

# **Request for Proposals (RFP)**

Issued by:

State of Hawai'i

Department of Human Services  
Benefits, Employment and Support Services Division

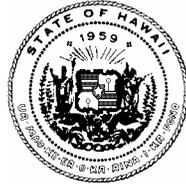
for

## **“Domestic Violence Advocacy Services”**

RFP Number: HMS-903-08-01-S

April 23, 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.



STATE OF HAWAII  
**DEPARTMENT OF HUMAN SERVICES**

P.O. Box 339  
Honolulu, Hawaii 96809-0339

April 23, 2007

MEMORANDUM

TO: All Interested Applicants

FROM: Lillian B. Koller, Esq., Director

SUBJECT: **REQUEST FOR PROPOSALS (RFP) – DOMESTIC VIOLENCE ADVOCACY SERVICES; RFP NO. HMS-903-08-01-S**

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.

The RFP should be reviewed very closely as all parts of the RFP must be addressed. Informational meeting is scheduled for 9:00 A.M. to 12:00 P.M. on April 30, 2007, at the Department of Human Services (DHS), Benefit, Employment and Support Services Division (BESSD) Office, 820 Mililani Street, Suite 606, Honolulu, HI 96813. For more information, please call 586-7060.

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.
2. Proposals shall be hand-delivered (including courier mail) by 4:30 P.M., Friday, May 18, 2007, to the DHS, BESSD, Employment and Child Care Office (ECCPO), at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, HI 96813. **ALL MAIL-INS POSTMARKED AFTER 12:00 MIDNIGHT, MAY 18, 2007, WILL NOT BE ACCEPTED FOR REVIEW AND WILL BE RETURNED.**

Proposal and materials not requested by the department or submitted after the deadline will not be accepted for consideration.

Attachments

## **PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET**

**NUMBER OF COPIES TO BE SUBMITTED: ONE ORIGINAL AND THREE COPIES OF THE PROPOSAL ARE REQUIRED.**

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **May 18, 2007** and received by the state purchasing agency no later than **10 days from the submittal deadline.**

### **All Mail-ins**

Department of Human Services  
BESSD Administration Office  
820 Mililani Street, Suite 606  
Honolulu, Hawaii 96813

### **DHS RFP COORDINATOR**

Scott Nakasone  
For further info. or inquiries  
Phone: 586-7072  
Fax: 586-5744

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), May 18, 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 18, 2007.

### **Drop-off Sites**

#### **For All Applicants:**

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

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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	04/22/07
Distribution of RFP	04/23/07
RFP orientation session	04/30/07
Closing date for submission of written questions for written responses	05/04/07
State purchasing agency's response to applicants' written questions	05/11/07
Discussions with applicant prior to proposal submittal deadline (optional)	05/14/07
Proposal submittal deadline	05/18/07
Discussions with applicant after proposal submittal deadline (optional)	05/21/07
Final revised proposals (optional)	05/23/07
Proposal evaluation period	5/28 – 6/1/07
Provider selection	5/28 – 6/1/07
Notice of statement of findings and decision	5/28 – 6/1/07
Contract start date	07/01/07

## II. Website Reference

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

	<b>For</b>	<b>Click</b>
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))

	<b>For</b>	<b>Go to</b>
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:

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Department of Human Services, State of Hawaii  
Benefit, Employment and Support Services Division (BESSD)  
Employment and Child Care Program Office  
Haseko Center, 820 Mililani Street, Suite 606  
Honolulu, Hawaii 96813

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Phone (808) 586-7060 Fax: (808) 586-5744

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## VI. Orientation

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

**Date:** April 30, 2007 **Time:** 9:00AM – 12:00PM

**Location:** Department of Human Services (DHS)  
Benefit, Employment and Support Services Division (BESSD) Office  
Employment and Child Care Program Office  
820 Mililani St., Suite 606  
Honolulu, HI 96813.

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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:** May 4, 2007      **Time:** 4:30PM HST

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

**Date:** May 11, 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. State purchasing agency shall not accept faxed proposals and/or submission of diskettes by applicants.

