



State of Hawaii
Department of Labor and Industrial Relations
Office of Community Services

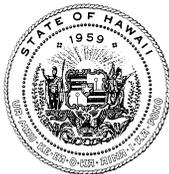
Request for Proposals

RFP No. OCS LBR 903-04

**Employment Creation for Low-Income Persons,
Immigrants and Refugees**

October 7, 2010

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 LABOR AND INDUSTRIAL RELATIONS
OFFICE OF COMMUNITY SERVICES**

830 PUNCHBOWL STREET, ROOM 420
HONOLULU, HAWAII 96813
<http://hawaii.gov/labor/>
Phone: (808) 586-8675 / Fax: (808) 586-8685
Email: dlir.ocs@hawaii.gov

October 7, 2010

Dear Applicant:

**SUBJECT: REQUEST FOR PROPOSALS (RFPs) FOR STATE
FISCAL BIENNIUM (FB) 2012-2013**

The Department of Labor and Industrial Relations (DLIR), Office of Community Services (OCS), is soliciting proposals from qualified applicants to provide the following human services for State Fiscal Years 2012 and 2013:

<u>RFP No.</u>	<u>Service Activity Title</u>
LBR 903-01	Employment Core Services for Low-Income Persons
LBR 903-02	Employment Core Services for Immigrants
LBR 903-03	Employment Core and Support Services for Refugees
LBR 903-04	Employment Creation for Low-Income Persons, Immigrants and Refugees
LBR 903-09	Weatherization Assistance Program Services for Low-Income Persons
LBR 903-12	Legal Advocacy, Outreach, and Referral Services to Protect the Rights of Children and Their Families

All prospective applicants are hereby notified that this RFP for competitive purchase of services is issued under the provisions of the Hawaii Revised Statutes, Chapter 103F and its administrative rules.

The enclosed materials outline the application requirements of these RFPs. Included for your use are the administrative requirements, service specifications, proposal applications, budget instructions, as well as other reference materials. Prior to application submittal, it is imperative that the applicants closely review all information and follow detailed instructions provided.

Hand deliveries will be accepted at DLIR-OCS until 4:30 p.m., Hawaii Standard Time (HST), December 15, 2010. Mail-ins must be postmarked by the United States Postal Service (USPS)

Page 2
October 7, 2010

no later than December 15, 2010, and received by DLIR-OCS no later than ten days from the submittal deadline. Hand deliveries as well as mail-ins will be accepted at the following address:

Office of Community Services
830 Punchbowl Street, Room 420
Honolulu, Hawaii 96813

Proposals postmarked after December 15, 2010, or hand delivered after 4:30 p.m. H.S.T. on December 15, 2010, **shall be considered late and rejected**. There are no exceptions to this requirement. Proposals delivered by facsimile transmission or e-mail will not be accepted. One original and four copies of the proposal are required.

DLIR-OCS will conduct an orientation session on October 18, 2010, from 9:00 a.m. to 12:00 noon, at the Keelikolani Building, Conference Rooms 310, 313 and 314, 830 Punchbowl Street, Honolulu, Hawaii. All prospective applicants are strongly encouraged to attend the session.

The deadline for submission of written questions is 4:30 p.m. H.S.T. on Monday, November 29, 2010. DLIR-OCS will address all written questions with a written response by Tuesday, December 7, 2010. Written questions may be submitted to DLIR-OCS by facsimile or e-mail. However, all applicants who submit written questions by facsimile or e-mail bears the full and exclusive responsibility for assuring the complete, correctly formatted, and timely transmission of their questions.

DLIR-OCS reserves the right to amend the terms of this RFP, to issue addenda, or to withdraw this RFP at any time.

All applicants will be notified in writing regarding OCS' decision on his/her proposal(s) in mid-March to Early-April 2011. State funded contracts for LBR 903-01, LBR 903-02 and LBR 903-04 are expected to be in effect from July 1, 2011 to June 30, 2013. Federally funded contracts for LBR 903-03 and 903-12 will be awarded from October 1, 2011 to September 30, 2013 and a new contract issued annually. Federally funded contracts for LBR 903-09 will be awarded from March 1, 2011 – February 29, 2012 and a new contract issued annually.

Any questions or inquiries regarding these RFPs should be directed to the RFP Contact Person, Keith Yabusaki, by mail at 830 Punchbowl Street, Room 420, Honolulu, Hawaii 96813, or e-mail at keith.y.yabusaki@hawaii.gov or by telephone to (808) 586-8675.

Thank you for your interest in applying and for working with us to provide quality services.

Sincerely,

Keith Yabusaki

KEITH YABUSAKI
Acting Executive Director

AN EQUAL OPPORTUNITY AGENCY

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: ONE ORIGINAL & FOUR COPIES

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **December 15, 2010** and received by the state purchasing agency no later than **10 days from the submittal deadline.**

All Mail-ins

Department of Labor and Industrial Relations (DLIR)
Office of Community Services
830 Punchbowl Street, Room 420
Honolulu, Hawai`i 96813

DLIR RFP Coordinator

Keith Yabusaki, Planning Administrator
Phone: (808) 586-8675
Facsimile: (808) 586-8685
E-mail: keith.y.yabusaki@hawaii.gov

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), December 15, 2010** 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., **December 15, 2010.**

Drop-off Sites

Department of Labor and Industrial Relations (DLIR)
Office of Community Services
Ke`elikolani Building
830 Punchbowl Street, Room 420
Honolulu, Hawai`i 96813

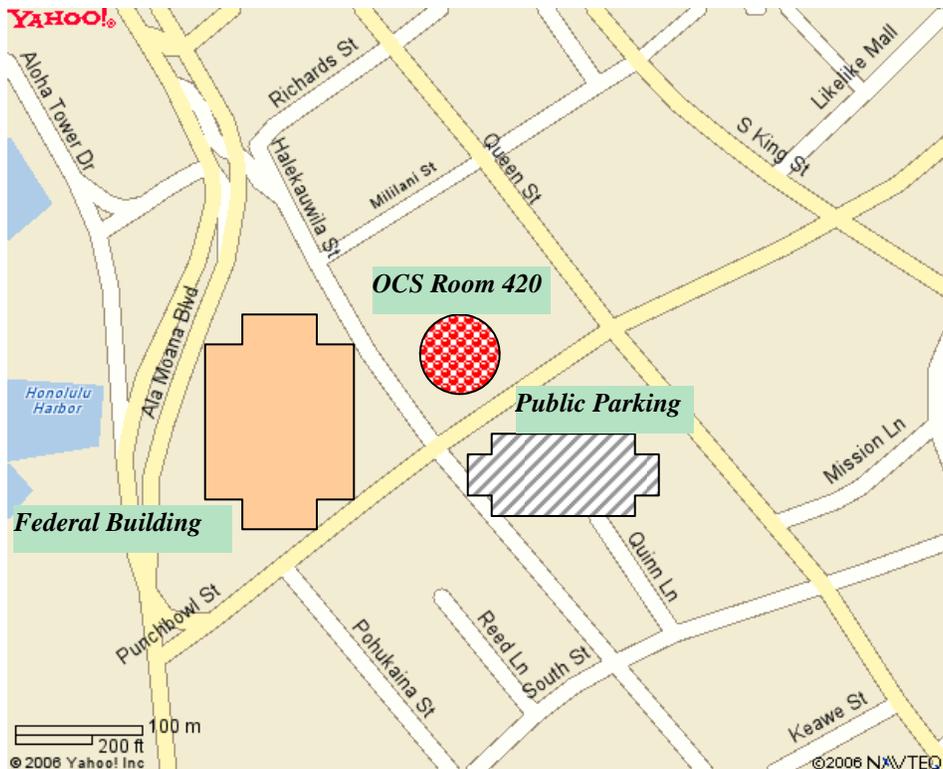
RFP ORIENTATION SESSIONS

All prospective applicants are invited and encouraged to attend the following scheduled informational session. At this meeting, DLIR-OCS staff will present the proposal application requirements, service specifications and be available to respond to questions.

