

State of Hawaii
County of Hawaii
Office of Management
Office of Aging

Request for Proposals

HCOA III E 0709 OAA Family Caregiver Support Services

March 2, 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.

March 2, 2009

REQUEST FOR PROPOSALS

**OLDER AMERICANS ACT FAMILY CAREGIVER SUPPORT SERVICES
RFP No. HCOA III E 0709**

The Hawaii County Office of Aging is requesting proposals from qualified applicants to provide Family Caregiver Support Services which include access, counseling, respite, and supplemental services to caregivers of loved ones who are unable to care for themselves due to illness or a disability. The contract term will be from July 1, 2009 through June 30, 2010 and may be extended for up to one (1) 12 month term. Multiple contracts will be awarded under this request for proposals. Applicants for this RFP may also want to submit proposals to provide case management services and home and community based services under the Kupuna Care Program currently procured through RFP No. HCOA KCCM 0709 and RFP No. HCOA KCHCBS 0709 posted in the State Procurement Office website.

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 Hawaii:

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

West Hawaii:

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

RFP Table of Contents

Section 1 Administrative Overview

I.	Procurement Timetable.....	1-1
II.	Website Reference.....	1-2
III.	Authority.....	1-2
IV.	RFP Organization.....	1-3
V.	Contracting Office.....	1-3
VI.	Orientation.....	1-3
VII.	Submission of Questions.....	1-4
VIII.	Submission of Proposals.....	1-4
IX.	Discussions with Applicants.....	1-6
X.	Opening of Proposals.....	1-7
XI.	Additional Materials and Documentation.....	1-7
XII.	RFP Amendments.....	1-7
XIII.	Final Revised Proposals.....	1-7
XIV.	Cancellation of Request for Proposals.....	1-7
XV.	Costs for Proposal Preparation.....	1-8
XVI.	Provider Participation in Planning.....	1-8
XVII.	Rejection of Proposals.....	1-8
XVIII.	Notice of Award.....	1-8
XIX.	Protests.....	1-9
XX.	Availability of Funds.....	1-9
XXI.	General and Special Conditions of the Contract.....	1-10
XXII.	Cost Principles.....	1-10

Section 2 - Service Specifications

I.	Introduction	
	A. Overview, Purpose or Need.....	2-1
	B. Planning activities conducted in preparation for this RFP.....	2-1
	C. Description of the Goals of the Service.....	2-1
	D. Description of the Target Population to be Served.....	2-1
	E. Geographic Coverage of Service.....	2-1
	F. Probable Funding Amounts, Source, and Period of Availability.....	2-1
II.	General Requirements.....	2-2
	A. Specific Qualifications or Requirements.....	2-2
	B. Secondary Purchaser Participation.....	2-2
	C. Multiple or Alternate Proposals.....	2-2
	D. Single or Multiple Contracts to be Awarded.....	2-2
	E. Single or Multi-Term Contracts to be Awarded.....	2-3
	F. RFP Contact Person.....	2-3

III.	Scope of Work.....	2-3
A.	Service Activities.....	2-3
B.	Management Requirements.....	2-3
C.	Facilities.....	2-4
IV.	Compensation and Method of Payment.....	2-5

Section 3 - Proposal Application Instructions

	General Instructions for Completing Applications.....	3-1
I.	Program Overview.....	3-2
II.	Experience and Capability.....	3-2
A.	Necessary Skills.....	3-2
B.	Experience.....	3-2
C.	Quality Assurance and Evaluation.....	3-2
D.	Coordination of Services.....	3-2
E.	Facilities.....	3-2
III.	Project Organization and Staffing.....	3-2
A.	Staffing.....	3-3
B.	Project Organization.....	3-3
IV.	Service Delivery.....	3-3
V.	Financial.....	3-4
A.	Pricing Structure.....	3-4
B.	Other Financial Related Materials.....	3-4
VI.	Other.....	3-5
A.	Litigation.....	3-5

Section 4 – Proposal Evaluation

I.	Introduction.....	4-1
II.	Evaluation Process.....	4-1
III.	Evaluation Criteria.....	4-2
A.	Phase 1 – Evaluation of Proposal Requirements.....	4-2
B.	Phase 2 – Evaluation of Proposal Application.....	4-2
C.	Phase 3 – Recommendation for Award.....	4-5

Section 5 – Attachments

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

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	3/2-3/31/09
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)	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:

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 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.)
- **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 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 county purchasing agency's efforts to plan for or to purchase health and human services prior to the county 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:

- (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.

