

County of Hawaii  
Office of Management  
Office of Aging

## **Request for Proposals**

### **RFP #: HCOA CDSMP 0709 OAA Health Education & Promotion Services**

February 27, 2009

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.

**February 27, 2009**

**REQUEST FOR PROPOSALS**

**OLDER AMERICANS ACT HEALTH EDUCATION & PROMOTION  
SERVICES**

**RFP No. HCOA CDSMP 0709**

The Hawaii County Office of Aging (HCOA) is requesting proposals from qualified applicants to provide health promotion and education services to help older individuals 60 years old and over remain independent in their own homes and communities. HCOA is interested in applicants who can assist the county in the development and implementation of a collaborative program to empower older people to take control of their health through evidenced-based prevention programs. The contract term will be from July 1, 2009 through December 31, 2009. Multiple contracts will be awarded under this request for proposals.

Proposals shall be mailed, postmarked by the United States Postal Service on or before April 3, 2009 and received no later than 10 days from the submittal deadline. Hand delivered proposals shall be received no later than 4:30 p.m., Hawaii Standard Time (HST), on April 3, 2009 at the drop-off sites designated on the Proposal Mail-in and Delivery Information Sheet. Proposals postmarked or hand delivered after the submittal deadline shall be considered late and rejected. There are no exceptions to this requirement.

The Hawaii County Office of Aging will conduct an orientation on March 10, 2009 from 1:30 PM to 3:00 PM HST, at the ADRC Training Room, 1055 Kinoole Street, Hilo, Hawaii, 96720-3853. All prospective applicants are encouraged to attend the orientation.

The deadline for submission of written questions is 4:30 p.m., HST, on March 13, 2009. All written questions will receive a written response from the County of Hawaii on or before March 18, 2009.

Inquiries regarding this RFP should be directed to the RFP contact person, Lito M. Asuncion at 1055 Kinoole Street, Suite 101, Hilo, Hawaii 96720, telephone: (808) 961-8600, fax: (808) 961-8603, e-mail: lito.hcoa@hawaiiantel.net.

## PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

**NUMBER OF COPIES TO BE SUBMITTED: 1 original, 2 copies**

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **April 3, 2009** and received by the state purchasing agency no later than 10 days from the submittal deadline.

### All Mail-ins

Hawaii County Office of Aging  
1055 Kinoole Street, Suite 101  
Hilo, HI 96720-3853

### HCOA RFP COORDINATOR

Lito M. Asuncion  
Phone: (808) 961-8600  
Fax: (808) 961-8603  
email: lito.hcoa@hawaiiantel.net

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), April 3, 2009**. 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., **April 3, 2009**.

### Drop-off Sites

#### **East Hawai i:**

Hawaii County Office of Aging  
1055 Kino'ole Street, Suite 101  
Hilo, Hawai i 96720-3853

#### **West Hawaii:**

Hawaii County Office of Aging  
Hanama Place  
75-5706 Kuakini Hwy, Suite 106  
Kailua-Kona, Hawai'i 96740

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# **Section 1**

## **Administrative Overview**

# Section 1

## Administrative Overview

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

### I. Procurement Timetable

Note that the procurement timetable represents the County'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 Request for Proposals (RFP)	2/19/09
Distribution of RFP	2/27-3/28/09
RFP orientation session	3/10/09
Closing date for submission of written questions for written responses	3/13/09
State purchasing agency's response to applicants' written questions	3/18/09
Discussions with applicant prior to proposal submittal deadline (optional)	3/18-4/2/09
Proposal submittal deadline	4/3/09
Discussions with applicant after proposal submittal deadline (optional)	4/4-4/8/09
Final revised proposals (optional)	4/9/09
Proposal evaluation period	4/10-4/21/09
Provider selection	4/22/09
Notice of statement of findings and decision	4/23/09
Contract start date	7/1/09

## 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)	<a href="http://hawaii.gov/tax/">http://hawaii.gov/tax/</a> click “Forms”
9	Wages and Labor Law Compliance, Section 103-055, HRS, (Hawaii State Legislature website)	<a href="http://capitol.hawaii.gov/">http://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://hawaii.gov/dcca">http://hawaii.gov/dcca</a> click “Business Registration”
11	Campaign Spending Commission	<a href="http://hawaii.gov/campaign">http://hawaii.gov/campaign</a>

## III. Authority

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

#### IV. RFP Organization

This RFP is organized into five sections:

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

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

Hawaii County Office of Aging  
1055 Kinoole Street, Suite 101  
Hilo, HI 96720-3853

#### VI. Orientation

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

**Date:** March 10, 2009      **Time:** 1:30 P.M.  
**Location:** 1055 Kinoole St. Hilo, HI – ADRC Training Room

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 county purchasing agency.