PLACE: KEELIKOLANI BUILDING, CONFERENCE ROOMS 310, 313,
& 314, 830 PUNCHBOWL STREET, HONOLULU

DATE: MONDAY, OCTOBER 18, 2010.

TIME: 9:00 A.M. - 12:00 NOON



If you are unable to attend this session, alternative arrangements may be requested. Should you have any questions contact Keith Yabusaki at (808) 586-8675.

DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
OFFICE OF COMMUNITY SERVICES

EMPLOYMENT CREATION FOR LOW-INCOME PERSONS,
IMMIGRANTS AND REFUGEES

REQUEST FOR PROPOSAL NUMBER: OCS LBR 903-01

IMPORTANT DATES*

Public Notice Announcing Request for Proposals	October 7, 2010
Distribution of Request for Proposals	October 7, 2010
RFP Orientation Session	October 18, 2010
Deadline for Submission of Written Questions	November 29, 2010
Response to Written Questions	December 7, 2010
Proposal Submittal Deadline	December 15, 2010
Proposal Evaluation Period	Late December 2010 – Early March 2011
Provider Selection and Notice of Award	Mid March to Early April 2011
Contract Terms Finalized	May 10, 2011
Contract Start Date	July 1, 2011

* This schedule of activities is provided for planning purposes only. DLIR-OCS reserves the right to cancel any activity or modify the schedule at any time.

DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
OFFICE OF COMMUNITY SERVICES

**REQUEST FOR PROPOSALS (RPFs)*
FISCAL BIENNIUM 2012 – 2013**

<u>RFP NO.</u>	<u>Service Activity Title</u>	<u>FY 2012</u>	<u>FY 2013</u>
LBR 903-01	Employment Core Services for Low-Income Persons	\$1,284,494	\$1284,494
LBR 903-02	Employment Core Services for Immigrants	560,000	560,000
LBR 903-03	Employment Core and Support Services for Refugees**	75,000	75,000
LBR 903-04	Employment Creation for Low-Income Persons, Immigrants and Refugees	355,500	355,500
LBR 903-09	Weatherization Assistance Program Services for Low-Income Persons**	200,000	200,000
LBR 903-12	Legal Advocacy, Outreach, and Referral Services to Protect the Rights of Children and Their Families**	282,000	282,000

All funds amounts subject to availability.

* DLIR-OCS reserves the right to move funding within or between RFPs or to reallocate suggested funding of each RFP.

** Federal Funds.

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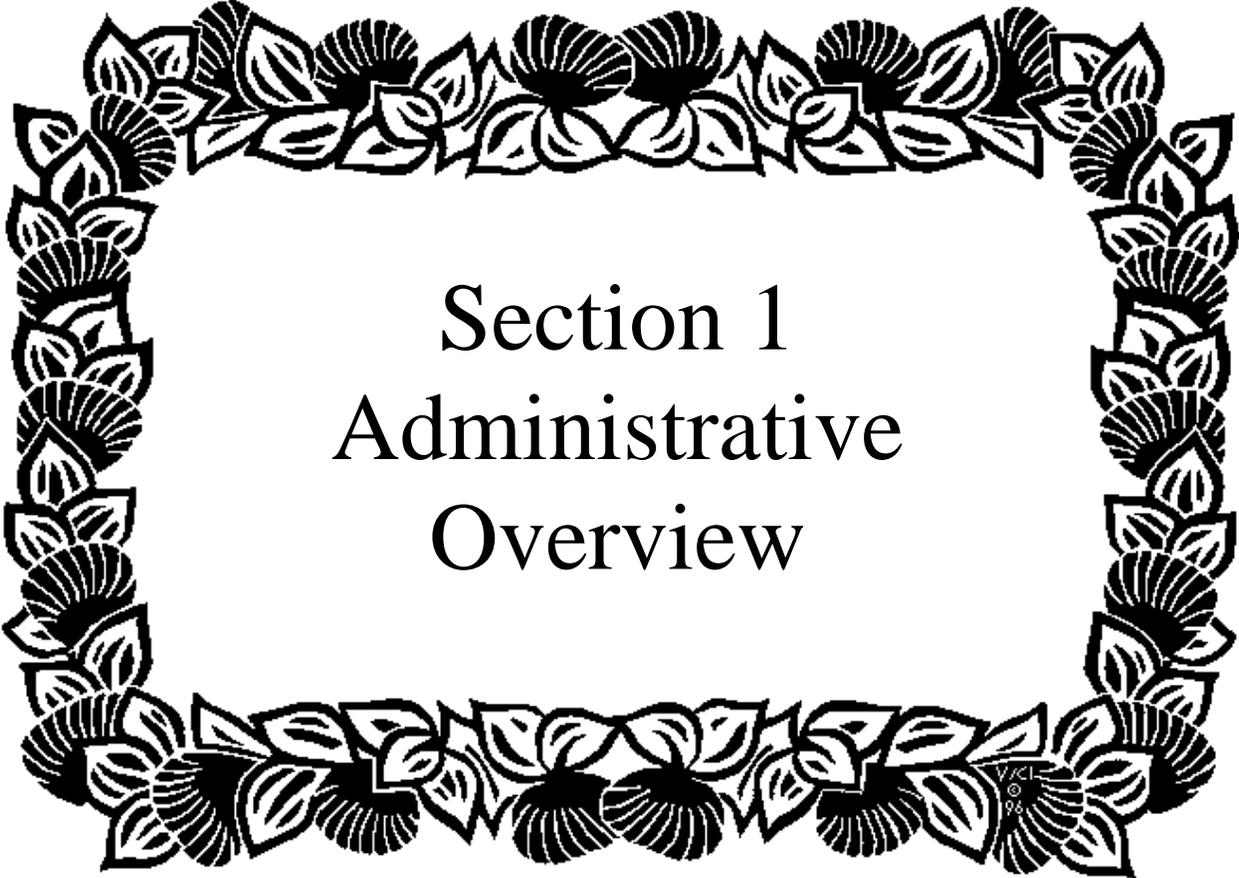
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Section 1
Administrative
Overview

Section 1 Administrative Overview

Each applicant is encouraged to thoroughly read all sections 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.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing RFP	October 7, 2010
Distribution of RFP	October 7, 2010
RFP orientation session	October 18, 2010
Deadline for submission of written questions	November 29, 2010
Response to written questions	December 7, 2010
Discussions with applicant prior to proposal submittal deadline (optional)	October 7 – Dec. 15, 2010, as needed
Proposal submittal deadline	December 15, 2010
Discussions with applicant after proposal submittal deadline (optional)	Dec. 15, 2010 – Early April 2011
Final revised proposals (optional)	Dec. 16, 2010 – March 10, 2011, as needed
Proposal evaluation period	Late Dec. 2010 – Early March 2011
Provider selection and notice of award	Mid-March to Early – April 2011
Contract terms finalized	May 10, 2011
Contract start date	July 1, 2011

* This timetable of activities is provided for planning purposes only. OCS reserves the right to cancel any activity or modify the timetable at any time.