Head of State Purchasing Agency	Procurement Officer
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	Business Address: 1055 Kinoole St. Ste 101

Hilo, HI 96720	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

In November of 2000, Congress reauthorized the Older Americans Act and approved funds to support family caregiving activities and services under the National Family Caregiver Support Program. Research has documented that family members, friends, and neighbors provide the majority of long term care support. The National Family Caregiver Support Program helps families sustain their efforts in caring for older loved ones. Services will be provided through the National Caregiver Family Support Program administered by the Hawai'i County Office of Aging.

Caregiver support services provide an opportunity for the social as well as physical well being for the caregiver. Program services directed at supporting caregivers include:

- Individual counseling, support groups, and training to assist the caregivers in making decisions and solving problems relating to their caregiving roles;
- Respite care to temporarily relieve caregivers from their responsibilities;
- Supplemental services, on a limited basis, to complement the care provided by caregivers;
- Assistance to caregivers in gaining access to supportive services; and
- Information to the public about resources and services available.

Under the Older Americans Act, the family caregiver is defined as “an adult family member or another individual who is an informal provider of in-home and community care to an older individual”. A grandparent or older individual who is a relative caregiver is “a grandparent or step-grandparent of a child, or relative of a child by blood or marriage, who is 55 years of age or older and lives with the child; is the primary caregiver of the child because the biological or adoptive parents are unable or unwilling to serve as the primary caregiver of the child; and has a legal relationship to the child, such as legal custody or guardianship, or is raising the child informally.”

B. Planning activities conducted in preparation for this RFP

HCOA conducted the following planning activities in preparation for this RFP: gathered information from the Executive Office of Aging and Title III of the Older Americans Act on funding terms and conditions; consulted views

of service recipients on conditions affecting achievement of desired goals; consulted views of provider organizations requested on how to improve service specifications; gathered information from monitoring and other reports for current contracts; reviewed other data (socio-economic and health trends, waiting lists for services, client satisfaction surveys, etc.); and issued a request for information (RFI) for current and prospective providers and the general public

C. Description of the goals of the service

The goals of the National Family Caregiver Support Program are that family caregivers have supportive programs and services that address their needs to enable them to continue providing care.

The National Caregiver Family Support Program seeks to provide assistance to caregivers either in the form of access or care coordination in circumstances where the older person is experiencing diminished functioning capacities, personal conditions or other characteristics which require the provision of services by formal service providers or family caregivers. Case management under **Access Assistance** services include such practices as assessing needs, developing care plans, authorizing and coordinating services among providers, and providing follow-up and reassessment, as required.

D. Description of the target population to be served

Persons eligible to receive services under the National Family Caregiver Support Program NFCSP are family caregivers of adults 60 years old or older including non-relatives who are providing care to older individuals in the greatest social or economic need with particular attention to low-income individuals.

Also eligible to receive NFCSP services are grandparents and relative caregivers of children 18 years of age and younger (including grandparents who are sole caregivers of grandchildren and children or older adults ages 19 - 59 who are affected by mental retardation or who have developmental disabilities [MR/DD], although disability of the grandchild is not required). The caregivers must be a grandparent or step-grandparent of a child or a relative of a child by blood or marriage, be age 55 and older, live with the child, act as the primary caregiver of the child, and have a legal relationship to the child or raise the child informally.