## **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: Lillian B. Koller, Esq.	Name: Edwin Igarashi
Title: Director	Title: Procurement Officer
Mailing Address: P.O. Box 339 Honolulu, HI 96809-0339	Mailing Address: P.O. Box 339 Honolulu, HI 96809-0339
Business Address: 1390 Miller Street Room 209 Honolulu, HI 96813	Business Address: 1390 Miller Street Room 209 Honolulu, HI 96813

## **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 State of Hawaii, Department of Human Services, hereafter called the “Department”, is requesting proposals from qualified applicants to provide domestic violence advocacy services for Temporary Assistance to Needy Families (TANF), Temporary Assistance to Other Needy Families (TAONF), and Non-Assistance Grant Diversion (NA-GD) program recipients who have or are currently experiencing issues of safety and functioning related to domestic violence which would adversely affect their ability to become self-sufficient. The Public Law 104-193, “Personal Responsibility and Work Opportunity Reconciliation Act of 1996” (PRWORA) and 45 CFR 260.50 through 260.59 authorizes the provision of such services to TANF clients.

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

A Request for Information (RFI) was posted on the SPO website on April 10, 2007, <http://www4.hawaii.gov/bidfiles/RFI%20Ad.htm>, to illicit community response to improve the overall service delivery.

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

The goal of this project is to provide advocacy services to all referred TANF and TAONF recipients statewide who are presently confronting domestic violence related issues, enable them to overcome the barriers presented by domestic violence, and allow them to effectively participate in the First-to-Work program. It is estimated that there will be an average of 50 referrals a month statewide over the term of this contract. Applicants may submit proposals to provide services in one or more counties. This will be further described in Section III, Scope of Work.

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

The population to be served are the adult TANF, TAONF, and NA-GD recipients of the Benefit, Employment and Support Services Division (BESSD), who are initially identified by the Department as individuals with domestic violence related issues.

The Department reserves the right to change the target population after 30 days notice being afforded to the provider affected for the duration of these contract or supplemental agreement(s).

**E. Geographic coverage of service**

The provider/contractor will be required to serve the TANF, TAONF, and NA-GD eligible domestic violence victim population statewide or for the geographic areas (counties) where the contract is awarded.

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

This contract is expected to be Federally funded. The maximum amount of funding for fiscal year 2008 (July 1, 2007 through June 30, 2008) is \$654,000 and for each of the four (4) twelve-month extensions subject to availability of funds and provider performance. Contract periods and probable funding for each site is as follows:

The Oahu contract period is for 7/1/2007 to 6/30/2008. Probable funding for this contract is \$420,000.00, and for each of the four (4) twelve-month extensions subject to availability of funds and provider performance. Funding includes a potential \$100 performance bonus for up to 200 clients.

The East Hawaii contract period is for 7/1/2007 to 6/30/2008. Probable funding for this contract is \$70,000, and for each of the four (4) twelve-month extensions subject to availability of funds and provider performance. Funding includes a potential \$100 performance bonus for up to 35 clients.

The West Hawaii contract period is for 7/1/2007 to 6/30/2008. Probable funding for this contract is \$46,000, and for each of the four (4) twelve-month extensions subject to availability of funds and provider performance. Funding includes a potential \$100 performance bonus for up to 20 clients.

The Kauai contract period is for 7/1/2007 to 6/30/2008. Probable funding for this contract is \$48,000, and for each of the four (4) twelve-month extensions subject to availability of funds and provider performance. Funding includes a potential \$100 performance bonus for up to 15 clients.

The Maui contract (includes the islands of Molokai and Lanai) period is for 7/1/2007 to 6/30/2008. Probable funding for this contract is \$70,000, and for each of the four (4) twelve-month extensions subject to availability of funds and provider performance. Funding includes a potential \$100 performance bonus up to 30 clients.

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

The applicant shall comply with the 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 on the SPO website (See Section 5, POS Proposal Checklist, for the website address).

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

There are no planned secondary purchasers. After-the-fact secondary purchases will be allowed.

**C. Multiple or alternate proposals**  
(Refer to §3-143-605, HAR)

Allowed  Unallowed

Multiple or alternate proposals will be considered if the applicant offers to provide services for one or more counties.