II. Website Reference

The State Procurement Office (SPO) website is <http://hawaii.gov/spo/>

	For	Click
1	Procurement of Health and Human Services	“Health and Human Services, Chapter 103F, HRS...”
2	RFP website	“Health and Human Services, Ch. 103F...” and “The RFP Website” (located under Quicklinks)
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 <http://hawaii.gov>)

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

III. Authority

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

IV. RFP Organization

This RFP is organized into five sections:

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

Section 2, Service Specifications: Provides applicants with a general description of the tasks to be performed, delineates provider 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:

Office of Community Services
Department of Labor and Industrial Relations, State of Hawaii
830 Punchbowl Street, Room 420
Honolulu, Hawaii 96813
Phone: (808) 586-8675 Fax: (808) 586-8685

VI. Orientation

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

Date: October 18, 2010 **Time:** 9:00 a.m. to 12:00 Noon
Location: Keelikolani Building, 830 Punchbowl Street,
Rooms 310, 313 and 314, Honolulu, Hawaii

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the 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: November 29, 2010 **Time:** 4:30 p.m. HST

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

Date: December 7, 2010

VIII. Submission of Proposals

A. Forms/Formats

Forms, with the exception of program specific requirements, may be found on the State Procurement Office website referred to in II. Website Reference. Refer to the Proposal Application Checklist for the location of program specific forms.

1. Proposal Application Identification (Form SPO-H-200) – Provides applicant proposal identification.

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 proposal requirements contained in Section 3 of this RFP, including a cost proposal/budget if required.

B. Program Specific Requirements

Program specific requirements are included in Sections 2, Service Specifications and Section 3, Proposal Application Instructions, as applicable. If required, Federal and/or State certifications 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. Tax Clearance

Pursuant to HRS Section 103-53, as a prerequisite to entering into contracts of \$25,000 or more, providers shall be required to submit a tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS). The certificate shall have an original green certified copy stamp and shall be valid for six (6) months from the most recent approval stamp date on the certificate. Tax clearance applications may be obtained from the Department of Taxation website. (Refer to this section's part II. Website Reference.)

E. Wages and Labor Law Compliance

If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS Section 103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to HRS Section 103-55, at the Hawaii State Legislature website. (See part II, Website Reference.)

1. 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 registered 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 part II, Website Reference.)

F. Hawaii Compliance Express (HCE)

Providers may register with HCE for online proof of DOTAX and IRS tax clearance Department of Labor and Industrial Relations (DLIR) labor law compliance, and DCCA good standing compliance. There is a nominal annual fee for the service. The "Certificate of Vendor Compliance" issued online through HCE provides the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes. Refer to this section's part II. Website Reference for HCE's website address.

G. Campaign Contributions by State and County Contractors

Contractors are hereby notified of the applicability of HRS Section 11-205.5, 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, FAQs are available at the Campaign Spending Commission webpage. (See part II, Website Reference.)

H. 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.

I. Confidentiality of Personal Information

Act 10 relating to personal information was enacted in the 2008 special legislative session. As a result, the Attorney General's General Conditions of Form AG Form 103F, *Confidentiality of Personal Information*, has been amended to include Section 8 regarding protection of the use and disclosure of personal information administered by the agencies and given to third parties.

J. 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:

1. Postmarked after the designated date; or
2. Postmarked by the designated date but not received within 10 days from the submittal deadline; or
3. 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.

Faxed proposals and/or submission of proposals on diskette/compact disc or transmission by e-mail, website or other electronic means are not permitted.

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 HAR Section 3-143-403.

X. Opening of Proposals

Upon receipt of a 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 RFP may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best 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 RFP, 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 HAR Sections 3-142-202 and 3-142-203.

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:

- A.** Rejection for failure to cooperate or deal in good faith. (HAR Section 3-141-201)
- B.** Rejection for inadequate accounting system. (HAR Section 3-141-202)
- C.** Late proposals (HAR Section 3-143-603)
- D.** Inadequate response to request for proposals. (HAR Section 3-143-609)
- E.** Proposal not responsive. (HAR Section 3-143-610(a)(1))
- F.** Applicant not responsible (HAR Section 3-143-610(a)(2))

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:

- A.** A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;

B. A state purchasing agency’s failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and

C. A state purchasing agency’s failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

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

Head of State Purchasing Agency	Procurement Officer
Name: <i>Ms. Pearl Imada-Iboshi</i>	Name: <i>Mr. Patrick Fukuki</i>
Title: <i>Director</i>	Title: <i>Business Management Officer</i>
Mailing and Business Address: <i>830 Punchbowl Street, Room 321 Honolulu Hawaii, 96813</i>	Mailing and Business Address: <i>830 Punchbowl Street, Room 309 Honolulu Hawaii, 96813</i>

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 HRS Chapter 37, and subject to the availability of State and/or Federal funds.

XXI. 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.

XXII. Cost Principles

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under HRS Chapter 103F, 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

There are many unemployed or low-income persons, immigrants, and refugees with unique skills and capabilities that can benefit from new and innovative enterprises that create employment opportunities in their communities. Their desires and talents require specialized training, resources, and other assistance to realize their potential to become self employed in their own businesses.

The purpose of this Request for Proposal (RFP) is to create employment opportunities for the target population through new and innovative community-based enterprises that have the potential to be financially self-sustaining.

B. Planning Activities Conducted in Preparation for this RFP

1. Analyzed information from program monitoring and evaluation reports of current provider organizations;
2. Took into account the views of provider organizations on how to better achieve mandated goals and improve services;
3. Analyzed socio-economic and health data for trends to determine demand factors; Description of the goals of the service.

The goal of these services is to increase the self-sufficiency of low-income persons, immigrants and refugees through their own businesses or in other employment opportunities.

C. Description of the Target Population to Be Served

The target population for these services is low-income persons, immigrants, and refugees, who are at or below 150 percent of the Federal Poverty Guidelines.

Preference shall be given to proposals that address the needs of areas of high unemployment, low-income, and economic depression.

D. Geographic coverage of service

Service areas include the counties of Honolulu, Hawai'i, and Maui. The applicant may apply for areas within any one or more of the counties. However, the applicant shall demonstrate actual capability to provide the required services in the areas for which it applies.

The applicant is responsible for identifying clearly the geographic areas that it proposes to serve.

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

Subject to the availability of funds, \$355,500 in State General funds is suggested for each year of the State fiscal biennium 2011-2013. Funding is anticipated to be from State sources, though the source and amount of funding may be subject to change prior to the effective date and over the life of the contract(s).

Funding will be allocated based on the proposals submitted.

II. General Requirements

A. Specific Qualifications or Requirements, Including but not Limited to Licensure or Accreditation

1. The applicant shall hold all licenses, permits, accreditations and meet all Standards required by applicable federal, state and county laws, ordinances, codes and rules to provide services. The applicant shall also be in good standing with required licensing bodies, and in compliance with professional standards and requirements.

2. The applicant shall have a minimum of one-year experience in Hawai'i directly providing employment creation for the benefit of low-income persons, immigrants and refugees.

3. The applicant shall have the employment creations program in operation and provide services beginning July 1, 2011 through June 30, 2013.

4. The applicant shall comply with Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/1/98), which can be found on the SPO website (*see* Section 1, page 1-2, SPO Website Reference).