The Older Americans Act's targeting preference includes older individuals aged 60 and over with the greatest social and economic needs with an emphasis on low-income and minority elders. Providers using OAA funds are required to provide increased outreach and access to elders with limited English speaking proficiency, minority, Native American, and rural elders as an integral part of their plan, based on the population mix of the geographic

area in which they intend to provide services. Individuals determined to be at high risk will receive priority for service.

E. Geographic coverage of service

The geographic coverage for this RFP encompasses the County of Hawai'i. The Hawai'i County Office of Aging encourages that Kupuna Care services is made available in all districts of the County of Hawai'i. However, an applicant may submit its proposal to serve all or only particular districts of the Hawai'i County, depending on the service providers' capacity. The applicant must specify which area(s) it is able to serve. It must also demonstrate in its narrative that it can provide the required service(s) in all of the districts for which it is submitting an application.

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

The estimated annual funding for all National Family Caregiver Support Program services may be up to \$122,230.

The final, specific allocation of funds for NFCSP services will be determined by the HCOA after all applications have been evaluated and rated. Service allocations are based on client needs as determined by Caregiver Case Managers and are authorized by Hawai'i County Office of Aging

Funding for services will be subject to the availability of fund and need for the service, and the satisfactory evaluation of the provider's performance. The HCOA reserves the right to reallocate all or part of the initial award to an agency, if there is a pattern of service underutilization, if there is a wait list for service, and/or if an agency is not able to carry out the provision of services by the end of the fiscal period.

II. General Requirements

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

- a. The applicant shall have license(s) and/or certificate(s), as applicable, in accordance with federal, State and county regulations and shall include copies of current applicable license(s) and certificate(s) with the proposal.
- b. The applicant must have operated a business of similar scope and magnitude as required by the RFP for at least one year.
- c. The applicant is responsible for providing the necessary staff, equipment, vehicles and facilities that will be required in the carrying out of the scope of service delineated in the RFP. The applicant shall include in its application an assurance that such resources shall be provided throughout the contract period.

- d. The applicant must follow all fiscal and program instructions issued by the HCOA throughout the contract period
- e. All publications or press releases related to this service shall include the statement: “This program has been made possible in part by funding from the STATE OF HAWAI’I, and the OLDER AMERICANS ACT as awarded by the Hawaii County Office of Aging.”

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:

A Single award may be made for a proposal that demonstrates the ability to provide the required expertise, resources and infrastructure to deliver National Caregiver Family Support Program services to the target population in all geographic areas covered by this RFP.

Multiple awards may be awarded if geographical and other constraints prevent a service delivery plan from one provider.

A multiple contract may also be awarded if the county purchasing agency determines that it is in the best interest of the county for a number of providers to provide the service in this RFP considering the need, target population and geographic service area.

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:

Initial Term of Contract: 1 year July 1, 2009 to June 30, 2010
Length of extension: 12 months
Number of possible extension: 1
Condition of Extension: Must be in writing, and must be executed prior to expiration of current contract.
Maximum Length of Contract: 2 years
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.

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

III. Scope of Work

A. Service Activities

(Minimum and/or mandatory tasks and responsibilities)

NOTE: Contact the Hawaii County Office of Aging for a complete and detailed listing and descriptions of approved family caregiver support services.

1. General responsibilities

- a. Register only eligible caregivers and care recipients who meet the National Family Caregiver Support Program (NFCSP) definition as described under Service Standards and conduct intake interviews as appropriate using standardized intake forms provided by HCOA.
- b. Assure completeness, accuracy and neatness of completed intake forms.
- c. Develop an appropriate mechanism for intake, service delivery, monitoring, and evaluation of services.
- d. Develop a service plans based on the assessment of client and caregiver needs if not done by a case manager.
- e. Provide information and referral services to ensure that participants receive all necessary services.
- f. Collaborate and coordinate with other service providers that serve the same client, as appropriate.

