to Section 103-55, HRS.

The State Licensed Practical Nurse III (HE-10) position and the State Registered Nurse III (SR-20) perform work similar to the

work required herein. The current wage rates for the State positions are as follows:

\$15.40/hour LPN II (HE-8)  
\$29.86/hour RN III (SR-20)

Applicants are further advised that the State will allow increases to the contract price subsequent to bid opening since only the current wages of State employees performing similar work are known at the release of this solicitation. If the new wage rates to public employees are lower than the direct labor rate the nurses are being paid by the service provider, then the service provider shall not be allowed an increase. If applicable, the increase will only be applied to the direct labor rate (hourly rate paid to the nurses by the service provider) and to the affected federal and state requirements directly affected by the wage increase.

The service provider(s) shall be obliged to notify its employees performing work under this contract of the provisions of Section 103-55, HRS, and the current wage rate for public employees performing similar work. The service provider(s) may meet this obligation by posting a notice to this effect in the Contractor's place of business, which is accessible to all employees, or the Contractor may include such notice with each paycheck or pay envelope furnished to the employees.

**10. Method of compensation and payment**

Invoices (in triplicate) may be submitted on a weekly basis with copies of the assigned supplemental staff time sheets attached.

**IV. Facilities**

Not applicable.

**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 provide a brief overview to the evaluators as to the program/services being offered.

Not Applicable

## 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 listing of verifiable experience pertinent to the proposed services, which shall include, but is not limited to the following information:

1. The name of the firm or person, the principal place of business, and location of all of its offices;
2. The age of the firm and its average number of employees (LPNs and RNs) over the past two years;
3. The education, training, and qualifications of key members of the firm;
4. The names and phone number of up to five (5) clients who may be contacted, including at least two (2) for whom services were rendered during the preceding year; and
5. Any promotional or descriptive literature, which the firm desires to submit.

### C. Quality Assurance and Evaluation

The applicant shall submit a copy of their quality management plan and any non-confidential documentation that demonstrates its organizations commitment to continuous process improvement.

### 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 currently owned, 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 peak load 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 (supervisor) with 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.

## V. Financial

### A. Pricing Structure

Applicant shall submit a unit price per hour per island (Oahu, Hawaii, Maui, Kauai) for one or more of the following:

- a. Hourly rate for RN hired for three to six months, minimum (long term hire)
- b. Hourly rate for LPN hired for three to six months minimum (long term hire)
- c. Hourly rate for RN hired to temporarily fill vacancies due to vacation leave or illness of State employees (temporary hire)
- d. Hourly rate for LPN hired to temporarily fill vacancies due to vacation leave or illness of State employees (temporary hire)

The unit price per hour shall be the direct labor rate paid to nurses by the service provider, excluding any differentials. The unit rate shall include all applicable ground and air transportation costs, housing cost, taxes and all other expenses for furnishing the services requested herein.

It is understood that the unit rate per hour plus the following holiday rate, when applicable, shall be the all-inclusive cost to the State:

**Holiday rate (applicable to the holidays listed in the specifications): 1.5 times the unit rate**

Shift differential pay shall not be honored by the State under this contract. Regular time is considered an eight (8) or 10-hour day based on the facility's work schedule, 40 hours per week, regardless of the shift.

All budget forms, instructions and samples are located on the SPO website (see Section 1, paragraph II Websites referred to in this RFP). The following budget form(s) shall be submitted with the Proposal Application: **(No Budget Forms Are Required For This RFP).**

## 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><b>Evaluation Categories</b></u>	<u><b>Possible Points</b></u>
<i><b>Administrative Requirements</b></i>	
<i><b>Proposal Application</b></i>	
Program Overview	Not Applicable
Experience and Capability	Pass/No Pass
Project Organization and Staffing	Pass/No Pass
Service Delivery	Pass/No Pass
Financial	100 Points
<b>TOTAL POSSIBLE POINTS</b>	<b>100 Points</b>

**III. Evaluation Criteria**

**A. Phase 1 - Evaluation of Proposal Requirements**

**1. Administrative Requirements**

**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. **Not Applicable** Intent is to orient evaluators as to the service(s) being offered. Applicant an opportunity

**1. Experience and Capability (Pass / No Pass)**

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

- A. **Necessary Skills** \_\_\_\_\_
  - Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services. \_\_\_\_\_
- B. **Experience** \_\_\_\_\_
- C. **Quality Assurance and Evaluation** \_\_\_\_\_
  - 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**

- Adequacy of facilities relative to the proposed services.

\_\_\_\_\_  
\_\_\_\_\_

**2. Project Organization and Staffing (Pass / No Pass)**

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

**A. Staffing**

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**B. Project Organization**

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**3. Service Delivery (Pass / No Pass)**

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

**4. Financial(100 Points)**

**Pricing structure based on fixed unit of service rate:**

Applicants proposal budget is reasonable, given program resources and operational capacity.

To evaluate cost, a total of 100 points will be assigned to composite nursing service cost. In converting cost to points, the lowest cost proposal will receive the maximum number of points allocated to cost, 100 points. The point allocations for cost on the other proposals will be determined through the following method set out as follows:

Composite Unit Price for Nursing Services:

LPN-Temp hourly rate	*	.05	=	LPN <sub>temp</sub>
LPN-Long term hour rate	*	.05	=	LPN <sub>long-term</sub>
RN-Temp hourly rate	*	.45	=	RN <sub>temp</sub>
RN-Long term hourly rate	*	.45	=	RN <sub>long-term</sub>

Composite Unit Price = LPN<sub>temp</sub> + LPN<sub>long-term</sub> + RN<sub>temp</sub> + RN<sub>long-term</sub>  
 (Lowest Composite Unit Price x 100 points) ÷ Applicant's  
 Proposed Composite Unit Price = Allocated Points

**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.: **PSD 07-HCD-24**

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
<b>General:</b>				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	<b>X</b>	
Proposal Application Checklist	Section 1, RFP	Attachment A	<b>X</b>	
Table of Contents	Section 5, RFP	Section 5, RFP	<b>X</b>	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	<b>X</b>	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (Link on SPO website)*		
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*		
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*		
SPO-H-206B	Section 3, RFP	SPO Website*		
SPO-H-206C	Section 3, RFP	SPO Website*		
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*		
SPO-H-206F	Section 3, RFP	SPO Website*		
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*		
SPO-H-206I	Section 3, RFP	SPO Website*		
SPO-H-206J	Section 3, RFP	SPO Website*		
<b>Certifications:</b>				
<b>Federal Certifications</b>				
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		
<b>Program Specific Requirements:</b>				

\_\_\_\_\_

Authorized Signature

\_\_\_\_\_

Date

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