**D. Single or multiple contracts to be awarded**  
(Refer to §3-143-206, HAR)

Single  Multiple  Single & Multiple

Criteria for single and multiple awards:

A single contract may be awarded for a proposal that demonstrates the ability to provide a comprehensive and efficient domestic violence service for each county statewide.

Conversely, multiple contracts may be awarded to each individual proposal that demonstrates a more efficient and comprehensive domestic violence service that would be provided in their own respective county.

**E. Single or multi-term contracts to be awarded**  
(Refer to §3-149-302, HAR)

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

Contract terms:

A single term contract for a duration of twelve (12) months for the period 7/1/07-6/30/08, with the option of four (4) twelve-month extensions not to exceed 6/30/12 subject to availability of funds, provider performance, and written notification. The initial period shall commence on the contract start date or Notice to Proceed, whichever is later.

**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.

Scott Nakasone, ph. 586-7072

**III. Scope of Work**

The State of Hawaii, Department of Human Services, Benefit, Employment & Support Services Division (BESSD) intends to procure domestic violence advocacy services for TANF, TAONF, and NA-GD recipients who have or are currently experiencing issues of safety and functioning related to Domestic Violence which would adversely effect their ability to become self-sufficient and employable. The scope of work encompasses the following tasks and responsibilities:

**A. Service Activities**

(Minimum and/or mandatory tasks and responsibilities)

**1. Administrative Duties:**

- Provider shall oversee the services provided to the Department's domestic violence clients. The Provider is responsible for the supervision of its advocates and/or other staff. The Provider shall be the point of contact for the other providers or Department staff who may also be assisting the client in achieving self-sufficiency as part of the client's service plan.
- Provider shall make referrals to community partners, and other providers of services as most appropriate to address client's treatment related needs.
- Provider shall maintain a client database to track the client's progress through the Domestic Violence program.
- Provider shall prepare monthly reports and invoices as required by the Department. A monthly invoice for the previous month shall be prepared and submitted to the Department by the 10<sup>th</sup> of the following month. Monthly invoices shall include when applicable, itemized charges for assessments and case management.

**2. Provider Training:**

- Provider staff shall comply with all appropriate federal and state laws, rules and regulations, and policies and procedures governing the State run programs involved, including but not limited to TANF, TAONF, NA-GD, First-to-Work, Child Care Connection, and Child Support Enforcement. Training shall be provided by the Department, if necessary.
- Access to and release of confidential client information shall be allowed in accordance with HRS Chapter 346 and HAR § 17-601.

**3. Training of Department Staff:**

- Provider shall provide training to Department staff, which includes eligibility staff and both Departmental FTW and contracted FTW staff, on the identification of domestic violence victims. Department staff shall be trained on how to approach the subject of domestic violence and how to maintain sensitivity on this issue.
- Provider shall provide training to the Department staff on transition of the domestic violence victim when the goal is to move the victim toward self-sufficiency.
- Provider shall provide on-going training for Department staff as needed.

**4. Intake/Orientation:**

- The Provider shall provide intake services for TANF, TAONF, and NA-GD clients who have declared themselves to be victims of domestic violence. The clients shall be referred to the Provider by the Department after having completed a Self-Declaration Screening Form developed by the Department. The client shall hand-carry the completed form to the Provider. The client shall contact the Provider and make an appointment for an assessment. The Department may assist the client to make the appointment. TANF, TAONF, or NA-GD clients who “walk-in” to the Provider’s office shall be referred back to the Department to complete the Self-Declaration Screening Form and be referred to the Provider by the Department.

**5. Assessment Services:**

- The Provider shall interview the client for an assessment at the scheduled appointment time and a case file shall be set up containing information specific to the client’s domestic violence circumstances.