- g. Reassess the client and review the service plan, as needed.
- h. Record all information gathered as well as the service units delivered to each client in client file.
- i. Provide observation and feedback to supervisor, case manager, or primary caregiver on noticeable and/or significant changes in care recipient's behavior, health or social situation.

2. **Access Assistance Service – Definition:** *A service that assists caregivers in obtaining access to the services and resources that are available within their communities. To the maximum extent practicable, it ensures that the individuals receive the services need by establishing adequate follow-up procedures. Unit of service is 1 contact.*

Note: Under this RFP, only case management service as an access assistance service is being procured. Case management is assistance either in the form of access or care coordination in circumstances where the care recipient is experiencing diminished functioning capacities or other characteristics which require the provision of services by formal services or family caregiver. Activities include assessing needs, developing care plans, authorizing and coordinating services among providers, and providing follow-up and re-assessment, as required.

Title III-E of the Older Americans Act, requires that only public or non-profit agencies may provide case management services.

Specific Tasks and Responsibilities

- a. Screening and identifying older persons 60 years and older who are appropriate for the National Caregiver Family Support Program services.
- b. Complete intake procedures on eligible individuals which includes completion of the HCOA Caregiver Information and Assessment Form.
- c. Using the Caregiver Information and Assessment Form, perform a comprehensive caregiver assessment of the caregiver situation and environment.
- d. Work with caregiver, client, family, and physician, and/or others to concur on the case description, needs, and goals.
- e. Develop a care plan which reflects the caregiver's comprehensive assessment as agreed upon by the caregiver, client, family, and others, as applicable.
- f. Develop a service plan based on the assessment of the caregiver and care recipient as agreed upon by the caregiver, client, family, and others, as applicable.
- g. Implement the care plan which may include: providing Information and Assistance, coordinating existing services or ordering Provider services, monitoring service delivery, reconciling service orders to service

payment, and monitoring the status of the caregiver and the care recipient. Ordering services from approved caregiver service providers must be authorized by HCOA and must follow HCOA procedural requirements.

- h. Selection of Provider must follow approved HCOA criteria.
- i. Provide follow-up as needed.
- j. Evaluate care plan implementation and associated outcomes, objectives, and measures.
- k. Reassess the case on a regular basis or more often, if necessary.
- l. Close the case according to HCOA discharge procedures. Conduct a discharge survey and submit results to HCOA.

3. **Supplemental Service - Definition:** *Services provided on a limited basis to complement care provided by caregivers. Unit of service is 1 request.*

Note: Under this RFP, only Assisted Transportation service as a supplemental service is being procured. Assisted Transportation must involve a personal escort (not just a helpful driver) to the older person who has difficulties (physical or cognitive) using vehicular transportation.

Specific Tasks and Responsibilities

- a. Ensure that care recipient is “frail” and aged 60 and over.
- b. Determine the needs for supplemental services based on care recipient’s health status, performance of ADLs, and assessment, and caregiver’s needs, by qualified staff.
- c. Provide follow-up as needed.
- f. Work closely with approved Hawaii County vendors and Kupuna Care Service providers that may provide assisted transportation as supplemental services

4. **Respite Service – Definition:** *Services which offer temporary substitute supports or living arrangements for care recipients in order to provide a brief period of rest or relief for caregivers. Respite care includes: 1) in-home respite: personal care, homemaker, and other in-home respite (chore, companionship, stand-by assistance, supervision or cues, or services other than personal care or/and homemaker), 2) out-of-home respite: adult day care and/or institutional care (provided by placing the care recipient in an institutional setting such as a nursing home or a state licensed residential facility/home for a short period of time). Service unit is 1 hour.*

Specific Tasks and Responsibilities

- a. Develop a service plan to be provided to the case manager; i.e. PHN or other agency providing case management services, based on the assessment of client and caregiver needs

- b. Assist caregiver and/or care recipient with explaining or removing actual or potential health and safety items/situations in and out-of-home.
- c. Ensure that respite services are to be provided only to a care recipient who is frail, age 60 and over, and who is functionally impaired because they have been determined to be unable to perform at least two activities of daily living without assistance.
- d. Provide observation and feedback to supervisor, case manager, or primary caregiver on noticeable and/or significant changes in care recipient's behavior, health or social situation.
- e. Work closely with approved providers of Kupuna Care Services in Hawaii County in the ordering and delivery of comparable services for the clients of the Family Caregiver Support Program. These services may include but not limited to personal care, homemaker, chore, adult day care, and short-term stay at institutional settings.

