

State of Hawaii  
Hawaii Public Housing Authority

**Request for Proposals**  
**RFP No. HPB 2007-56**  
**Housing Placement Program**

December 14, 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.

December 14, 2007

**REQUEST FOR PROPOSALS No. HPB 2007-56**

**Housing Placement**

The Hawaii Public Housing Authority (HPHA) is requesting proposals from qualified applicants to provide housing placement services for Temporary Assistance to Needy Families (TANF) eligible families, persons and/or families with Section 8 Vouchers, or homeless families transitioning to permanent housing. Services may include, but are not limited to, case management services which include assisting participants in securing and retaining permanent affordable rental housing; educating participants on compliance with the Hawaii Landlord Tenant code; strengthening family fiscal management; and providing referrals for other necessary supportive services. Program administration includes developing a continuous referral pool for rental housing placement to eligible families and advocacy between the participants of the program and the landlords and property managers. The first term of the contract period will be from July 1, 2008 to June 30, 2009. Renewals for the subsequent two terms will be for the respective contract period from, July 1, 2009 to June 30, 2010 and from July 1, 2010 to June 30, 2011 respectively.

Proposals shall be mailed, and postmarked by the United States Postal Service (USPS) on or before the submittal deadline January 31, 2008. Proposal must be received no later than five (5) days from the submittal deadline. Hand delivered proposals shall be received not later than 3:00 p.m., Hawaii Standard Time (HST), on January 31, 2008, 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 shall be rejected. There are no exceptions to this requirement.

The HPHA will conduct an orientation meeting on January 8, 2008 from 10:30 a.m. to 12:30 p.m. HST, at 1002 North School Street, Building A, Honolulu, Hawaii. All prospective applicants are encouraged to attend the orientation.

The deadline for submission of written questions is 3:00 p.m., HST, on January 11, 2008. All written questions will receive a written response from the HPHA on or about January 16, 2008.

Inquiries regarding this Request for Proposals (RFP) should be directed to the RFP contact person, Ms. Phyllis Ono at 1002 North School Street, Honolulu, Hawaii 96817, telephone: (808) 832-6090, fax: (808) 832-6039.

## PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

**NUMBER OF COPIES TO BE SUBMITTED: 1 Original and 4 Copies**

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **January 31, 2008** and received by the state purchasing agency no later than **5 days from the submittal deadline.**

**All Mail-ins**

Hawaii Public Housing Authority  
Attention: Procurement Office  
P.O. Box 17907  
Honolulu, Hawaii 96817

**RFP COORDINATOR**

Phyllis Ono  
For further info. or inquiries  
Phone: (808) 832-6090  
Fax: (808) 832-6039

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **3:00 P.M., Hawaii Standard Time (HST), January 31, 2008.** Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 3:00 p.m., January 31, 2008.

**Drop-off Sites**

**Oahu:**

Hawaii Public Housing Authority  
Central Files  
1002 North School Street, Bldg. D  
Honolulu, Hawaii 96817

**East Hawaii:**

None

**West Hawaii:**

None

**Maui:**

None

**Kauai:**

None

**All Proposals must be submitted in a sealed envelope or package and clearly marked with the Request for Proposal No. HPB 2007-56**

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# **Section 1**

## **Administrative Overview**

# Section 1

## Administrative Overview

**Applicants are encouraged to thoroughly read each section of the RFP. 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	<u>December 14, 2007</u>
Distribution of RFP	<u>December 14, 2007</u>
RFP orientation session	<u>January 8, 2008</u>
Closing date for submission of written questions for written responses	<u>January 11, 2008</u>
State purchasing agency's response to applicants' written questions	<u>January 16, 2008</u>
Discussions with applicant prior to proposal submittal deadline (optional)	<u>January 30, 2008</u>
Proposal submittal deadline	<u>January 31, 2008</u>
Discussions with applicant after proposal submittal deadline (optional)	<u>February 5, 2008</u>
Final revised proposals (optional)	<u>February 15, 2008</u>
Proposal evaluation period	<u>February 18, 2008-</u> <u>March 3, 2008</u>
Applicant selection	<u>April 1, 2008</u>
Notice of statement of findings and decision	<u>April 5, 2008</u>
Contract start date	<u>July 1, 2008</u>

## 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 Hawaii Administrative Rules (HAR). 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 the prospective applicant.

## IV. RFP Organization

This RFP is organized into five (5) 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 the output and performance/outcome measurements.

**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 HPHA.

**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:

**Hawaii Public Housing Authority**

**Contract and Procurement Office**

**1002 North School Street, Bldg. D**

**Honolulu, Hawaii 96817**

Phone (808) **832-6090** Fax: (808) **832-6039**

The Administrative Office responsible for the administering and monitoring the contract is the Homeless Programs Branch (HPB). For the purpose of this solicitation, the Contract Administrator or his/her designated representative listed is responsible for monitoring the activities performed under the Contract and is designated as follows:

**Adam Burson**

**Homeless Programs Branch**

**1002 North School Street, Bldg. H**

**Hawaii Public Housing Authority**

**Honolulu, Hawaii 96817**

Phone (808) **832-5872** Fax: (808) **832-5932**

The HPHA reserves the right to make changes to the Contract Administrator. Any changes to the Contract Administrator or his/her designated representative shall be provided in writing to the Successful Offeror. Once the Successful Offeror has assumed management responsibilities for Housing

Placement program, all communication including but not limited regarding approval, reports, requests shall be directed to the Contract Administrator.

## **VI. Orientation**

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

**Date:** January 8, 2008      **Time:** 10:30 am to 12:30 pm  
**Location:** 1002 North School Street Bldg. A, Honolulu, Hawaii

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing only in response to written questions. 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.