Deadline for submission of written questions:

**Date:** March 13, 2009      **Time:** 4:30 P.M. HST

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

**Date:** March 16-18, 2009

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

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks. Proposals submitted by fax, e-mail, diskettes or any electronic means is not allowed and will be rejected.

## **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 county purchasing agency in its evaluation of the proposals.

## **XII. RFP Amendments**

The County 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 County.

#### **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 county 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 County 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. (HAR Section 3-141-201)
- (2) Rejection for inadequate accounting system. (HAR Section 3-141-202)
- (3) Late proposals (HAR Section 3-143-603)
- (4) Inadequate response to request for proposals (HAR Section 3-143-609)
- (5) Proposal not responsive (HAR Section 3-143-610(a)(1))
- (6) 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 Hawaii County Corporation Counsel as to form, and to all further approvals, including the approval of the Mayor, 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 County 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 county purchasing agency’s failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A county purchasing agency’s failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A county purchasing agency’s failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

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

<b>Head of State Purchasing Agency</b>	<b>Procurement Officer</b>
Name: Nancy Crawford	Name: Lito M. Asuncion
Title: Director of Finance	Title: Program Planner – Office of Aging
Mailing Address: 25 Aupuni Street Hilo, HI 96720	Mailing Address: 1055 Kinoole St. Ste 101 Hilo, HI 96720-3853
Business Address: 891 Ululani Street Hilo, HI 96720	Business Address: 1055 Kinoole St. Ste 101 Hilo, HI 96720-3853

**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, County 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 county 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**

The Administration on Aging (AoA) awarded competitive grants to empower older people to take more control over their own health through lifestyle changes that have proven effective in reducing the risk of disease and disability among the elderly. It also supported and complemented the new emphasis on prevention and chronic disease management in Medicare. The public health and non-profit networks and the aging sector were mobilized to accelerate the translation of funded research into practice through the deployment of low-cost evidence-based disease and disability prevention programs at the community level. The focus of this initiative is to improve the quality of life of our seniors and reduce the cost of health care over the long run.

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

A Request for Information was issued to current and prospective providers and the community to assist the office in the preparation of this request for proposal. In addition, conversations were held with the local Healthy Aging Partnership to gather information that may be relevant and could contribute to the development of this RFP.

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

The State of Hawaii chose to implement and embed the Stanford University School of Medicine's Chronic Disease Self Management Program (CDSMP). This program is designed to teach individuals with chronic conditions to manage their illnesses to live a healthy life.

HCOA has already initiated the implementation of the training component of the program with the training of four qualified individuals to teach Chronic Disease Self Management Program (CDSMP), Diabetes Self Management Program (DSMP) and Arthritis Self Management Program (ASMP). Another qualified individual is trained to teach only CDSMP.

HCOA is looking to embed and sustain this evidence-based self management program in the community through:

- the development of a marketing plan
- the development of marketing tools
- community presentations
- the recruitment of workshop participants
- the recruitment of program lay leaders

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

Persons eligible to attend the self management workshops are those who are 60 years of age or older, or caregivers of persons 60 years of age or older.

**E. Geographic coverage of service**

This service intends to cover all districts within Hawaii County. If an Applicant is unable to provide services for specific districts, this information must be included in its proposal.

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

Estimated funding: \$30,000 subject to availability of funds  
Period: July 1, 2009 to December 31, 2009

**II. General Requirements**

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

In responding to this Request for Proposal (RFP), the applicant shall:

Demonstrate that it has the technical expertise to carry out the required activities of this solicitation.

Possess skills to sustain and nurture the healthy aging partnership that was established in Hawaii County.

**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

Criteria for multiple awards: Not Applicable

**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)

Contract terms:

Term of Contract: 6 months July 1, 2009 to December 31, 2009

The 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.

Lito M. Asuncion  
1055 Kinoole St. Suite 101  
Hilo, Hawaii 96720-3853  
Phone: (808) 961-8600  
Email: [lito.hcoa@hawaiiantel.net](mailto:lito.hcoa@hawaiiantel.net)

**III. Scope of Work**

**A. Service Activities**

(Minimum and/or mandatory tasks and responsibilities)

1. Develop marketing plans for the following programs
  - a. Chronic Disease Self Management Program (CDSMP),
  - b. Diabetes Self Management Program (DSMP), and
  - c. Arthritis Self Management Program (ASMP)
  
2. Develop marketing tools for the above mentioned programs such as power point presentations, press releases, data sheets, and informational handouts suitable for the following target groups:
  - a. senior groups
  - b. health care professionals
  - c. medical professionals
  - d. community clinics
  - e. hospital discharge personnel