5. The applicant must provide reasonable accommodations to assure capacity to deliver services to those clients with physical limitations.

6. The applicant must assure and be responsible for continuity of service activities in the event of staff illness, medical emergencies, vacancies, or other situations that result in program resources that are less than proposed and contracted. The provider must not require nor depend on the State agency's staff to provide service activities in the event that program resources are not available due to the above situations.

7. The applicant must use credible and tested measurement tools to evaluate program effectiveness in achieving outcomes.

8. The applicant shall develop and implement procedures to document clients' income eligibility for these services.

9. When a disagreement arises between the Provider and the State in regards to the performance of specific service activities within contracted specifications, the wishes of the State shall prevail. Failure on the part of the Provider to comply shall be deemed cause for corrective action and subject to contractual remedies.

B. Secondary Purchaser Participation
(Refer to HAR Section 3-143-608)

After-the-fact secondary purchases will be allowed. Planned secondary purchases - None

C. Multiple or alternate proposals
(Refer to HAR Section 3-143-605)

Allowed Unallowed

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

Single Multiple Single & Multiple

A single contract may be awarded to a proposal that demonstrates the ability to provide comprehensive and efficient employment creation services for multiple counties.

Multiple contracts may be awarded to each individual proposal that demonstrates a more efficient and comprehensive employment creation service in the county where services will be provided.

A multiple contract may be awarded if the state purchasing agency determines that it is in the best interest of the state for a number of providers, as an aggregate, provide the services required in the RFP, considering the needs, geographical area, population, and services proposed.

E. Single or Multi-Term Contracts to be Awarded
(Refer to HAR Section 3-149-302)

Single term (2 years or less) Multi-term (more than 2 years)

Initial term of contract: 2 years

Length of each extension: N/A

Number of possible extensions: 0

Maximum length of contract: 2 years

Conditions for extension: N/A

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(s). Written questions should be submitted to the RFP contact person and received by the day and time specified in Section 1, paragraph I (Procurement Timetable) of this RFP.

Keith Yabusaki, Administrator and Acting Director, 586-8675

III. Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities (Minimum and/or mandatory tasks and responsibilities)

Services shall include, but are not limited to: (1) assist the target population to become self-employed, and (2) create employment opportunities through new and innovative community-based enterprises.

If applicant is proposing a new program, applicant shall provide a detailed start-up plan. The plan shall include tasks, activities, personnel, and timeframe. The plan shall clearly show how the applicant would have the program established with necessary staffing to meet the anticipated caseload and provide the required services in the applicable geographic areas by July 1, 2011.

1. Self-Employment Assistance – The applicant shall describe in detail the program services designed to assist the target population become self-employed in their own businesses. In assisting clients with the planning, operational, regulatory, technical, and financial aspects of starting and maintaining a business, the applicant shall set forth services that focus on the needs, challenges, and/or barriers to self-employment.

Self-employment assistance activities must, at a minimum, include

- a. Outreach and recruitment
- b. Screening and selection processes that determine client eligibility (i.e., at or below 150 percent of the Federal Poverty Guidelines);
- c. Individual assessments and service plans identifying and addressing clients' particular needs, challenges, and barriers to self-employment;
- d. Technical training in business organization, planning, start-up and operation.
- e. Technical assistance in preparing a sound and complete business plan.
- f. Business support services designed to assist the client from start-up through first year of operation, executing a business plan, resolving start-up problems, and maintaining the business. May also include assistance with securing financing, and provision of other relevant information.

2. Job Creation through Community-Based Enterprise Development – The applicant shall describe in detail its proposal for the development and implementation of an innovative, community-based, economic enterprise that shall create employment opportunities for the target population and be self-sustaining.

Project Plan and Budget – A detailed project plan and budget must, at a minimum, include:

- a. Business project concept, type of enterprise, location, nature and number of job opportunities that would be created and sustained;
- b. Data, market studies or other information that demonstrate the economic and social need for the enterprise, and its financial viability;
- c. Tasks and activities necessary to start-up and maintain the enterprise;
- d. Client outreach, intake, assessment, training, employment and employment support services; and
- e. Time frames for all stages of the development and operation of the enterprise.

It should be noted that it is not required for applicants to include both the Self-Employment Assistance and Job Creation through Community Based Enterprise Development portions in their application. Applicants should focus on running programs that they do best and how they can best help the targeted population.

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

1. Personnel – The applicant shall demonstrate that it possesses the necessary personnel with the necessary knowledge, skills, and abilities that would enable it to effectively deliver the proposed services.

The necessary knowledge, skills, and abilities should include, but not limited to, entrepreneurial training, entrepreneurial experience, and working with the targeted population.

The applicant shall have written position descriptions, requirements and qualifications, policies and procedures to ensure that all employees are fully qualified to engage in activities and perform the services required.

2. Administrative – Written policies and procedures are required for all services including personnel standards, operating procedures, determination of client eligibility, documentation, record keeping, data gathering, reporting, financial administration, quality assurance, monitoring and evaluation.

The applicant is required to have a written outcome-based program plan, and an on-going planning and evaluation process for these services.

3. Quality Assurance and Evaluation Specifications – The applicant shall have a written quality assurance plan, including procedures to assure that its services are provided in

conformance with all federal, state, and county requirements, the requirements of this RFP and POS contracts. The plan shall include procedures to monitor administrative, program and fiscal operations for compliance with all requirements. It shall also provide for procedures to determine whether clients receive consistent, high quality services. The quality assurance plan shall identify roles and responsibilities for on-going implementation.

The applicant shall have a written plan for evaluation of performance in providing the required services, including procedures and methodology to measure, monitor and collect data on outputs and outcomes, and to evaluate the outcomes and other results of its services. The evaluation plan should also include procedures to identify and resolve problems, and make improvements to the program as needed. The evaluation plan should identify staff roles and responsibilities for assuring on-going implementation.

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 was accomplished

The applicant shall also describe its program plans and planning process, including the priorities, goals, and planned outcomes for these services, and procedures for monitoring and evaluation program performance, identifying issues and problems, monitoring and assessing the needs of the target population and utilizing performance results to improve services.

Annual contract monitoring by the State may include on-site visits with comprehensive evaluation of several areas of performance. These may include review of conformance with standard contractual requirements, agency files, accounting practices, and case record keeping. In addition, on-going contract monitoring shall include a review of required reports and periodic assessment of program effectiveness.

The applicant must maintain throughout the term of the contract a system of self-appraisal and program evaluation to track and validate effectiveness of the activities provided. The evaluation process must include tools or instruments to identify client indicators of change, which are relevant to client outcomes and include a process for making improvements or taking corrective action based upon the evaluation findings.