## **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 HPHA.

Deadline for submission of written questions:

**Date:** January 11, 2008      **Time:** 3:00 pm HST

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

**Date:** January 16, 2008

## **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 address all of the issues contained in the Proposal Application Instructions, including any required cost proposal/budget. 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 Section 5, the Proposal Application Checklist, 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 specific program requirements are included in Sections 2 and/or 3, Service Specifications and the Proposal Application Instructions. Any required Federal and/or State certifications, are listed on the Proposal Application Checklist 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 an applicant submits alternate proposals, but clearly indicates it as the primary proposal, it shall be considered as though it were the only proposal submitted by the applicant.
- D. **Wages and Labor Law Compliance** - Before a Successful Offeror 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 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. The exceptions are sole proprietorships, charitable organizations, unincorporated, associations and foreign insurance companies. 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 confidential proprietary data 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 USPS and received by the HPHA no later than the submittal deadline of January 31, 2008 indicated on the attached Proposal Mail-in and Delivery Information Sheet. All hand deliveries shall be received by the HPHA, 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
  - Hand delivered proposals received after the designated date and time.

The number of copies required is set forth 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.

## **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. However, proposals may be accepted without discussions, in accordance section 3-143-403, HAR.

## **X. Opening of Proposals**

Upon receipt of proposal by the HPHA 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 HPHA 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 HPHA 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. Applicant 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 HAR, and 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:

- (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, as 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, HRS;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F, HRS; 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 within five (5) 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: Chad K. Taniguchi	Name: Barbara E. Arashiro
Title: Executive Director	Title: Acting Procurement Officer
Mailing P.O. Box 17907 Address: Honolulu, Hawaii 96817	Mailing P.O. Box 17907 Address: Honolulu, Hawaii 96817
Business 1002 North School Address: Honolulu, Hawaii 96817	Business 1002 North School Street Address: Honolulu, Hawaii 96817

## **XX. Availability of Funds**

The award of a contract any allowed renewal or extension are 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.

## **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

Effective July 1, 2006, the Legislature established the Hawaii Public Housing Authority (HPHA) effective July 1, 2006, under Chapter 356D, HRS. The HPHA consolidated all low income housing functions that were under the former Housing and Community Development Corporation of Hawaii and is attached within the Department of Human Services (DHS) for administrative purposes. The new corporation is a public body and a body corporate and politic.

Since 1992 the Homeless Assist Act (formally 201G-455 HRS, now Act 196, SLH 2005 and Act 180, SLH 2006) has served as the statutory authority for the HPHA Homeless Programs. The purpose of the Act was: (i) to provide a timely and appropriate response to homelessness; (ii) to respond to the growing numbers of homeless families and individual who are unable to find affordable units to rent; and, (iii) to establish and manage the services and benefits that may be provided for the homeless.

HPHA, in collaboration with the DHS developed the Housing Placement Program (HP program) under a Memorandum of Agreement.

The HP program provides services to TANF eligible families, persons and/or families with Section 8 Vouchers, or homeless families transitioning to permanent housing. Services include assisting eligible families and voucher holders to secure and retain permanent housing; educate landlords to participate in the HP program.

The United States Department of Health and Human Services, Administration for Children and Families, Office of Family Assistance oversees the Temporary Assistance for Needy Families (TANF) program that was created by the Welfare Reform Law of 1996. TANF became effective July 1, 1997, and replace what was then commonly known as welfare: Aid to Families with Dependent Children (AFDC). TANF was reauthorized in February 2006 under the Deficit Reduction Act of 2005, which reauthorized welfare reform for another five (5) years.

Under TANF, the States decide the services or benefits that are to be provided. In the State of Hawaii, the Department of Human Services (DHS), allocates the TANF funds, develops and administers the welfare program.

The four (4) purposes of the TANF program are to:

1. Provide assistance to needy families;
2. End the dependence for needy parents by promoting job preparations, work and marriage;
3. Prevent and reduce out-of-wedlock pregnancies; and
4. Encourage the formation and maintenance of two-parent families.

The HP program works towards meeting Purpose No. 1 for the TANF requirements.

#### Section 8

The Section 8 Rental Voucher Program increases affordable housing choices for very low-income households by allowing families to choose privately owned rental housing. The very low income household is based on Federal Poverty Level (FPL).

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

On November 20, 2007, a Request for Information on the HP program was posted on the State Procurement Office's (SPO) Procurement Notice Site (PNS) and sent via facsimile to Provider agencies currently under contact with the HPHA

The HPHA held the Request for Information meeting on November 30, 2007 with current and prospective providers, and the community, for the purpose of seeking information and comments for the upcoming RFP. The RFI also provided for the submission of written question by December 14, 2007.

The response to the comments and written questions from the RFI was posted to the SPO, PNS on December 14, 2007.

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

The overall goal of the HPHA Homeless Programs is to help Hawaii's homeless increase their stability in the health, housing and social areas so that they may be able to obtain and retain permanent housing and maintain economic independence and long-term self sufficiency. Programs designed to assist homeless persons are more effective and efficient when delivered through carefully planned and systematic approaches.

Housing placement will assist the TANF eligible families successfully sustaining a permanent rental residence. This will be done through a contract with qualified private provider agencies. The goal will be to provide services

that will enable families to live independently in affordable market rental units. The immediate focus will be on helping those TANF eligible families, or person and/or families who are in possession of a Section 8 Voucher, or homeless families transitioning to permanent housing.

A case manager will be assigned to walk participants through the required steps needed to obtain suitable housing. The case manager will also help to ensure that each family is obtaining the mainstream benefits to which they are entitled, further increasing the chances of success at retaining their housing. Resources will be leveraged by referring participants to all appropriate existing services whenever possible.