3. Develop a template for a memorandum of agreement for the Hawaii Island Healthy Aging Partnership.
4. Perform with competence the following service activities:
  - a. Conduct 4 presentations each to senior groups, health care professionals, medical professionals, community clinics, and hospital discharge personnel.
  - b. Coordinate workshops for all three programs.
  - c. Secure facilities for workshops.
  - d. Recruit four additional partners for the Hawaii Island Healthy Aging Partnership.
5. Recruit participants islandwide to attend the following programs:
  - a. CDSMP – 80 minimum participants
  - b. DSMP - 80 minimum participants
  - c. ASMP - 80 minimum participants
6. Recruit program lay leaders islandwide:
  - a. CDSMP - 30 minimum lay leaders
  - b. DSMP - 30 minimum lay leaders
  - c. ASMP - 30 minimum lay leaders

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

**1. Personnel**

- a. All personnel must be screened and deemed competent by the applicant to provide the services as described in their job descriptions.
- b. All personnel and volunteer workers must be of good character and integrity and qualified to work with physically impaired individuals and people from various cultures.

**2. Administrative**

- a. The Applicant must assure that it has the capabilities to effectively and safely deliver the service.
- b. If subcontractors will be used in the provision of this service, names and qualifications of subcontractors shall be included in this proposal.

- c. The Applicant shall provide its capacity to keep financial and program records specific to this contract.
- d. The Applicant shall include information on its procedures of handling project income derived from participants' voluntary contributions.

**3. Quality assurance and evaluation specifications**

The applicant must present methods of measuring efficiency, effectiveness and quality of service, including evaluation by the participants. The applicant shall describe its process for making improvements or taking corrective action based upon evaluation results.

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

Performance Outputs:

Milestones:

1. Development of a marketing plan
2. Development of marketing tools

Service Unit = 1 presentation

Number of Service Units to be provided = 20 presentations

Number of Unduplicated Participants to be served = 300

Number of Participants to recruit for workshops = 240

Number of Lay Leaders to recruit for training = 90

Outcome Measures:

- a. The % of presentation participants who commit to referring clients to the self management workshops.
- b. The % of presentation participants who register to attend a self management workshop.
- c. The % of presentation participants who register to attend lay leader training.

**5. Experience**

The Applicant must have a working knowledge of the Stanford School of Medicine Chronic Disease Self Management Program (CDSMP).

Information is available at the CDSMP website :

<http://patienteducation.stanford.edu/programs/cdsmp.html>

Applicant must also possess all the necessary management capacity and technical expertise to effectively and efficiently meet the service specifications of this solicitation.

**6. Coordination of services**

The applicant shall coordinate with the Hawaii County Office of Aging on the design and implementation aspects of the service (timetable, location, resources needed).

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

Prompt submission of required reports is expected from the successful applicant. At a minimum, the successful applicant shall follow the report due dates below:

Invoice/Progress Report	After Milestone Completion
Invoice/Progress Report	After 50% of presentations
Final Narrative/Expenditure Report	30 <sup>th</sup> day after end of contract

**C. Facilities/Equipment/Vehicles**

Securing and arranging for equipment needed in conducting trainings and presentations related to the program is the responsibility of the applicant.

**IV. COMPENSATION AND METHOD OF PAYMENT**

Award for this service shall be Cost Reimbursement. Initial or advance payment of 10% of award or \$3,000.00 shall be made to successful applicant. Payments shall be made upon receipt of invoice and progress report.

## **Section 3**

# **Proposal Application Instructions**

## Section 3

# Proposal Application Instructions

### General instructions for completing applications:

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

### The Proposal Application comprises the following sections:

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

#### **I. Program Overview**

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

## **II. Experience and Capability**

### **A. Necessary Skills**

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

### **B. Experience**

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

The applicant shall include contact information (name, address, e-mail/phone) of listed experiences. HCOA reserves the right to contact references to verify experiences.

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

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

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

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

### **E. Facilities/Equipment**

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.

Each applicant must address its capability to meet data collection and reporting requirements as described in the Service Specification Section of the RFP.

## **II. Project Organization and Staffing**

### **A. Staffing**

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

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the

services. (Refer to the personnel requirements in the Service Specifications, as applicable.)

## **2. Staff Qualifications**

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

## **B. Project Organization**

### **1. Supervision and Training**

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

### **2. Organization Chart**

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

## **IV. Service Delivery**

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

The applicant shall provide detailed discussion of all service activities and management requirements included in the Service Specification Section. The applicant shall describe its approach to carry out all major services activities and tasks described in this section. The applicant must provide discussion on how it plans to use personnel/staff/volunteers described to accomplish the work scope; including the number of persons and attach the job descriptions for the personnel. The applicant must include the total number of service units it can provide, area or district of the county where the applicant can provide this service, and the estimated unit cost for the service.

## **V. Financial**

### **A. Pricing Structure**

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

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

SPO-H-205 (See special instructions in section 5)  
SPO-H206 through SPO-206-H as applicable

**B. Other Financial Related Materials**

**1. Accounting System**

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, a discussion about the applicant's accounting system must be included in the proposal. A copy of an applicant's most recent audit may also be attached.