4. Output and Performance/Outcome Measurements – The applicant shall quantify, using the attached table in Section 5, the output and performance outcomes that it expects to achieve. Each specific activity must be a direct result of OCS’ funding for this program. Include only outputs and outcomes that the program will provide.

a. Self-Employment Assistance – Number of:

- Individuals provided with intake/assessment services
- Individuals enrolled in business/entrepreneurship training
- Individuals completed business/entrepreneurship training
- Individuals received business-related counseling, technical training, and assistance

- Total hours provided counseling, technical training or assistance
- Individuals completed a business plan
- Individuals assisted with loan applications
- Individuals awarded a loan and amount
- Individuals started a business
- Individuals employed by businesses
- Individuals received business support services after new business created
- Individuals who responded to follow-up survey

In addition, list in quarter and final program reports:

- Business owners grossed at least \$500 /month within three (3) months of starting business
- Business owners grossed at least \$1000 /month within six (6) months of starting business
- Business owners grossed at least \$ 1500 /month within nine (9) months of starting business
- Business owners grossed at least \$ 2000 /month within twelve (12) months of starting business
- Types and frequency of business support services provided

The applicant may also propose alternative or additional measures of effectiveness.

b. Job Creation Through Community-Based Enterprise Development – The applicant shall set forth the types and amounts of outputs and outcomes it anticipates for its proposed project, addressing a minimum the following numbers of:

- Individuals enrolled to be trained in new employment opportunities
- Individuals completed training in new employment opportunities

In addition, list in quarter and final program reports:

- Type of employment opportunities created
- Salary and/or earnings of individuals employed in new opportunities attributable to the community based enterprise development
- If individual previously or currently employed, the amount by which present salary/earnings from new employment opportunity exceeds former salary or salary from another source.

The applicant may also propose alternative or additional measures of effectiveness.

Please use the Output and Performance/Outcome Measurement Table located at the end of this RFP in Section 5 and include it in the Service Delivery section of your proposal application.

5. Experience – The applicant shall have a minimum of one-year experience in providing self-employment assistance, entrepreneurial education, or employment creations services.

6. Coordination of Services – The applicant shall describe the agencies that it will coordinate its services with and indicate those which it already has established partnerships.

Provide a list of organizations, cooperating entities, consultants or other key individuals who will work on the project along with a short description of the nature of their effort or contribution.

7. Reporting Requirements for Program and Fiscal Data – Quarterly program progress and fiscal reports are required within thirty (30) calendar days after the last day of each quarter. The final report on the total contract period is required within sixty (60) calendar days after the last day of the contract period.

The applicant shall describe its ability to provide quarterly and final reports on program performance, particularly on the outputs and outcomes of services, and on the results of its program evaluations and needs assessments.

The applicant shall describe its ability to provide quarterly and final reports on fiscal performance, particularly comparing its budgeted expenditures to actual expenditures, and identifying and explaining the reasons for variances.

Self-Employment Assistance providers will be required to report quarterly on the number and reasons for dropouts from the program, failures to progress in training, to complete a business plan, to start-up a business, and to operate for at least one year.

Job Creation Through Community-Based Enterprise Development providers will be required to report quarterly on all failures to meet planned deadlines and objectives, reasons, and impact on the projected progress and performance of the project.

The applicant shall also provide quarterly reports on the number of persons from Compact of Free Association nations that were provided services, identified by the following:

- a. Republic of the Marshall Islands
- b. Federated States of Micronesia
 - i. Chuuk
 - ii. Yap
 - iii. Pohnpei
 - iv. Kosarae
- c. Republic of Belau (Palau)
- d. Other reports as may be required.

C. 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 the Americans with Disabilities Act (ADA) requirements, as applicable and special equipment that may be required for the services.

IV. COMPENSATION AND METHOD OF PAYMENT

A. Compensation

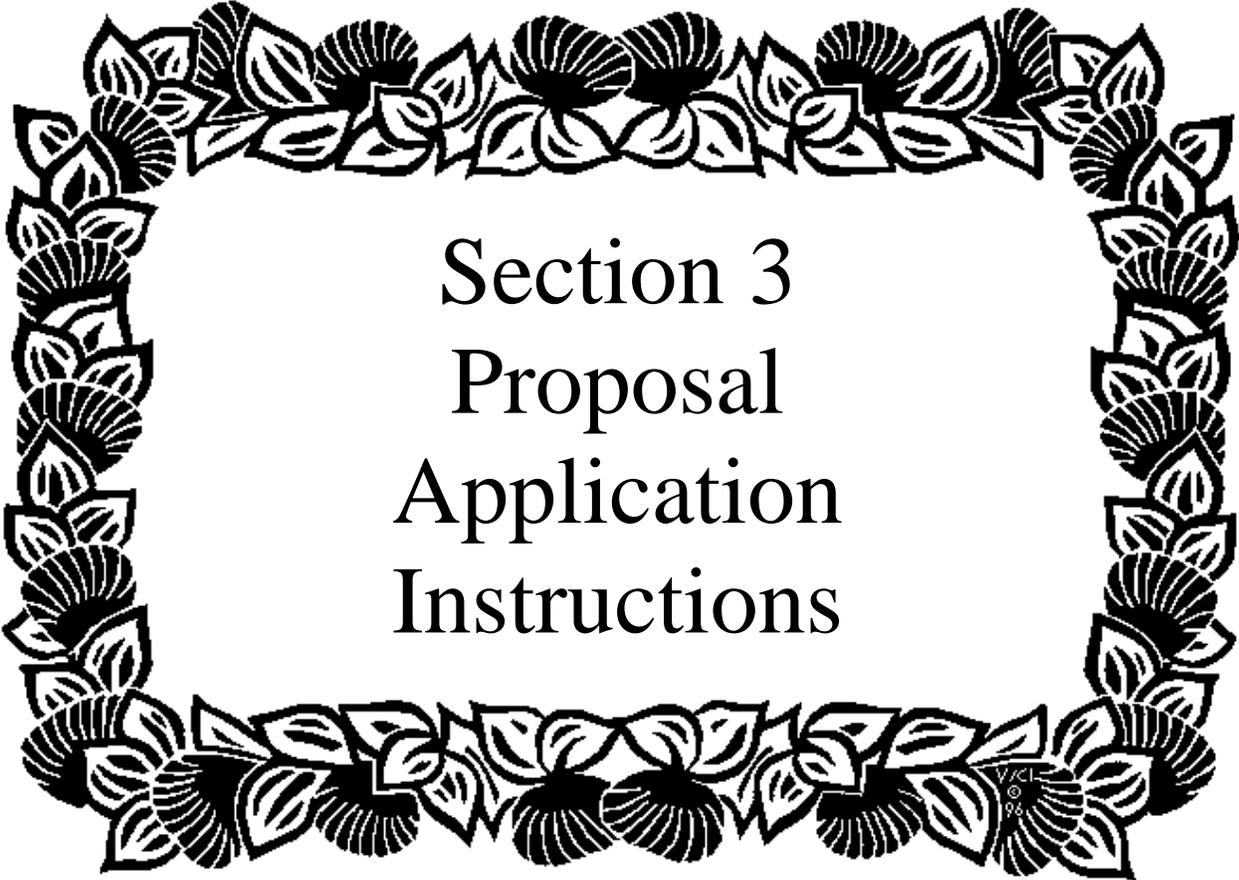
An initial advance payment of up to twenty-five percent (25%) of the total contract amount will be made upon contract execution and receipt of a written cash request. Subsequent payments shall be made to the applicant in quarterly installments, upon submission by the applicant of written requests for payment. The state may retain some or all of each payment requested by the applicant. Payment of the retained amount shall be made based upon: (1) acceptance of the written quarterly fiscal and program progress reports, and (2) acceptance of final written fiscal and program progress report. The reports shall be reviewed by the state and shall be subject to the preliminary determination of appropriateness and allow ability of the reported expenditures shall be subject to later verification and subsequent audit.

B. Units of Services and Unit Rate

Not applicable.

C. Method of Payment

The method of payment will be cost reimbursement. The cost reimbursement contract will provide for payment of allowable incurred costs, to the extent prescribed in the contract. Cost reimbursement contracts establish an estimate of total cost for the purpose of obligating funds and establishing a ceiling that the successful applicant/contractor may not exceed without the approval of the procurement office.