Each family shall work with a housing case manager, until the case manager determines that they no longer require this assistance. Representatives from the agency providing the housing assistance shall also serve as the liaison with the landlord to ensure good landlord – tenant relations. If the tenant does not respond appropriately to the landlord’s request when a problem arises, the landlord shall have the option of calling on an agency representative to intervene. It is the responsibility of this representative to assist the tenant in following through with meeting the demands of the landlord and to ensure that the families remain housed.

The selected agency must also help to cultivate prospective landlords, and maintain a database of affordable rental housing. The housing shall be suitable for families in the program to enable a housing choice in proximity to jobs and service with a key to long-term housing stability.

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

The target populations to be served by the HP program are TANF eligible families, persons and/or families in possession Section 8 Voucher, and who are transitioning from homelessness to permanent housing, and in need of assistance locating an affordable rental unit.

Pursuant to Section 17-656.1 HAR, TANF eligible families shall meet the following criteria:

1. Categorical eligibility: Establish that there is at least one (1) minor child (under 18) living in the home. A pregnant woman with not other children in the last trimester of her pregnancy.
2. Available resources/assets eligibility: Determine if available resources/assets the client are valued at less than \$5,000.00. Section 17-676-3,14, 21-36 HAR.
3. Income eligibility: determine if client’s monthly gross income is less than 185% Federal Poverty Level (FPL) for household size. The

website to locate the FPL is:

<http://www.cms.hhs.gov/MedicaidEligibility>

**E. Geographic coverage of service**

The services should cover various jurisdictions through out the State. The combination of all contracted agencies will together provide a network of services across all four (4) counties.

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

Total Funding: Total estimated funding is dependent on the TANF appropriation.

Source of Funding: The annual Federal TANF block grant, authorize by the S. 192 Deficit Reduction Act of 2005.

Availability Period: The period covered under this RFP is for three (3) years: July 1, 2008 to June 30, 2009 (Year 1); July 1, 2009 to June 30 2010 (year 2); July 1, 2010 to June 30, 2011 (Year 3).

**G. Definition:**

1. Administrative Costs means costs for general management, oversight, coordination, evaluation, and reporting on contract services. Such costs do not include operating costs directly related to carrying out contracted services.
2. Client cost means costs accrued for items or services directly benefiting a participant, through a subsidy or purchase of supplies, which the participant receives directly.
3. Operating costs means non-personal costs directly related to the operations and maintenance of a project under the HP program.
4. Personnel costs means costs incurred for operation and social service personnel in the provisions of contracted services under the HP program.
5. Social services include but not limited to case management, job training, housing search assistance, assistance in obtaining entitlements, counseling and referrals education, life skills training, child care, transportation or substance abuse counseling which may be provided directly by the Successful Offeror or by arrangement with other public or private services providers.
6. State purchasing office means Hawaii Public Housing Authority (HPHA).

7. TANF eligible family is defined by income, resources and the presence of dependent child under the age of 18. An 18 year old shall be considered as an eligible dependent if he or she is a fulltime student in high school, or attending a high school equivalence program. An 18 year old child is not considered a dependent for any reasons.
8. Family Composition: means a natural, adoptive or hanai parent; and

## **II. General Requirements**

### **A. Specific qualifications or requirements, including but not limited to licenses or accreditations:**

To be determined eligible by the HPHA, pursuant to Chapter 356D, HRS, Applicant must:

- 1) The Applicant shall be a profit organization incorporated under the laws of the State or nonprofit organization determined by the Internal Revenue Service Section 501 (c) (3), The Applicant shall have a governing board whose members shall have no material conflict of interest and serve without compensation. The bylaws or policies shall describe the manner in which business is conducted and policies prohibit nepotism and management of potential conflict of interest situations;
- 2) The Applicant shall have at least one (1) year's experience with the project or in the applicable program area. Exceptions may be granted by the Procurement Officer of the HPHA, in cases where an applicant has otherwise demonstrated the necessary experience or expertise in the program area;
- 3) The Applicant shall have addressed to satisfaction of the HPHA any non-compliance found in past audit and monitoring reports conducted for the State Homeless Programs;
- 4) The Applicant shall have no outstanding balances owing to the HPHA. Exceptions may be granted by the Executive Director of the HPHA for debts recently acquired and for debts which have a repayment plan approved by the Executive Director of the HPHA;
- 5) The Applicant shall comply with the Chapter 103F, HRS , Cost principles for Purchases of Health and Human Services identified in SPO-H201, effective 10/1/98, which can be found in the Purchase of Service (POS) Manual.

- 6) The Applicant shall retain any book, document, paper, file or other record of the performance of services for the purpose of monitoring, evaluating, or auditing the contractor's performance of services and the program, and the management and fiscal practices for at least three (3) years, except in any litigation, investigation, or audit. The United States of America, Department of Health and Human Service, DHS-Benefits, Employment, Supportive Services Department and HPHA any of their authorized representatives shall have the right to access to any records that are related to the performance of services. The right of access shall not be limited to the required retention period, but shall last as long as the records are retained;
- 7) The Applicant shall be required to comply with all applicable laws, ordinances, codes, rules and regulations of the federal, state and local governments and adhere to the instruction prescribed by the HPHA;
- 8) The Applicant shall perform financial and compliance audit in accordance with the Office of Management and Budget Circular A-133 and submit the audit to the Department as directed; and
- 9) The Applicant shall maintain written policies and procedures for the required services including personnel standards, operating procedures, documentation and record keeping, data gathering and reporting, financial administration, quality assurance and monitoring;

**B. Secondary purchaser participation**

Refer to §3-143-608, HAR

After-the-fact secondary purchases will not 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:

Multiple awards may be made during the term of the RFP. The criteria may include, but not limited to geographic coverage, target population, services, and economic hardship.