Based on the Self-Declaration Screening Form hand-carried by the client to the Provider, the client shall provide verification to the Provider to enable the Provider to determine whether or not the client is found to be in need of a domestic violence services. The Provider has 15 (fifteen) calendar days from the date of appointment to make a disposition and forward the reply copies of the Self-Declaration Screening Form to the client in a safe manner and the appropriate Department staff. The Provider shall inform the appropriate Department staff of the outcome of the assessment whether the client is in a domestic violence situation or not. If the Provider determines the client has domestic violence issues preventing or limiting the client from working, the clients shall be considered to have reasonable cause from complying with federally mandated work requirements for six months (up to 4 months for NA-GD clients) and assistance payments received during this time shall not count toward the time-limit restrictions.

- Assessment services shall be provided to the TANF, TAONF, or NA-GD client, who are in a domestic violence situation, and, to enable them to strive toward the ultimate goal of pursuing self-sufficiency. Assessment services shall include but are not limited to the following: status as a victim, lethality of the perpetrator, emergency safety planning if needed, medical/mental health needs and referrals, economic self-sufficiency through participation in the FTW program, readiness for change, referral for legal services, family support, referral to other treatment related resources.
- Provider shall assess and identify victims of domestic violence and evaluate the individual circumstances focusing on identification of interventions that would assist the movement towards self-sufficiency. If a situation of domestic violence exists, the Provider shall inform the Department in writing. In the case of TANF or TAONF recipients, the Provider shall also make recommendations to the Department if there should be a good cause exemption to pursuit of child support enforcement. The Department shall make the final determination of child support exemption. These exemptions shall be in force for the period necessary to provide the client safety or time to obtain the services that would allow the client to effectively participate in their plan to achieve self-sufficiency.

## **6. Case Management:**

- Case management shall include but is not limited to the following: individual/group counseling (treating clinical depression, post traumatic stress), how to problem-solve the effects of domestic violence on the children; how to deal with behaviors of the partner or

the former partner; and appropriate boundary setting, safety planning in daily living and on the job.

- Provider shall develop an individual service plan (ISP) to respond to individual client's treatment/safety needs. In addition, the ISP shall notate whether the client is capable of concurrently engaging in both domestic violence counseling/treatment and in employment activities, and, if not, why the client is unable to concurrently engage in both.
- The duration of the ISP shall correspond to the first six months, or up to 4 months for NA-GD clients, of provider services. The Provider shall confer with the administratively assigned Department First-to-Work (FTW) units (including contracted FTW units) in making the decision as to whether it is an appropriate treatment step of the ISP that the client engage in employment training activities to pursue self-sufficiency while completing the treatment plan with the domestic violence agency. The client, if determined to be capable of limited employment training activities, may be placed in any one or more of the following activities, as mutually agreed upon by the Provider and FTW Case Manager, through the FTW program: job readiness, remedial education, vocational training, etc., in accordance with HAR §17-656.1. Domestic violence counseling would continue concurrently with the activities as a means of beginning the client's transition to employment. Also, supportive services (discussed below) will be available through the appropriate FTW Unit.

**7. Reassessment:**

- Provider shall provide a reassessment of the TANF or TAONF client at the end of the first six-month period of the ISP. In making the reassessment, the provider shall confer with the assigned Department FTW or contracted FTW unit. The Department shall be advised of the final decision as to the reassessment.
- Provider may recommend another six-month extension for the TANF or TAONF client if reassessment indicates that client has not resolved the issues associated with domestic violence. The Department shall be advised of the appropriate recommendation.
- In situations where a client is not concurrently participating with a FTW program, Provider shall provide coordination of the referral to the appropriate FTW office once the client has overcome the domestic violence issues and is capable of undertaking employment and training activities through participation in the FTW program.

**8. Mental Health Assessment:**

- Provider shall refer client for a mental health assessment if necessary, to determine primary/secondary concerns. Substance abuse, clinical depression, suicide/homicide ideation, personality disorders, panic disorder and post traumatic stress disorder shall be routinely screened in the mental health assessment sessions. Referrals should be coordinated through the clients primary care physician unless on Med-Quest.
- Provider shall refer the client to the Department’s medical providers for medical services. The Provider shall not provide any direct medical services.

**9. Supportive Services:**

- Provider shall make available supportive services such as: referral to law enforcement intervention, child care, interpreter services and employment services. Provider shall refer the client to services provided by the Department, i.e. medical services, child care, transportation, interpreter services, employment services, etc.