Applicants planning to provide respite services to caregivers must include in their proposals proposed **unit rates** for every respite service the applicant plans to provide. Applicants may apply to provide one or more of the following services under **RESPITE CARE** services

Personal Care – Definition: *Provide, under the supervision of an appropriate health care professional, any of the following personal hygiene and personal care activities as described in the service plan -- assist with bathing, showering, and shampooing; assist with dressing and grooming (routine nail, skin and hair care;) assist with oral or personal hygiene; assist with positioning and turning.*

Homemaker – Definition: *Perform routine housekeeping duties such as dusting, sweeping, vacuuming, mopping, bathroom cleaning (e.g., sink, toilet, and shower/tub), dishwashing, kitchen cleaning (e.g., wiping down countertops and stove, removing soiled foods from refrigerator), laundry, changing linens, making beds, and emptying household trash. Also includes shopping, planning, preparing and serving simple meals and performing other light housework.*

Chore - Definition: *Perform heavy household work to maintain safe and sanitary living conditions which may include cleaning living rooms, kitchens, bathrooms, windows, screens, floors, floor coverings, garage and/or carport, collecting, bundling and removing trash and clutter, cleaning the yard, mowing the lawn, trimming overgrown vegetation, clearing sidewalks, and collecting and bundling rubbish and debris for refuse collection. Coordinate and pack household goods for moving.*

Adult Day Care (ADC) Definition: *A licensed facility that provide or coordinate a structured program that includes health and social support services in a safe, protective, and congregate setting. This setting also*

provides leadership, assistance and supervision of the care recipient's participation in appropriate variety of program activities.

Institutional Care (Overnight stays) - **Definition:** *A licensed facility that provides residential care (more than 24 hours) to a care recipient in a licensed nursing home or a residential home /facility.*

5. **Counseling Service – Definition:** *Services offered to assist caregivers in making decisions and solving problems relating to their caregiving roles. This includes counseling to individuals, support groups, and caregiver training (of individual caregivers and families). By using the casework mode of interactive contact with a caregiver (through interview, discussion, or lending a sympathetic ear), the service offers guidance to enable caregivers to resolve concrete or emotional problems or to relieve the temporary stresses of giving care. Professional, paraprofessional, or peer counseling may be provided on a one-to-one basis or on a group basis and may be conducted by paid, donated, and/or volunteer staff within the scope or practice of the profession. Unit of Service is 1 session.*

Specific Tasks and Responsibilities

- a. Applicant shall provide industry standard counseling practices by trained professionals such as social workers with BSW or MSW, clinical psychologist, para-professionals and peer counselors qualified by suitable experience and training.

Counseling services are offered to assist caregivers in making decisions and solving problems relating to their caregiving roles. This includes counseling to individuals, support groups, and caregiver training (of individual caregivers and families). By using the casework mode of interactive contact with a caregiver (through interview, discussion, or lending a sympathetic ear), the service offers guidance to enable caregivers to resolve concrete or emotional problems or to relieve the temporary stresses of giving care.

Support Groups consist of groups of caregivers, who share a common problem or concern who meet together on a voluntary basis for mutual support. Members share their experiences, strengths, and hopes and rely on one another for assistance. Support group sessions may be conducted by paid, donated, and/or volunteer staff within the scope or practice of the profession.