**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:

Initial term of contract:	12 months
Number of renewals	2
Maximum length of contract:	36 months

The option to extend the Contract shall be at the sole discretion of the STATE. The following condition must be met for a renewal:

1. The STATE has determined that the Successful Offeror has satisfactory provided service over the current Contract term.
2. Necessary State and/or Federal funds are appropriate and allotted for the renewal.

**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 of this RFP.

Contact: Phyllis Ono  
Contract and Procurement Office  
Hawaii Public Housing Authority  
Phone: (808) 832-6090 Fax: 832-6039  
Email: phyllis.ono@hcdch.hawaii.gov

**III. Scope of Work**

The Applicant should propose a design or designs that best address the need of the proposed service area. The Applicants have flexibility in determining the appropriate number persons to be served by the program activity.

The Applicant shall outline a plan of action that describes the scope and detail of how the proposed work will be accomplished and shall account for all functions or activities identified in the application.

The scope of work shall encompass but not limited to the following tasks and responsibilities:

1. Ensuring that participants serviced under this RFP, who are not already in receipt of TANF, are TANF eligible families using the following

activities listed in the “Description of the target Population to be served”.  
Section 2.I.D.;

2. Educating participants on how to search for, secure, and maintain permanent affordable housing including tenant/landlord rights and responsibilities;
3. Developing relationship with local landlords and property managers, with an emphasis on direct contact and negotiation with owners of low-cost rental housing;
4. Providing tenant/landlord intervention by maintaining a 24-hour “hotline” for landlords with question and concerns about the program or their tenants. The participants will also have access to the 24-hour hotline for assistance and for questions and concerns relating to their rental unit and landlord; and
5. Developing and allocating both private and public monies to create supportive services that will assist participants in placement and retention of appropriate housing.

#### **A. Service Activities**

The Applicant shall describe in detail where and how it proposes to provide the following required services. The Applicant must describe the design and approach of the proposed program and how it will meet the needs of the target population it plans to serve.

1. At a minimum, the Successful Offeror must provide the following services:
  - a. Intake and assessment shall be completed to determine eligibility for the HP program. Section 2.I.D.;
  - b. Identify the level of functioning and need with the participant;
  - c. Develop and maintain Residential Plans (RP) with the participant for each eligible family. The RP shall identify the areas of concern, tasks, objectives, for long and short term goals for participants to maintain stable housing;
  - d. Provide counseling, guidance, and referral to appropriate services as needed;
  - e. Assist participants in locating suitable rental housing units;
  - f. Schedule housing interviews for participants;

- g. Assist participants in obtaining security deposit/and or first months rent, and necessary utilities;
- h. Assist participants in meeting tenancy requirements, such as making rent payments and other lease requirements. Secure any necessary “representative payee” services;
- i. Conduct unit inspections and detailed unit inventories prior to participants move-in;
- j. Assist participants in completing all necessary paperwork, including leases. Agency or HPHA shall not be named on the lease;
- k. Assist participants with housing related issues including household set-up complying with house rules and safety;
- l. Mediate landlord/tenant issues, and be “on call” to address landlord concerns;
- m. Provide ongoing case management, to ensure that families can retain their housing;
- n. Periodically review participant progress to ensure compliance with housing requirements;
- o. Implement a plan to address damage to units in the event that a participant is found responsible for the damages. Such as contingency fund, and rental insurance.
- p. Maintain the safety, security, and confidentiality of the families served;
- q. Advocacy in developing relationships with landlords and property managers, with an emphasis on direct contact and negotiation with the owners of low-cost rental housing to secure a pool for rental referral; and
- r. Maintain a database of affordable rental units and landlords in areas that are available to participants;

## 2. Eligible Costs

Funding may be used for the following eligible costs:

### a. Personnel Costs

Personnel Costs are limited to persons who will directly participate in the delivery of contracted services to participants. Personnel Costs do not include administrative payroll costs. Refer to Administrative Costs below.

Personnel Costs are costs incurred for operations and social services personnel in the provision of contracted services and include salaries and wages, payroll taxes and fringe benefits.

### b. Operating Costs

Operating Costs are non-personnel costs directly related to the operation and management of the program and the provision of contracted services.

Operating Costs must be directly attributable and accountable to the program being funded and must be incurred in the course of program-related business in order to be considered eligible. Any Operating Costs determined by the HPHA to be excessive or unreasonable in comparison to like costs shall be ineligible.

Pre-approval required by the HPHA.

The leasing, renting, and purchasing of equipment, furnishing and out-of-state travel must be **pre-approved** by the HPHA prior to expenditure.

### c. Participant Costs

Participants' costs are costs directly benefiting a participant, through a subsidy or purchase of supplies, which the participant receives directly. Participant Costs must be used for participants in the program to be eligible.

Eligible Participant Costs include:

1. 1<sup>st</sup> month rent,
2. Security Deposit,
3. Utilities Deposit, and
4. Unit Damage.

d. Administrative Costs

Administrative Costs are costs for general management, oversight, coordination, evaluation and reporting on contracted services.

Up to fifteen percent (15%) of the total approved project budget may be used to pay for Administrative Costs. A line item budget justifying administrative costs must be provided. Costs directly charged to the program may not be used to justify administrative costs.