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 Staffing and Organization*
- *Service Delivery*
- *Financial*
- *Other*

I. Program Overview

Applicant shall clearly and concisely summarize and highlight the contents of the proposal to orient and provide evaluators with a broad understanding 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.

The applicant shall identify the key skills, abilities and knowledge necessary to effectively deliver the requested services. Identify the specific staff in your organization who possess these skills, abilities and knowledge.

B. Experience

The applicant shall provide a description of projects/contracts pertinent to the proposed services.

The applicant shall provide a brief description and listing of past pertinent contract experience that includes all of the following information: the contracting agency, contact person, address, telephone number and/or e-mail address, contact/program title, contact period, funding amount, monitoring reports, and performance outcomes.

The State reserves the right to contact references to verify experience.

C. Quality Assurance and Evaluation

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

The applicant shall explain how applicant intends to determine whether or not the program was a success.

The applicant shall describe what evidence or documentation will be used to verify program accomplishments.

The applicant shall demonstrate that it has a written evaluation plan that effectively measures, monitors, and evaluates program performance and timely detects and addresses problems. (Refer to the quality assurance and evaluation requirements in Section 2 (Service Specifications).

The applicant shall provide (1) a written quality assurance plan sufficient to assure consistent and high quality of administration and services, and (2) a written evaluation plan to effectively measure, monitor, and evaluate program performance, and timely detect and resolve programs problems.

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 examples of how relationship/agreements with other agencies, community groups, employers, etc., assist in achieving program goals and objectives.

If letter of support are submitted, include only letters that establish genuine support and actually make a commitment of time, money, personnel, space, or resources to the program. Include letters that are absolutely necessary to support your proposal or that will enhance it.

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 Staffing and Organization

A. Staffing

1. Proposed Staffing – The applicant shall describe and demonstrate that (1) the proposed staffing pattern, client/staff ratio, and caseload capacity are appropriate to insure viability of the services (refer to the personnel requirements in Section 2, Service Specifications, as applicable; and (2) that applicant's assignment of staff would be sufficient to effectively administer, manage, supervise, and provide the required services.

The applicant shall fully explain, justify, and demonstrate any proposed use of a subcontractor to be as effective as in-house staff for the provision of the required services; demonstrate that a proposed subcontractor is fully qualified for the specific work that would be subcontracted, by including description of the proposed subcontractor's experience, capability, project organization, staffing, and proposed services as set forth for applicants in these RFPs; explain how it would assure quality and effectiveness of the subcontractor, monitor and evaluate the subcontractor, and assure compliance with all of the requirements of the RFP.

The applicant shall fully explain, justify, and demonstrate any proposed use of a volunteer to be as effective as in-house staff for the provision of the required services.

The applicant shall demonstrate that proposed volunteers are or would be fully qualified for the specific work assigned, could be relied on, and would be available when and where needed to provide the required services; explain how it would provide sufficient management, supervision, oversight, and evaluation of volunteers, and otherwise assure their work quality and

effectiveness; explain how it will assure that volunteers perform in compliance with the requirements of the RFP.

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)

The applicant shall provide (1) the minimum qualifications (including experience) for staff assigned to the program; (2) include position descriptions and resumes/biosketches; and (3) explain how the minimum qualifications and/or actual qualifications would assure delivery of quality services

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.

The applicant shall explain how the program organization and assignment of personnel are sufficient for the effective administration, management, supervision, and provision of services under the program to meet the projected caseload.

The applicant shall describe the training that would be provided for program staff to strengthen their capability to effectively provide the program 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.

The applicant shall provide an “Organization-wide” chart that shows the program placement of the required services within the overall agency, and a “Program” organization chart that shows lines of communication between program administration and staff. Written explanations of both organization charts shall be included as needed for clarification.

The applicant shall demonstrate that the applicant’s proposed organization would be sufficient to effectively administer, manage, and provide the required services.

IV. Service Delivery

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

The applicant shall clearly identify and describe the geographic area(s) and the targeted population groups that it proposes to serve; Demonstrate, with demographic data and other

documentation, that the geographic area(s) it proposes to serve contains significant numbers of the target population of this RFP; there is a determined need for the services under this RFP; the services available to the area are insufficient to fill the need; and the extent of services proposed for each area will effectively address the needs.

The applicant shall describe its program in sufficient detail to provide a complete and comprehensive picture of its total program design. The applicant shall explain how it would provide all of the services required in Section 2, Item III – Scope of Work, addressing all service locations, tasks, activities, time lines, milestones, and other pertinent information. Time lines should include goals and objectives with start and completion dates, major milestones or special events, important deadlines, scheduled reports and evaluations, as well as special requirements by the funding source.

If applicant is proposing a new program, the applicant shall provide a detailed start-up plan. The plan shall include tasks, activities, personnel, and timeframe; and clearly show how the applicant would have the program established with necessary staffing to meet the anticipated caseload and provide the required services in all applicable geographic area(s) by July 1, 2009.

The applicant shall describe and justify its overall approach and methodology in addressing the need identified in this RFP, including a logical step-by-step progression of proposed program services from start to finish and how it would effectively serve clients with multiple barriers to obtain successful outcomes;

The applicant shall demonstrate that outputs and outcomes that it expects to achieve or that will result from its services are feasible and that its proposed services are effective; Explain in sufficient detail how the outputs and outcomes will be tracked and documented in the participant's files and/or the agency's records; and

The applicant shall describe its ability to provide complete, accurate, and timely reports on program performance including, but not limited to, Program Progress Reports.

Projected outputs and outcomes shall be submitted on the output and performance/outcome measurement tables provided at the end of Section 5 (Attachments). Where the applicant proposes different or additional outputs and outcomes than those provided by OCS, a justification should be provided.

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.

2. Budget Forms – As applicable, provide a budget with line-item detail and detailed calculations for each budget object class identified in the budget forms below. Detailed calculations must include estimation methods, quantities, unit costs, and other similar quantitative detail sufficient for the calculation to be duplicated.

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:

- a. SPO-H-205 Proposal Budget for FY 2012 & FY 2013
- b. SPO-H-206A Budget Justification – Personnel: Salaries and Wages
- c. SPO-H-206B Budget Justification – Personnel: Payroll Taxes, Assessment and
 - i. Fringe Benefits
- d. SPO-H-206C Budget Justification – Travel: Inter-Island
- e. SPO-H-206D Budget Justification – Travel: Out-of-State
- f. SPO-H-206E Budget Justification – Contractual Services: Administrative
- g. SPO-H-206F Budget Justification – Contractual Services: Subcontracts
- h. SPO-H-206H Budget Justification – Program Activities
- i. SPO-H-206I Budget Justification – Equipment Purchases

The applicant shall also utilize form SPO-H-201, Chapter 103F, HRS, Cost Principles in Purchases of Health and Human Services, in preparing its cost proposal.

In completing the required budget forms, the applicant should consider the evaluation criteria contained in Section 4, whereby the comprehensiveness of the information presented and the justification of all cost items are particularly important factors. If more space is needed to fully explain and justify the proposed cost items, the applicant should attach additional sheets as necessary.