**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>		<b>100 Points</b>
Program Overview	0 points	
Experience and Capability	30 points	
Project Organization and Staffing	15 points	
Service Delivery	45 points	
Financial	10 Points	
<b>TOTAL POSSIBLE POINTS</b>		<b>100 Points</b>

### III. Evaluation Criteria

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

##### 1. Requirements 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 Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

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

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

##### 1. *Experience and Capability (30 Points)*

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

<b>A.</b>	<b>Necessary Skills</b>	<b><u>3</u></b>
	• Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services.	<u>2</u>
	• Identify specific staff that possesses these skills, abilities and knowledge.	<u>1</u>
<b>B.</b>	<b>Program/Staff Experience</b>	<b><u>12</u></b>
	• Provide current and past experience in administering programs and contracts for older adults.	<u>6</u>
	• Identify and provide employment histories and significant accomplishments for each staff member who will be involved in the management and program functions required	<u>6</u>

to provide the service.	<u>          </u>
<b>C. Quality Assurance and Evaluation</b>	<b><u>4</u></b>
• Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.	<u>2</u>
• Written evaluation plan to effectively measure, monitor, and evaluate program performance and timely detection and resolution of identified problems.	2
<b>D. Coordination of Services</b>	<b><u>9</u></b>
• Demonstrated capability to coordinate services with other agencies and resources in the community. Provides examples how applicant network and collaborate with other providers in the community.	<u>9</u>
<b>E. Facilities</b>	<u>2</u>
• Adequacy of facilities relative to the proposed services.	<u>2</u>

**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</b>	<b><u>10</u></b>
• <u>Proposed Staffing</u> : That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services.	<u>5</u>
• <u>Staff Qualifications</u> : Minimum qualifications (including experience) for staff assigned to the program.	<u>5</u>

<b>B. Project Organization</b>	<u>5</u>
• Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services.	<u>3</u>
• Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks.	<u>2</u>

**3. Service Delivery (45 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 through credible research data, practical experience and evidence-based knowledge that the proposed service shall serve a significant number of the target population and such service shall fill a service gap or critical need in the community.	<u>10</u>
• Demonstrates a logical approach (including timelines) and step-by-step process that explains in detail the planning and delivery of tasks and activities to the target population. Describes in detail approaches of providing services to ethnic/linguistic minorities and the disability population. Describes in sufficient detail applicant's proposed method(s) of effectively targeting older individuals with greatest economic and social needs (poor, low income minorities, rural residence, frail or at-risk for institutionalization, limited English proficient).	<u>15</u>
• Demonstrates that the applicant proposes effective and feasible outputs/outcomes as well as the number of unduplicated consumers to be served and can be achieved with the proposed cost structure, staff and resources.	<u>10</u>
• Discusses in sufficient detail how outputs/outcomes will be tracked and documented and how applicant plans to use technology to streamline data and reporting requirements. Describes applicant's ability to provide complete, accurate and timely program and financial reports.	<u>10</u>

**5. *Financial (10 Points)***

The budget fully supports the scope. Applicant's proposal budget is reasonable, given program resources and operational capacity.

- Adequacy of accounting system.

**C. Phase 3 - Recommendation for Award**

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

# **Section 5**

## **Attachments**

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

## 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)*		
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*		
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5		
SPO-H-206A	Section 3, RFP	SPO Website*		
SPO-H-206B	Section 3, RFP	SPO Website*		
SPO-H-206C	Section 3, RFP	SPO Website*		
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*		
SPO-H-206F	Section 3, RFP	SPO Website*		
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*		
SPO-H-206I	Section 3, RFP	SPO Website*		
SPO-H-206J	Section 3, RFP	SPO Website*		
<b>Certifications:</b>				
<b>Federal Certifications</b>		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
<b>Program Specific Requirements:</b>				

\_\_\_\_\_

Authorized Signature

\_\_\_\_\_

Date

## 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>
	A. Necessary Skills .....	2
	B. Experience.....	4
	C. Quality Assurance and Evaluation.....	5
	D. Coordination of Services.....	6
	E. Facilities.....	6
<b>III.</b>	<b>Project Organization and Staffing .....</b>	<b>7</b>
	A. Staffing.....	7
	1. Proposed Staffing.....	7
	2. Staff Qualifications .....	9
	B. Project Organization .....	10
	1. Supervision and Training.....	10
	2. Organization Chart (Program & Organization-wide) (See Attachments for Organization Charts)	
<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>	
	A. Cost Proposal	
	SPO-H-205 Proposal Budget	
	SPO-H-206A Budget Justification - Personnel: Salaries & Wages	
	SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments, and Fringe Benefits	
	SPO-H-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 Requiremen	