**B. Management Requirements (Minimum and/or mandatory requirements)****1. Personnel**

The Provider shall determine the number of staff required to provide the contracted services and shall address the qualifications of their personnel to conduct this service. The Provider shall provide direct case management services to a minimum of 35 clients per month and assessment services to approximately 50 clients per month, based on statewide estimates. Provider shall hire the staff on an incremental basis as the caseload increases beyond the projected numbers for the contract term. The caseload standard for each counselor will be 35 clients per month. The client referrals are estimated to be as follows:

<b>Island</b>	<b>Assessment</b>	<b>Case Management</b>	<b>Total</b>
Oahu	60	140	200
East Hawaii	10	25	35
West Hawaii	6	14	20
Maui	9	21	30
Kauai	5	10	15
<i>Total</i>	<b>90</b>	<b>210</b>	<b>300</b>

The Provider may opt to use their existing staff or hire new staff to dispense their obligations under the contract. In either case, supervision of the staff assigned to this contract shall come from program management that is already in place and providing services to domestic violence victims. The Provider shall prorate the work time of the staff in accordance with the total time spent on the work/activities required under this contract.

The Provider must prorate the time of the staff if their caseload falls below the maximum staff is required to carry. For example, a staff member is hired full-time to carry an average of 35 cases but is carrying only 17 cases, the Provider must prorate their work time and wages in accord with the decrease in the caseload. In this scenario, the Provider would pay for half-time work and wages.

The Provider on Kauai and Kona is expected to hire one (1) part-time case manager on each island until the respective caseload has increased beyond 35 cases per case manager/counselor during the current or subsequent fiscal years.

The Provider on Oahu, E. Hawaii and Maui is expected to hire one (1) full-time case manager initially and increase the number of case managers as the caseload goes beyond the maximum of 35 cases per case manager/counselor in the current or subsequent fiscal years.

## **2. Administrative**

The Provider shall address the administrative duties as Provider and of supervising contracted personnel.

### **A. Intention to Propose**

Each proposal shall be submitted in the format prescribed and all portions addressed. In order to be in compliance with ACT 314, SLH 1996, all proposals must include a valid State (or current application for tax clearance) and IRS Tax Clearance Certificate in order to be considered.

### **B. Application Costs**

The Department will not pay for any costs incurred by applicants prior to the effective date of a contract. All costs incurred in the preparation of a proposal in response to the Department's RFP (including travel expenses to attend any informational sessions, applicant's conference or negotiation sessions, if held) are the sole responsibility of the applicant.

**C. Proposal Preparation**

Only hard copy proposals shall be accepted. Proposals should be without elaborate art work, binding, printing, or materials not essential to its utility and clarity. Graphs, charts and matrices are acceptable, but should also be backed-up by a clearly written narrative. We require an original and three (3) sets of each proposal to the Department.

**D. Disposition of Proposals**

All proposals become the property of the State of Hawaii. The successful proposal will be incorporated into the resulting contract by reference. Material breaches of contract may result in termination of the contract.

**E. Execution of Contract**

The successful offeror will be required to enter into a formal written contract with the Department in accordance with the laws, rules and regulations of the State of Hawaii.

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

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

The Department reserves the right to reduce the appropriated contract amount with 30 (thirty) calendar days notice due to decrease in the number of participants needing services in the program. This clause is applicable to the subsequent contract extensions only.

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

No such contract shall be binding upon the Department until the contract has been fully and properly executed by all the parties thereto

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

### **3. Quality assurance and evaluation specifications**

The contract shall be evaluated based upon performance as described in Section 2, Item III, Scope of Work, listed above. The contract will also be reviewed for overall cost effectiveness based upon the overall cost compared to the performance outcome.

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

The performance of the Provider shall be measured by the specifications described as follows:

For the first six months of the contract, Provider must be able to serve at least 200 clients on Oahu, 15 clients on Kauai, 35 clients in East Hawaii, 20 clients in West Hawaii, and 30 clients in Maui, which includes Molokai and Lanai.