3. Budget Justification – The attached budget justification should be in a narrative form and should evaluate the appropriateness and reasonableness of project costs in relation to anticipated program activities and planned outcomes

B. Other Financial Related Materials

1. Accounting System – The applicant shall provide, as part of its cost proposal, its most recent independent financial audit, with the accompanying management letter, to demonstrate the adequacy of its accounting system. Also, the applicant shall describe its ability to provide complete, accurate and timely fiscal reports that are in compliance with generally accepted accounting principles.

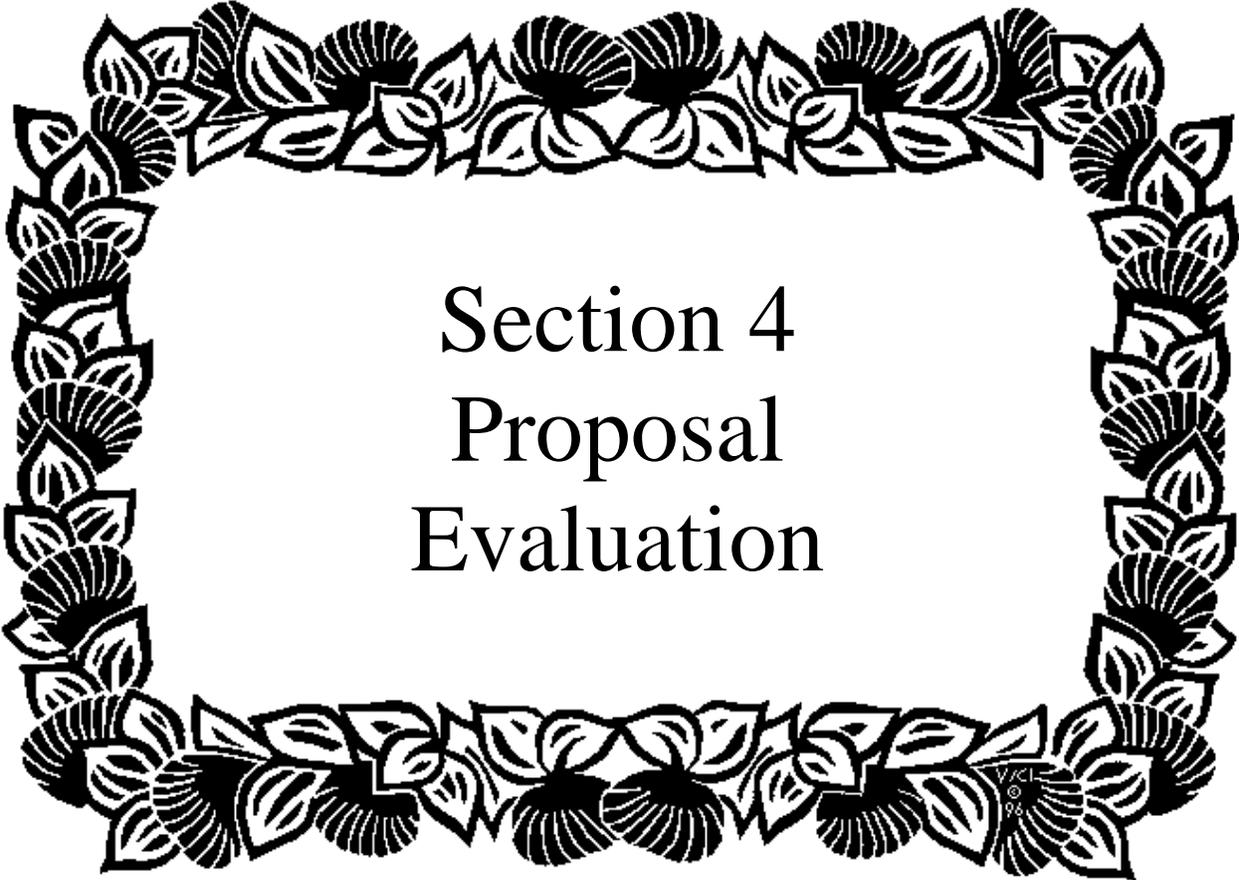
2. Need for Funding – If the services proposed by applicant are to be part of a larger project supported by other funding sources, the applicant shall identify the other funding amounts and sources, provide the planned or anticipated total project budget on form SPO-H-205 in columns (b), (c), (d), and explain its need for these POS funds.

3. Cost Effectiveness – The applicant shall explain why it considers its proposed services to be cost effective for the area and target population group that it would serve.

VI. Other

A. Litigation

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



Section 4
Proposal
Evaluation

Section 4 Proposal Evaluation

I. Introduction

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

II. Evaluation Process

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

The evaluation will be conducted in three phases as follows:

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

Evaluation Categories and Thresholds

<u>Evaluation Categories</u>		<u>Possible Points</u>
<i>Administrative Requirements</i>		
<i>Proposal Application</i>		100 Points
Program Overview	0 points	
Experience and Capability	20 points	
Project Organization and Staffing	20 points	
Service Delivery	50 points	
Financial	10 Points	
TOTAL POSSIBLE POINTS		100 Points

III. Evaluation Criteria

A. Phase 1 – Evaluation of Proposal Requirements

1. Administrative Requirements – Application Checklist

2. Proposal Application Requirements

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

B. Phase 2 - Evaluation of Proposal Application (*100 points Total*)

1. Program Overview (0 points): No points are assigned to Program Overview. The intent is to give the applicant an opportunity orient evaluators as to the service(s) being offered.

2. Experience and Capability (20 Points) – OCS will evaluate the experience and capability to provide the services as follows:

a. Necessary Skills (3 points)

Identify and describe the specific staff in your organization that possesses the skills, abilities and knowledge involved in management, administrative and program functions needed to provide and support the services being requested. Resumes, employment history, responsibilities, program experience and significant accomplishments for each staff are included.

b. Program Experience (8 points)

Demonstrates prior experience related to employment assistance to low-income persons. The following information is included: Contracting Agency, Contact Person, Contact Information, Contract/Program Title, Contract Period, Funding Amount, Performance Outcomes (budgeted & actual), Copy of Reports or Information Relating to Contract/Program Performance.

c. Quality Assurance and Evaluation (3 points)

Demonstrates effective quality assurance and evaluation plans for the proposed services and includes methodology. Applicant has (1) a written quality assurance plan sufficient to assure consistent and high quality of administration and services; and (2) a written evaluation plan to effectively

measure, monitor and evaluate program performance; and a plan to timely detect and resolve program problems as they arise.

d. Coordination of Services (3 points)

Demonstrates capability to coordinate services with other agencies and resources in the community. Provides examples of how relationships/agreements with other agencies, community groups, employers, etc., assist in achieving program goals and objectives.

e. Facilities (3 points)

Describes how the facilities are adequate relative to the proposed services. Also, describes how the facilities are in compliance with the American with Disabilities Act and other applicable rules and regulations.