Eligible Administrative Costs include:

1. Audits incurred to meet state and federal requirements;
2. Supplies; and
3. Utilities.

**3. Ineligible Costs**

Funding may **not** be used for the following costs:

a. Personnel Costs

The following are ineligible Personnel Costs:

- i. Sick or vacation leave accumulated prior to the contract period.
- ii. Dues to professional organizations for individuals.

b. Operating Costs

The following are ineligible Operating Costs:

- i. Renovations, rehabilitation and/or construction to any building.
- ii. Postage charges for newsletters, fundraising activities, or other mailings not required by the program.
- iii. Printing charges for newsletters, fundraising activities, or other reports not required by the program.
- iv. Insurance other than the contract requirement.
- v. Purchase of first class travel.
- vi. Purchase of tickets or coupons to be used after the contract period.
- vii. Monthly parking fees for employees.
- viii. Expenses incurred for lobbying activities.
- ix. Expenditure on entertainment and/or food.
- x. Any Operating Costs determined by the HPHA to be excessive or unreasonable in comparison to like costs shall be ineligible.

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

**1. Accounting**

- a. The Applicant shall have a functioning accounting system that is operated in accordance with generally accepted accounting principles, or have a designated entity that will maintain a functioning accounting system for the organization in accordance with generally accepted accounting principles.

**2. Personnel**

- a. The Applicants shall ensure that key supervisory staff are trained and qualified and/or possess the required credentials for such activities.
- b. The Applicants shall ensure that personnel who will provide the required services are trained and qualified. Services must be provided by persons with training and/or expertise appropriate to the type of service offered. Staff must be capable of assessing the needs of the targeted population.
- c. The Applicants shall have standards and procedures to ensure that all employees are fully qualified to engage in activities and perform the services required.

**3. Administrative**

**a. Independent Contractor**

The Applicants shall be an independent contractor with the HPHA and be responsible to control and direct the performance and details of the works and services required. The Applicant shall be responsible for securing all employee-related insurance coverage and paying all applicable taxes and fees.

**b. Insurance and Indemnity Requirements**

The Applicant shall indemnify the State of Hawaii and the HPHA, their elected and appointed officials, officers, employees, shall be named as additional insured parties for operations performed under this Contract.

<b>General Liability Insurance</b> (Occurrence form)	\$2,000,000.00 combined single limit per occurrence for bodily injury and property damage.
<b>Automobile Insurance</b> Covering all owned, non-owned and hired automobiles.	Bodily injury liability limits of \$1,000,000.00 each person and \$1,000,000.00 per accident and property damage liability limits of \$1,000,000.00 per accident. \$1,000,000.00 combined
<b>Workers Compensation</b> as required by laws of the State of Hawaii	Insurance to include Employer's Liability. Both such coverage's shall apply to all employees of the Applicant and in case any sub-contractor fails to provide adequate similar protection for all his employees to all employees of sub-contractors.

T

he Applicant shall name the State of Hawaii and the HPHA as additional insured parties.

### c. Certificate of Eligibility

Prior to award of a contract, the Successful Offeror is required to submit the following document to the HPHA to demonstrate compliance with the State Laws:

- i. Tax Clearance, Form A-6;
- ii. Department of Labor and Industrial relations, Application for Certificate of Compliance, Form LIR #27; and
- iii. Certificate of Good Standing issued by the Department of Commerce and Consumer Affairs Business Registration Division (BREG);

Alternately, instead of separately applying for these (paper) certificates at the various state/federal agencies, the Applicant may choose to use the Hawaii Compliance Express (HCE), which allows business to register online through a simple wizard interface at;

<http://vendors.ehawaii.gov/hce/splash/welcome.html>

The HCE provide the applicant with a "Certificate of Vendor Compliance" with current compliance status as of the issuance date, accepted for both contracting purposed and final payment. Vendors that elect to use the new HCE services will be required to pay an annual fee of \$12.00 to the Hawaii Information Consortium, LLC (HIC).

**d. Subcontracting**

The Contractor shall not assign or subcontract any of the duties, obligations, or interest without the prior written consent of the HPHA. If approved, the Applicant shall be responsible for monitoring the performance of any subcontractor and ensuring that all contract terms and condition are satisfactorily fulfilled.

**e. Grievance Procedures**

The Applicant shall establish a formal and documented process that provides to the individual served or seeking services due process, including:

- i. Written notification to the Applicant or participant containing a clear statement of the reasons for termination or denial of assistance, the specific date for which assistance will cease, the right of the Applicant or participant to have a review of the decision, instructions on how the Applicant or participant is to evoke this review, the right of the Applicant or participant to review the records and the right to counsel at this review;
- ii. Upon request by participant, a review of the decision in which the Applicant or participant is given the opportunity to present written or oral objections, be represented by counsel if the Applicant or participant so desires, before a person other than the person (or a subordinate of that person) who made or approved the termination or denial decision and to question witnesses and present evidence; and
- iii. Prompt service of the final decision in writing to the Applicant or participant.

**f. Compliance with Laws and the HPHA Rules**

The Applicant shall comply with all laws, ordinances, codes, rules and regulations of the Federal, State and local governments and to adhere to instructions prescribed by the HPHA for the effective administration of a program.