Caregiver Training is training for caregivers and family members in an individual or group setting. Training may include general issues or tailored to a specific care recipient, i.e., medication management,

personal care, making the home environment safe and barrier free, disease prevention or remediation, or on stress management and other techniques to help caregivers take care of themselves.

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

1. Personnel

- a. Personnel performing the Caregiver Information and Assessment Form intake should have good relational and interpersonal communication skills, possess a bachelor's degree, or three years of relevant field experience. Knowledge of community resources is recommended.
- b. Personnel performing the Caregiver Information and Assessment Form comprehensive Caregiver assessment should have a bachelor's degree in a human services area, gerontology, or other related field; at least one year of work experience in a service capacity; and an ability to perform screening, assessments, care planning, documentation, interviews, monitoring, referrals, and reassessments. Knowledge of health services and community resources is recommended.
- c. All personnel staff must be trained, screened and deemed competent by the applicant to provide the service as described in the job description.
- d. All personnel staff, and volunteer workers if applicable, must be of good character and integrity.
- e. The Applicant shall have a qualified Director to assume responsibility for:
 - 1) overall management of the Access Assistance/Case Management services including service delivery and evaluation;
 - 2) meeting all National Caregiver Family Support Program requirements and all other reporting requirements of the program;
 - 3) ensuring that minimum Access Assistance/Case Management standards are met;
 - 4) assuring that adequate and qualified staff and volunteers are available to fulfill all of their individual responsibilities to the program.
- f. Supervisors must be available for consultation during the hours of operation.
- g. All personnel staff, and volunteer workers if applicable, must be qualified to work with functionally and cognitively impaired older persons, either through training or experience, and as described in the job description.

- h. All personnel staff, and volunteer workers if applicable, must be culturally sensitive to the ethnic groups represented in the client population.
- i. The applicant shall provide an organizational chart and describe its approach and rationale for the structure, functions, and staffing of proposed organization for the overall service activities and tasks. The chart shall be attached and identified in the proposal.
- j. The applicant must provide all personnel staff, and volunteer workers if applicable, an agency/provider Identification Card or badge. The card or badge shall include the name of the agency, the staff/volunteer's name and date, and photograph. The staff/volunteer must display the identification piece when working with the clients.

2. Administrative

- a. The Applicant must have administrative experience in operating a program with this scope and requirements. The applicant shall have a thorough understanding of the various levels of federal, state and county laws, rules, policies and procedures relevant to this service.
- b. The applicant must assure that it has the capabilities and infrastructure to effectively and safely provide the service.
- c. The applicant must have written procedures and policies on accepting, terminating and rejecting participants. All participants must be provided with termination and grievance policies during the initial enrolment of a participant.
- d. The applicant must have written policies on safeguarding participant's confidential information and their consent to participate in research activities intended to improve the program.
- e. If subcontractors will be used in the provision of this service, names and qualifications of subcontractors shall be included in this proposal.
- f. The applicant shall provide its capacity to keep financial and program records specific to this contract.
- g. The applicant shall include information on its procedures of handling project income derived from participants' voluntary contributions.
- h. The applicant shall deliver the stated service in a timely fashion. The applicant in its proposal shall explain the timeliness in service delivery (i.e. number of days it normally takes from the request to the delivery of service), and what steps the applicant will take if the service cannot be delivered within a specified number of days.
- i. The applicant must maintain a list of clients waiting for NFCSP services and a list of related unmet needs identified by the client. The count and reasons for clients remaining on the waitlist are to