3. Project Staffing and Organization (20 Points) – OCS will evaluate the project organization and staffing as follows:

a. Staffing (14 points)

- *Proposed Staffing:* That the staffing pattern, client/staff ratio, and proposed caseload capacity are reasonable to insure viability of the services. Demonstrates that applicant's assignment of staff is sufficient to effectively administer, manage, supervise and provide the required services. (6 points)
- *Staff Qualifications:* Minimum staff qualifications (including experience) for staff assigned to the program are clearly described. Please include position descriptions and resumes/biosketches. Explain how the minimum qualifications and/or actual qualifications would assure delivery of quality services. (8 points)

b. Project Organization (6 points)

- *Supervision and Training:* Demonstrates the ability that applicant would 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.) Demonstrates that applicant's proposed organization would be sufficient to effectively administer, manage, and provide the required services. (3 points)

4. Service Delivery (50 Points) – OCS will evaluate the service deliver as follows:

a. Service Delivery (50 points)

- Using data and evidence-based knowledge, the applicant demonstrates that (a) the geographic area the applicant proposes to serve contains significant numbers of the target population; (b) the target population in the designated area has a need for the proposed services; and (c) the services

already provided in the designated area are insufficient to meet the need/demand of the target population. (8 points)

- Demonstrates that the program design is comprehensive and complete by explaining in sufficient detail all services and information required, including descriptions of service locations, program tasks, activities, time lines and other pertinent information. (15 points)
- Demonstrates how the proposed approach and methodology are effective and efficient by showing (a) a step-by-step progression of services provided to clients from intake to achievement of the desired outputs/outcomes, and (b) how the services will effectively assist individuals with multiple barriers obtain a successful outcome. (15 points)
- Demonstrates that applicant proposes feasible, realistic and effective program outputs and outcomes. Explains in sufficient detail on how the outputs and outcomes will be tracked and documented in the participants' files and program records. Describes applicant's ability to provide complete, accurate and timely reports on program performance. (12 points)

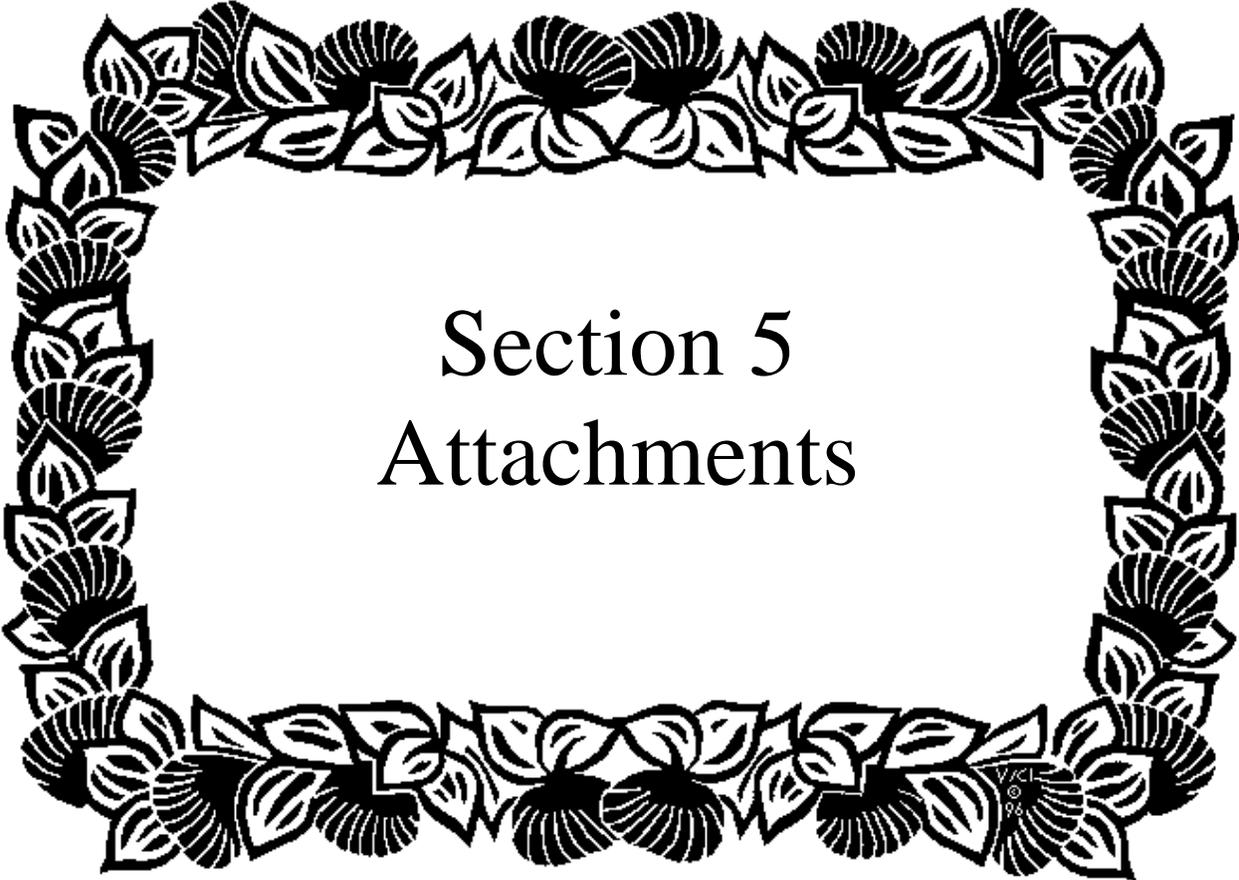
5. Financial (10 Points)

- a. Demonstrates that the proposed costs are reasonable and necessary by providing adequate information and justification for all cost items and explanation of method of allocation of indirect costs. Demonstrates that the applicant has a need for the amount requested for the proposed services. (5 points)
- b. Demonstrates that the accounting system and procedures to assure proper and sound fiscal administration of funding is effective and can adequately support the proposed program. Explain in detail how complete, accurate and timely fiscal reports will be submitted. (5 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.

OCS reserves the right not to select and award the lowest price proposal application. OCS also reserves the right to decide at its discretion not to select and award any of the submitted applications.



Section 5
Attachments

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Table of Contents
- C. Output and Performance/Outcome Measurements Table

Proposal Application Checklist

Applicant: _____ RFP No.: _____

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

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

Authorized Signature

Date
SPO-H (Rev. 9/08)

Sample

Proposal Application Table of Contents

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VII.	Attachments	
	A. Cost Proposal	
	SPO-H-205 Proposal Budget	
	SPO-H-206A Budget Justification - Personnel: Salaries & Wages	
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	SPO-H-206C Budget Justification - Travel: Interisland	
	SPO-H-206E Budget Justification - Contractual Services – Administrative	
	B. Other Financial Related Materials	
	Financial Audit for fiscal year ended June 30, 1996	
	C. Organization Chart	
	Program	
	Organization-wide	
	D. Performance and Output Measurement Tables	
	Table A	
	Table B	
	Table C	
	E. Program Specific Requirements	

OUTPUT AND PERFORMANCE/OUTCOME MEASUREMENTS TABLE		
	FY 2012	FY 2013
Self-Employment Assistance		
Numbers of:		
Individuals provided with intake/assessment services		
Individuals enrolled in business/entrepreneurship training		
Individuals completed business/entrepreneurship training		
Individuals received business-related counseling, technical training, and assistance		
Total hours provided counseling, technical training or assistance		
Individuals completed a business plan		
Individuals assisted with loan applications		
Individuals awarded a loan and amount		
Individuals started a business		
Individuals employed by business		
Individuals received business support service after new business created		
Individual who responded to follow-up survey		
Job Creation Through Community-Based Enterprise Development		
Numbers of:		
Individuals enrolled to be trained in new employment opportunities		
Individuals completed training in new employment opportunities		
Employment opportunities created		
Business owners grossed at least \$500 within 3 months of starting business		
Business owners grossed at least \$1000 within 6 months of starting business		
Business owners grossed at least \$1500 within 9 months of starting business		
Business owners grossed at least \$2000 within 12 months of starting business		

The applicant may also propose alternative or additional measures of effectiveness.