**g. American with Disabilities Act**

The Applicant shall describe the Applicant's efforts to ensure that persons with disabilities are provided with reasonable access to services

**4. Quality assurance and evaluation specifications**

- a. The Applicant shall describe its own plans including procedures to assure that its services are provided in conformance with all federal, state and county requirement, and the requirements of this RFP. The plan shall at the minimal include procedures to monitor administrative, program and fiscal operations for compliance with all requirements. It shall also provide for procedures to determine whether participant receive consistent, high quality services. The quality assurance plan shall identify roles and responsibilities for on-going implementation.
- b. The Applicant shall have a written plan for evaluation of performance in providing the required services, included procedures and methodology to measure, monitor and collect data on output and outcome, and to evaluate the outcome and other result of its services. The evaluation plans should also include procedures to identify and resolve problems, and make improvement to the program as needed. The evaluation plan should identify staff roles and responsibilities for assuring on-going implementation.
- c. The Applicant must also indicate the specific measurement tool (s) and/or procedures that will be utilized to document and verify that each proposed program output and outcome is accomplished.
- d. Annual monitoring by the HPHA may include on-site visits with comprehensive evaluation of several areas of performance. These may include review of conformance; with standard contractual requirement, agency files, accounting practices, and case record keeping. In addition, on-going monitoring shall include a review of required rights and periodic assessment of program effectiveness.
- e. The Applicant must maintain through out the term of the contract a system of self-appraisal and program evaluate to track and validate effectiveness of the activities provided.

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

The Applicant must clearly describe outcome measures, benchmarks and data collection methods relative to the proposed scope of services. The program objectives and outcome indicators should be appropriate and

achievable with regard to the target participant group, the stated problem and proposed service activities. The Applicant shall complete the HP Work Plan in Section 5, Attachment D as required by this RFP. The HP Work Plan provides the projected number of participants to be served and the level of services provided.

## **6. Coordination of services**

The Applicant shall demonstrate the capability to coordinate services with other non-homeless targeted agencies and other mainstream health, social services, and employment programs for which homeless populations may be eligible in the community

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

- a. The Applicants' program reports shall be submitted quarterly, and include the following:
  - i. Quarterly eligibility reports for new and on-going participants served that are in receipt of TANF. Information to be reported includes the name of participant served, participant's household size, including the participant and minor/adult children residing with participant and total dollar value of the countable resources and income used to determine eligibility.
  - ii. Quarterly progress report for each family served, which includes demographic information, services provided, and landlord's address.
  - iii. Quarterly financial report which includes the following: Line item expenditures detailing expenses in Personnel Costs, Operating Costs, Participant Costs, and Administrative Costs; as defined in this RFP.
  - iv. A final financial report that reflects the aggregate total of expenditures.
  - v. The Applicant shall submit a final financial and activity report no later than 45 days after the end of the contract period or sooner termination date or as otherwise instructed by the HPHA. The final report shall document the providers overall efforts toward meeting contract requirements and report expenditures actually incurred.

- vi. The Applicant shall submit all required reports in a timely manner and in the appropriate forms as prescribed by the HPHA.

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

The pricing structure shall be based on the cost reimbursement methodology according to the Applicants' approved budget.

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

The units of service and unit rate are not applicable to this not applicable to this RFP.

**10. Method of compensation and payment**

- a. Payments shall be made in monthly disbursements as reimbursement up submission of invoice and financial report pursuant to specific written instruction from the HPHA. Payments shall be made in accordance with the approved budget and Condensation and Payment Schedule prescribed by the STATE. Payments shall be subject to the availability of funds and the satisfactory performance of all terms and conditions.
- b. Request for payment shall be certified by the successful Applicant that all contractual obligations are being duly fulfilled.
- c. If an amount of reported expenditures is determined by the STATE to be inappropriate, unallowable, or not made in accordance with the approved budget. The STATE may require that such amount of monies be refunded by the successful applicant to the STATE upon resolution of the discrepancy by audit other means as conducted by the STATE or its designee.
- d. Upon completion of the contract and reconciliation of the financial reports, the STATE may require the successful applicant to return unexpended funds to the STATE.
- e. An amount equal to five percent (5%) of the total contract amount shall be withheld as final payment. The five percent (5%) is subject to satisfactory submittal and reconciliation of all reports. The five percent (5%) subject to section 103-53, HRS, which required a tax clearance from the Department of Taxation and the internal Revenue Services. The debit owed to the Department of Taxation shall be offset first".

- f. The Applicant shall expend no more than 15% of the contract for administrative expenses. Payments may be requested on a monthly basis.
- g. Requests for payment must include:
  - i. A letter on agency letterhead requesting reimbursement and certifying that the services rendered are in compliance with the terms of the Contract.
  - ii. An expense summary, indicating the appropriate category expenses are to be charged under personnel, operational, participant cost.
  - iii. One (1) original payment request and three (3) copies.

**11. Facilities**

Facilities are non applicable to this RFP.

## **Section 3**

# **Proposal Application Instructions**

## Section 3

# Proposal Application Instructions

### General instructions for completing applications:

- *Proposal Applications shall be submitted to the HPHA 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 optionally submitted in a three ring binder.*
- *Tabbing of sections is 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. This section shall clearly and concisely summarize and the contents of the proposal in such a way as to provide an understanding of the entire proposal. Include a brief description of the applicants' organization, the goal and objectives related to this activity, and how the proposed service is designed to meet the problem/need identified in the service scope of services.

## **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. The applicant shall demonstrate a thorough understanding of the purpose and scope of the service activity. The applicant shall demonstrate how the propose service is designed to meet the pertinent issues and problems related to the service activity.

### **B. Experience**

The applicant shall provide a description of projects/contracts pertinent to the proposed services. The applicant shall also provide a listing of verifiable experience with project or contracts for the most recent three (3) years that are pertinent to the proposed services. The HPHA reserves the right to contact references to verify experience. The applicant shall demonstrate that its staff possesses the appropriate technical and experimental backgrounds for the proposed roles and job description for position that commensurate with the activities.

### **C. Quality Assurance and Evaluation**

The applicant shall describe its plan for quality assurance and evaluation for the proposed services, including methodology. Explain how the applicant intends to determine whether or not the program was a success. Describe what evidence or documentation will be use to verify program accomplishments.