- be submitted monthly, and plans and timeline for reducing the wait list numbers are to be identified.
- j. The applicant must have a written policy and procedures to obtain client's written consent to transmit client information and service utilization data from the selected applicant to the Hawaii County Office of Aging.
 - k. The applicant must have a written policy and procedures to inform clients that they may be asked to participate in research studies to measure the effectiveness and quality of the service they have received and to explore possible services the State and County may offer.
 - l. Applicants for **case management** service under **access assistance** shall disclose any conflict or potential conflict of interest if the applicant plans to provide direct services. A "conflict of interest" situation may be defined as, but not limited to, "Referring clients to a direct service entity or agency where the applicant has ownership or financial interest."
 - m. If such conflict of interest does exist, the applicant must describe the method, procedures, and/or measures showing how the potential or existing relationship will not unduly influence the selection or recommended services for care indicated under access assistance/case management. If the applicant, in its proposals, does not address how it will prevent any conflict of interest situations, HCOA reserves the right to reject the application.
 - n. The applicant must acknowledge that the service is a NFCSP service and is funded partially/fully with federal funds, in its publications of brochures, pamphlets, fliers and other community correspondences related to the services outlined in this RFP.

3. Quality assurance and evaluation specifications

The applicant must describe its methods to assure the HCOA that the client's service is appropriate and responsive to the needs of the client. The applicant must include the tools intended for use in planning, evaluating and improving the results of this service. The applicant shall describe its quality assurance and evaluation plans for the proposed services, including methodology.

Include plans for evaluation of the program that measure achievement in reaching the quantitative and qualitative objectives. A copy of the client satisfaction survey should also be included with this proposal if a survey instrument is to be used.

4. Output and performance/outcome measurements

Performance Outputs:

ACCESS ASSISTANCE:

Service Unit = 1 contact

Number of Service Units to be provided = 1,025 units

Number of Unduplicated Participants to be served = 170

COUNSELING:

Service Unit = 1 session

Number of Service Units to be provided = 60 units

Number of Unduplicated Participants to be served = 20

RESPITE:

Service Unit = 1 hour

Number of Service Units to be provided = 2,330 units

Number of Unduplicated Participants to be served = 115

SUPPLEMENTALSERVICES:

Service Unit = 1 request

Number of Service Units to be provided = 175 units

Number of Unduplicated Participants to be served = 30

Outcome Measures (for all services):

- a. The % of caregivers expressing the services they received increased the amount of time they had to tend to their own daily activities.
- b. The % of caregivers reporting that services helped them to continue providing care.

5. Experience

The Applicant shall demonstrate that it has the necessary skills, abilities, knowledge of, and experience relating to the delivery of the proposed services. The Applicant shall also provide a listing of verifiable experience with projects or contracts for the most recent five years that are pertinent to the proposed services. The applicant must have operated a business of similar scope and magnitude as required by the RFP for at least two years.

6. Coordination of services

The Applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community. The NFCSP will enhance coordination of existing resources, programs, and services for elders at risk of institutionalization. The implementation of the State's long term care policies, programs, and services requires the collaboration and coordination of a number of State, County, and Federal departments and agencies, the private sector, and the community of consumers. Providing services to the elderly is a multifaceted phenomenon that demands

multidisciplinary attention. Program service providers participate in the Interdisciplinary Team (IDT) Case Management Coordination Program spearheaded by the Department of Health Public Health Nursing. Four IDT meetings are held monthly at various locations around the island.

7. Reporting requirements for program and fiscal data

The applicant is required to have and maintain information technology hardware and software that enables the applicant to collect client and service utilization data in order to meet HCOA's data collection and reporting requirements.

Successful applicants to provide access assistance shall be required to learn and use HCOA's Social Management and Assistance System (SAMS) software for data collection, client tracking and reporting purposes.

The applicant is responsible for maintaining complete and current fiscal data and reports pertaining to the service(s) provided. Successful applicants of NFCSP services will be reimbursed for authorized services delivered. The required fiscal data and reports, such as the request for reimbursement/invoices, shall be submitted as specified by the Hawaii County Office of Aging. Data reports must accompany the invoice for payment and must be submitted as specified in the contractual agreement. Failure to collect and submit required data and reports in a timely manner might result in a delay or withholding of payment.

Program reports will include the collection of data, such as client registration, client tracking, service delivery, and wait list information. The frequency of these reports may be monthly, quarterly, year-end, and final reports. Summary reports and analyses including outcome and output data, and accomplishments and challenges shall be submitted to HCOA by due dates specified by the Hawaii County Office of Aging.