Sixty (60%) percent of the total referrals shall successfully complete an ISP by or on the expiration of the first six (6) month period for TANF or TAONF clients, or within the eligibility period for the NA-GD client which is up to four (4) months, see Section 2, Item III, A.6. Of the remaining TANF and TAONF domestic violence clients who have been extended for another six months, all will become subject to full FTW work

requirements at the end of the extended six (6) month period or be found to be excused by DHS staff for other reasons.

If sixty (60%) percent of the total referrals successfully complete the ISP within either:

- The first six (6) month period for a TANF or TAONF client;, or
- within the eligibility period for the NA-GD client which is up to four (4) months, see Section 2, Item III, A.6.

And at least one-half of these referrals are able to pursue at least some self-sufficiency activities during this period, the provider may be eligible for a \$100 bonus for each referral meeting this condition. This bonus shall be paid to the domestic violence services Provider after the end of each contract period.

## **5. Experience**

The applicant shall also provide a listing of verifiable experience with projects or contracts for the most recent five years that are pertinent to the proposed services.

## **6. Coordination of services**

Not applicable.

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

Monthly reports shall be prepared separately for each island and submitted to the Department. There shall be three (3) reports, each one identified by the type of program assistance (TANF, TAONF, or NA-GD) the client is applying for or receiving. Each report shall contain the following information:

- 1) the number of clients reporting for assessment;
- 2) the number of clients completing assessments;
- 3) the number of clients assessed with no domestic violence issues;
- 4) the number of clients needing individual service plans (ISP);
- 5) the number of clients completing ISP within six months; (up to 4 months for NA-GD)
- 6) the number of clients completing ISP after six months following reassessment; (not applicable for NA-GD)
- 7) the number of clients receiving paid legal services;
- 8) the number of clients determined to have other exemptions after twelve months of domestic violence services; (not applicable for NA-GD)
- 9) the number of cases closed;

- 10) the number of cases closed after completing assessment;
- 11) the number of cases closed after completing ISP; and
- 12) the number of cases closed for failure to participate.

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

This is a cost reimbursement type contract. 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 cost reimbursement may be subject to verification.

There is no limitation on the number of referrals the Provider may receive or clients the Provider may accept. However there is a limit of \$654,000 on the total cost of the contract. See Section 3, sub-section V (A) (1) for pricing structure

#### **9. Units of service and unit rate**

Not applicable.

#### **10. Method of compensation and payment**

The Provider shall submit monthly original invoices specifying the amount due and certifying that services requested under the Agreement have been performed by the Provider according to the Agreement.

Payments shall be made in monthly installments upon the monthly submission by the Provider of the Subgrantee's Invoice and Expenditure Report (hereinafter SIER) in triplicate (an original and two copies). The invoices shall include the Provider's name shown in the Agreement, the Agreement number, and a detailed breakdown of Provider's charges.

The monthly installments shall be determined by the State on a cost reimbursement basis. The SEIR shall contain expenditures actually incurred for the performance of the services and a certification of compliance for the preceding month.

Final settlement shall include submission and acceptance of all reports and other materials to be submitted by the Provider to the State, resolution of all discrepancies in performance of services, completion of all other outstanding matters, and receipt of tax clearances.

Compensation shall be based upon the approved budget for July 1, 2007 to June 30, 2008 and subject to continuing availability of Federal funds.

The Provider shall submit by the end of each fiscal year a list of clients which they believe to be eligible for the performance bonus.

**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 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 also provide a listing of verifiable experience with projects or contracts for the most recent five years that are pertinent to the proposed services.

### **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.

**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 cost reimbursement may be subject to verification.

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

The purchasing agency shall consider cost proposals based on a “cost-plus-fixed-fee” from the applicants who are for-profit organizations licensed to do business in the 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. The purchasing agency anticipates these fees to be limited to 10% or less of the contract award. These fees also need to be built within the contract ceiling.

The purchasing agency shall select the applicable cost proposals subject to the legal standing of the applicant organization; i.e., non-profit or for-profit and that are in the best interests of the State of Hawaii.

Please note, however, that the department reserves the right to negotiate the finalized amount of fixed fees within the limits discussed above.