### **D. Coordination of Services**

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community. The Applicant shall provide letters of agreement from other non-homeless targeted agencies and other mainstream health, social services, and employment programs regarding the coordination of services for the participants of the HP.

### **E. Facilities**

Facilities are not applicable to this RFP

### **III. Project Organization and Staffing**

#### **A. Staffing**

##### **1. Proposed Staffing**

The applicant shall describe the proposed staffing pattern, participant/staff ratio and proposed caseload capacity appropriate for the viability of the services. Refer to the personnel requirements in the Service Specifications, as applicable. Attach resumes and position descriptions for key personnel.

##### **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. Describe the knowledge and experience of your proposed project direct and/or staff, including the day to day program manager. Attach resumes and relevant professional background/experience for each staff position not to exceed two (2) pages per person. Include years of experience with pertinent employers.

#### **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. Describe how the applicant shall manage the study to ensure accountability; describe the staff's roles and responsibilities.

##### **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 the work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

1. Describe how participants shall be determined eligible for the HP program. Provide the method utilized to document eligibility of the participant;

2. Describe the standards, and/or guides use to determine the reasonableness for the assistance provided to the participant;
3. Describe the method in which the individualize Residential Plans are developed, monitored and how follow up is to be determined and provided;
4. Describe the timeline in which the needs of the participant is identified and services rendered;
5. Describe the techniques to be used in cultivating new landlords to participate in the HP program;
6. Provide a description of the database used to track affordable rental units that are available to the participants;
7. Describe the tools, instruments, or techniques used to conduct unit inspection and detailed inventories prior to participants move-in;
8. Describe the method in which security and confidentiality of the participants and participant files are maintained; and
9. Describe the plan and method to address damage to units, in the event that the participant is found responsible for the damages and the cost exceeds the amount of the deposit.

## **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. All fees shall be included in the proposal price, including but not limited to, personnel, subcontractors, travel expenses, equipment, and supplies according to the allowable expenditures. See Section 2 III.A.2.

The cost reimbursement reflects a purchase arrangement in which the STATE pays the Successful Offeror for budget costs that are actually incurred in delivering the services specified in the contract. Cost reimbursements shall be paid only up to the maximum obligation as agreed upon contractually.

The Applicant shall complete and submit budget forms listed below. All budget forms, instructions and special instructions are located at [www.spo.hawaii.gov](http://www.spo.hawaii.gov).

1. SPO-H-205 Budget

2. SPO-H-205A Organization-Wide Budget by Source of Funds
3. SPO-H-205B Organization-Wide Budget by Programs
4. SPO-H-206A Budget Justification – Personnel: Salaries & Wages
5. SPO-H-206B Budget Justification – Personnel: Payroll Taxes  
Assessment & Fringe Benefits
6. SPO-H-206C Budget Justification – Travel: Inter-island
7. SPO-H-206E Budget Justification – Contractual Services:  
Administrative
8. SPO-H-206G Budget Justification – Depreciation
9. SPO-H-206H Budget Justification – Program Activities

**B. Other Financial Related Materials**

In order to determine the adequacy of the applicant’s accounting system as described under the administrative rules, the following document are request as part of the Proposal Application.

1. Latest single audit report
2. Latest audit which meets the requirement of the Office of Management and Budget Circular A-133.
3. Any response to the audit finding for the latest single audit report.

**VI. Other**

**A. Litigation**

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

# **Section 4**

## **Proposal Evaluation**

## Section 4

# Proposal Evaluation

### I. Introduction

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

### II. Evaluation Process

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

The evaluation will be conducted in three phases as follows:

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

#### Evaluation Categories and Thresholds

<u>Evaluation Categories</u>	<u>Possible Points</u>
<i>Administrative Requirements</i>	
<i>Proposal Application</i>	
Program Overview	0 points
Experience and Capability	20 points
Project Organization and Staffing	15 points
Service Delivery	55 points
Financial	10 Points
<b>Bonus Points</b>	<b>10 Points</b>
<b>TOTAL POSSIBLE POINTS</b>	<b>110 Points</b>

### III. Evaluation Criteria

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

##### 1. Administrative Requirements

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

##### 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
- All required financial forms and documents
- Program Specific Requirements

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

**Program Overview:** No points are assigned to Program Overview. The intent is to give the applicant an opportunity 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 (5 points)

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services. (1 point) \_\_\_\_\_
- Demonstrated a thorough understanding of the purpose and scope of the service activity. (2 points) \_\_\_\_\_
- Describe how the proposed service is designed to meet the pertinent issues and problems related to the service activity. (2 points) \_\_\_\_\_

- |   |                         |
|---|-------------------------|
| <b>B. Experience (5 points)</b>   | _____                   |
| <ul style="list-style-type: none"> <li>• Establishes the applicant’s credibility and capabilities. (1 point)</li> <li>• Staff resumes provided demonstrate that the appropriate technical and experiential backgrounds for the proposed roles and job description for positions with commensurate with activities. (2 points)</li> <li>• Description or projects/contracts implemented in the past 3 years that are pertinent to the proposed services. (2 points)</li> </ul>   | _____<br>_____<br>_____ |
| <b>C. Quality Assurance and Evaluation (6 points)</b>   | _____                   |
| <ul style="list-style-type: none"> <li>• Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology. (2 points)</li> <li>• Demonstrates the applicant has a written quality assurance plan sufficient to assure consistent and high quality of administration and service. (2 points)</li> <li>• Demonstrate the applicant has written evaluation plan to effectively measure, monitor and evaluate program performance and timely detect and resolve problems. (2 points)</li> </ul> | _____<br>_____<br>_____ |
| <b>D. Coordination of Services (4 points)</b>   | _____                   |
| <ul style="list-style-type: none"> <li>• Demonstrated capability to coordinate services with other agencies and resources in the community. (2 points)</li> <li>• Shows evidence of cooperative planning among partners, cooperative implementation of the project. (2 points)</li> </ul>   | _____<br>_____          |
| <b>E. Facilities (0 points)</b>   | N/A                     |
| <ul style="list-style-type: none"> <li>• Not Applicable</li> </ul>  | N/A<br>_____            |