Prospective service providers are responsible for maintaining accurate, verifiable and current fiscal data and reports pertaining to the service(s) provided. Invoices and requests for payments must be submitted to respective Case Management agency assigned to the client by the 5th day of the month following provision of services. All requests for payment/invoices will be reviewed and verified by respective Case Managers before routing to HCOA for payment authorization. Failure to collect and submit required data, reports, and requests for reimbursement/invoices in a timely manner could result in delay, or withholding of payment.

A year end narrative report summarizing the progress of the service for each fiscal year, and including a discussion on the effectiveness of this service to meet the needs of the clients served and its impact on the outcomes of this service is required from the successful applicant. This report is due to HCOA by the 30th day after expiration of contract.

C. Facilities/Vehicles

The applicant shall provide a description of its facilities, equipment, and vehicles, if applicable and demonstrate its adequacy in relation to the proposed services. If facilities/equipment/vehicles are not presently available, describe plans to secure facilities/equipment/vehicles.

The applicant shall describe how the facilities and the vehicles meet ADA requirements, as applicable and special equipment that may be required for the services.

IV. COMPENSATION AND METHOD OF PAYMENT

Award for this service shall be Unit Rate of service. The applicant may propose a realistic performance output levels based on the funding available and taking into account the service outputs in Section III B.4 of this RFP. Initial or advance payment shall not be made to successful applicant. Monthly payments shall be made upon receipt of monthly 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

- **Necessary Skills**

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

- **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.

- **Quality Assurance and Evaluation**

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

- **Coordination of Services**

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

- **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.

K. Project Organization and Staffing

- **Staffing**

- **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.)

- **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)

- **Project Organization**

- **Supervision and Training**

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

- **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.

L. **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.

M. **Financial**

- **Pricing Structure**

Applicant shall submit a cost proposal utilizing the pricing structure designated by the state/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

- **Other Financial Related Materials**

- **Accounting System**

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

N. **Other**

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

O. Evaluation Criteria

- Phase 1 - Evaluation of Proposal Requirements
 - Administrative Requirements – Application Checklist

• **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)

• **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:

A. Necessary Skills	<u>3</u>
• 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. Program/Staff Experience	<u>12</u>
• 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 to provide the service.	<u>6</u>
C. Quality Assurance and Evaluation	<u>4</u>
• Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.	<u>2</u>
• Written evaluation plan to effectively measure,	<u>2</u>

monitor, and evaluate program performance and timely detection and resolution of identified problems.

D.	Coordination of Services	<u>9</u>
	<ul style="list-style-type: none"> • 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>
E.	Facilities	<u>2</u>
	<ul style="list-style-type: none"> • 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:

A.	<i>Staffing</i>	<u>10</u>
	<ul style="list-style-type: none"> • <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>
	<ul style="list-style-type: none"> • <u>Staff Qualifications</u>: Minimum qualifications (including experience) for staff assigned to the program. 	<u>5</u>
B.	<i>Project Organization</i>	<u>5</u>
	<ul style="list-style-type: none"> • 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>
	<ul style="list-style-type: none"> • 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. 10

- 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). 15

- 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. 10

- 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. 10

5. Financial (10 Points)

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

- Adequacy of accounting system.

• 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
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*		
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*		
Certifications:				
Federal Certifications		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:				

Authorized Signature

Date

Proposal Application Table of Contents

I.	Program Overview	1
II.	Experience and Capability	1
	A. Necessary Skills	2
	B. Experience	4
	C. Quality Assurance and Evaluation	5
	D. Coordination of Services	6
	E. Facilities.....	6
III.	Project Organization and Staffing	7
	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)	
IV.	Service Delivery	12
V.	Financial.....	20
	See Attachments for Cost Proposal	
VI.	Litigation.....	20
VII.	Attachments	
	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 Requirements	