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

SPO-H-205	Budget
SPO-H-205A	Budget – Organization – Wide by Source of Funds
SPO-H-205B	Budget – Organization – Wide by Source of Programs
SPO-H-206A	Budget Justification – Personnel: Salaries & Wages
SPO-H-206B	Budget Justification – Personnel : Payroll Taxes, Assessment & Fringe Benefits
SPO-H-206C	Budget Justification – Travel: Inter-island
SPO-H-206E	Budget Justification – Contractual Services: Administrative
SPO-H-206F	Budget Justification – Sub-contract
SPO-H-206G	Budget Justification – Depreciation
SPO-H-206H	Budget Justification – Program Activities
SPO-H-206I	Budget Justification – Equipment Purchases
SPO-H-206J	Budget Justification – Motor Vehicle

## **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:

Audit Report (most recent)

### **2. Tax Clearance Certificate (Form A-6)**

An original or certified copy of a current (within 3 months), valid tax 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

An evaluation committee of designated reviewers selected by the department's procurement officer shall review and evaluate proposals. 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
<b>TOTAL POSSIBLE POINTS</b>	<b>100 Points</b>

### III. Evaluation Criteria

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

Final proposals submitted shall include all of the following documents to be accepted for consideration for this RFP.

**Exclusion of any of the required documents below as part of the submitted final proposal shall disqualify the applicant from selection consideration.**

**1. Administrative Requirements**

- Application Checklist
- Registration (if not pre-registered with the State Procurement Office)
- Tax Clearance Certificate
- Certifications

**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)**

Each section listed below shall be evaluated using the following criteria:

Weighted points (0-5) for each sub-area will be given. The sum of weighted points given by the evaluators in all areas of each section will be divided by the maximum weighted points that could be allotted for that area. This quotient will be multiplied by the points assigned to each area, which is noted in parenthesis. The product will be the score for that area.

The weighted points awarded for each sub-area of evaluation shall be derived from a rating scale of 0 to 5:

- 5= Very satisfactory
- 4= More than satisfactory
- 3= Satisfactory
- 2= Less than satisfactory
- 1= Unsatisfactory
- 0= Not addressed (no credit)

**Program Overview:** No points are assigned to Program Overview. The intent is to give the applicant an opportunity to 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.

**B. *Quality Assurance and Evaluation***

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

**C. *Coordination of Services***

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

**D. *Facilities***

- 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 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 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 in work assignments and responsibilities, and the realism of the timelines and schedules, as applicable.*

- Describes the overall program content and design.
- Demonstrates an understanding of the various service activities and sequence of events.
- Presents evidence of cooperation and collaboration, and willingness to follow DHS requirements, policies and procedures.
- Demonstrates an understanding of the target group.
- Demonstrates knowledge of case documentation and case record maintenance.
- Demonstrates knowledge of handling customer service and complaints
- Provides for public relations and community collaboration.
- Describes staff/program management activities.

**4. Financial (10 Points)**

Pricing structure based on cost reimbursement:

- Applicant's proposal budget is reasonable and comparable to positions in the community and/or in the State given program resources and operational capacity.
  
- Adequacy of accounting system.

**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
- C. Special Conditions

## Proposal Application Checklist

Applicant: \_\_\_\_\_

RFP No.: HMS 903-08-01-S

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)*	<b>X</b>	
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5	<b>X</b>	
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5	<b>X</b>	
SPO-H-206A	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206B	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206C	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206F	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206G	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206H	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206I	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206J	Section 3, RFP	SPO Website*	<b>X</b>	
<b>Certifications:</b>				
<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		
<b>Program Specific Requirements:</b>				
Organization Chart(s)	Section 3, RFP		<b>X</b>	
Audit Report	Section 3, RFP		<b>X</b>	
Tax Clearance	Section 3, RFP		<b>X</b>	

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

Sample

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## **Special Conditions**

1. The Department shall require that the organization selected to provide the service present a certificate of insurance in the amount of two million and no/100 dollars (\$2,000,000.00) for bodily injury and property damage liability arising in connection with the provider's performance under this Agreement.