**2. Project Organization and Staffing (15 Points)**

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

- |   |                |
|---|----------------|
| <b>A. Staffing (8 points)</b>   | _____          |
| <ul style="list-style-type: none"> <li>• <u>Proposed Staffing:</u> That the proposed staffing pattern, participant/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services. Demonstrates the applicant’s assignment of staff would be sufficient to effectively administer, manage, supervise, and</li> </ul> | _____<br>_____ |

- provide the required services. (4 points) \_\_\_\_\_
- Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program. Extent to which applicant demonstrates the proposed program director and key staff are qualified and knowledgeable about the HP program. (4 points) \_\_\_\_\_

**B. Project Organization (7 points)** \_\_\_\_\_

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. (3 points) \_\_\_\_\_
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks. Demonstrate the applicant’s propose organization would be sufficiently to effectively administer, manage, and provide the required services. (4 points) \_\_\_\_\_

**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.*

- Demonstrates (a) the geographic area that applicant proposed to serve contain significant numbers of the target population, (b) the targeted population in this area has a need for this required services, and (c) services already provided to this are insufficient to meet this need to which the proposal clearly describes the overall program content and design. (13 points) \_\_\_\_\_
- Demonstrates the applicant’s program design is comprehensive and complete, by clearly explaining insufficient detail all of the participant services, scope of work and information required including descriptions of the program tasks, activities, and timeline. (16 points) \_\_\_\_\_
- Demonstrates that applicant’s proposed approach and methodology are sound by showing (a) a step-by-step progression of participant through services to desired outcome, and (b) how applicant would effectively y serve client with multiple barriers to obtain successful outcomes through these services. (14 points) \_\_\_\_\_
- Demonstrates a clear understanding of tasks to be completed, including clarity in work assignments, \_\_\_\_\_

responsibilities and reports, and the realism of the timeliness and schedules. (2 points)

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

**4. Financial (10 Points)**

- Personnel costs are reasonable and comparable to position in the community. (2 points)
- Non-personnel costs are reasonable and adequately justified. (2 points)
- Does the budget support the scope of service of this RFP? (2 points)
- Financial policies for the user of funds for this service are clearly presented. (1 point)
- Adequacy of accounting system. (2 points)
- Most recent Audit report and the response and/or corrective action regarding any findings. (1 point)

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

**5. Bonus Points: History (10 Points)**

- The Applicant has demonstrated the ability accurately complete the required reports. (3 points)
- The Applicant is timely in meeting reporting requirements. (4 points)
- Most recent Compliance (or monitoring) report of the HP program and the response and/or corrective action regarding any findings. (3 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
- C. Work Plan Forms
- D. SPO Budget Forms

## Proposal Application Checklist

Applicant: \_\_\_\_\_ RFP No.: \_\_\_\_\_

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

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
<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*	<b>X</b>	
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>Program Specific Requirements:</b>				
Work Plans	Section 3, RFP	Attachment D		
Latest Audit Report	Section 3, RFP			
Latest Monitoring Report	Section 3, RFP			

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

\_\_\_\_\_  
Date

Attachment D



## **Proposal Application Table of Contents**

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

## Housing Placement Program Work plan Forms and Instructions

**A. Type of Participant**

Complete the chart below by projecting the amount of each type of participant proposed to be served by the Housing Placement Program.

TYPE OF PARTICIPANT	FY 2008 Projected	FY 2009 Projected	FY 2010 Projected
Total # of Unduplicated Persons	_____	_____	_____
Total # of Unduplicated Families w/ Children	_____	_____	_____
Total # of Unduplicated Individuals In Families	_____	_____	_____
Total	_____	_____	_____

Key:

**Notes:**

- (1) Total number of unduplicated persons served.
- (2) Number of unduplicated families with children refers to an adult with one (1) or more dependent child(ren). Each family unit is counted as one (1) unduplicated family with children.
- (3) Number of unduplicated individuals in families refers to all family members (adults and children). For example a family with one (1) mother and four (4) children is counted as five (5). Service to one (1) member of the family is counted as service to all.

1. Input Objectives: Levels of Services Provided

Complete the following chart by defining the services to be performed and the level of such services that have been and will be provided.

Housing Placement Services	FY 2008 Projected	FY 2009 Projected	FY 2010 Projected
<b>a.</b> Number of families placed in housing	_____	_____	_____
<b>b.</b> Number of landlords who will be contacted and cultivated	_____	_____	_____
<b>c.</b> Number of families case managed	_____	_____	_____
<b>d.</b> Number of families retaining permanent housing for over 6 months	_____	_____	_____
<b>e.</b> Number of families referred for employment	_____	_____	_____



## **Attachment D: SPO Budget Forms**

All budget forms, instructions and special instructions required by this RFP are located on the SPO websites at [www.spo.hawaii.gov](http://www.spo.hawaii.gov) , or the packet of budget forms maybe obtain from the HPHA, Contract and Procurement of Office, 1002 North School Street, Bldg. D, between the hours of 7:45 am to 4:30 p.m. RFP contact person: Phyllis Ono, at (808) 832-6090 or by fax at 832-6039.