

State of Hawaii
Department of Human Services
Benefit, Employment, and Support Services Division
Employment and Training Program Office

Request for Proposals

**HMS 903-09-08-S
Domestic Violence Legal Service for
TANF Recipients**

January 8, 2010

Note: If this RFP was downloaded from the State Procurement Office RFP Website each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, you may download the RFP Interest form, complete and e-mail or mail to the RFP contact person. The State shall not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.

LINDA LINGLE
GOVERNOR



LILLIAN B. KOLLER
DIRECTOR
HENRY OLIVA
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

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

January 8, 2010

MEMORANDUM

TO: All Interested Applicants

FROM: Lillian B. Koller, Director *LBK*

SUBJECT: **REQUEST FOR PROPOSALS (RFP) – Domestic Violence Legal Service for TANF Recipients; RFP NO. HMS-903-09-08-S**

The Department is seeking to purchase the service listed above and further described in the attached RFP. The RFP provides information to assist applicants in the preparation of program plans and budget, including:

1. A description of the service sought;
2. Special requirements to be met by the provider;
3. The criteria by which qualifying proposals shall be reviewed/rated; and
4. The criteria for monitoring and evaluating the contract.

The RFP should be reviewed very closely as all parts of the RFP must be addressed. An informational meeting is scheduled for 9:00 A.M. to 12:00 P.M. on Tuesday, January 19, 2010, at the Department of Human Services (DHS), Benefit, Employment and Support Services Division (BESSD) Office, 820 Mililani Street, Suite 614, Honolulu, HI 96813. For more information, please call 586-7088.

In order for the proposals to be considered, all applicants are required to submit:

1. One (1) original and three (3) copies of the proposal, delivered to DHS, BESSD, Employment and Training Program Office (ETPO), at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, HI 96813.
2. Proposals shall be hand-delivered (including courier mail) by 4:30 P.M., Monday, January 4, 2010, to the DHS, BESSD, Employment and Training Program Office (ETPO), at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, HI 96813. **ALL MAIL-INS POSTMARKED AFTER 12:00 MIDNIGHT, FEBRUARY 8, 2010, WILL NOT BE ACCEPTED FOR REVIEW AND WILL BE RETURNED.**

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

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: 4

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN February 8, 2010 **and received by the state purchasing agency no later than 10 days from the submittal deadline.**

All Mail-ins

Department of Human Services
Benefit, Employment & Support
Services Division
820 Mililani Street, Suite 606
Honolulu, HI 96813

DOH RFP COORDINATOR

U'ilani Hayes, Program Specialist
Ph: 808-586-7088
Fax: 808-586-5744
ghayes@dhs.hawaii.gov

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), Monday, February 8, 2010.** Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 p.m., Monday, February 8, 2010.

Drop-off Sites

Oahu:
Department of Human Services
Benefit, Employment & Support Services
Division
820 Mililani Street, Suite 606
Honolulu, HI 96813

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Section 1

Administrative Overview

Section 1

Administrative Overview

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

I. Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	1/8/2010
Distribution of RFP	1/8/2010
RFP orientation session	1/19/2010
Closing date for submission of written questions for written responses	1/25/2010
State purchasing agency's response to applicants' written questions	2/1/2010
Discussions with applicant prior to proposal submittal deadline (optional)	N/A
Proposal submittal deadline	2/8/2010
Discussions with applicant after proposal submittal deadline (optional)	N/A
Final revised proposals (optional)	N/A
Proposal evaluation period	2/9-2/16/2010
Provider selection	2/16/2010
Notice of statement of findings and decision	2/17/2010
Contract start date	3/1/2010

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:

Department of Human Services
Benefit, Employment & Support Services Division
Employment and Training Program Office
820 Mililani Street, Suite 606
Honolulu, HI 96813
Phone: 808-586-7088 Fax: 808-586-5744

VI. Orientation

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

Date: 1/19/2010 **Time:** 9:00 am
Location: 820 Mililani Street, Suite 614 Honolulu, HI 96813

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

questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the paragraph VII. Submission of Questions.

VII. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state purchasing agency.

Deadline for submission of written questions:

Date: 1/25/2010 **Time:** 4:30pm HST

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

Date: 2/1/2010

VIII. Submission of Proposals

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

1. **Proposal Application Identification (Form SPO-H-200).** Provides applicant proposal identification.
2. **Proposal Application Checklist.** Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the state purchasing agency.
3. **Table of Contents.** A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
4. **Proposal Application (Form SPO-H-200A).** Applicant shall submit comprehensive narratives that address all of the proposal requirements contained in Section 3 of this RFP, including a cost proposal/budget if required.

B. **Program Specific Requirements.** Program specific requirements are included in Sections 2, Service Specifications and Section 3, Proposal Application Instructions, as applicable. If required, Federal and/or State

certifications are listed on the Proposal Application Checklist located in Section 5.

- C. **Multiple or Alternate Proposals.** Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. **Tax Clearance.** Pursuant to HRS Section 103-53, as a prerequisite to entering into contracts of \$25,000 or more, providers shall be required to submit a tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS). The certificate shall have an original green certified copy stamp and shall be valid for six (6) months from the most recent approval stamp date on the certificate. Tax clearance applications may be obtained from the Department of Taxation website. (Refer to this section's part II, Website Reference.)
- E. **Wages and Labor Law Compliance.** If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS Section 103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to HRS Section 103-55, at the Hawaii State Legislature website. (See part II, Website Reference.)
- F. **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.)
- G. **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.
- H. **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.)
- I. **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.

- J. **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.
- K. **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.

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

IX. Discussions with Applicants

- A. Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- B. After Proposal Submittal Deadline -** Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance HAR Section 3-143-403.

X. Opening of Proposals

Upon receipt of a proposal by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

XI. Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit any additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

XII. RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

XIII. Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner, and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's best and final offer/proposal. *The applicant shall submit **only** the*

section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO-H-200). After final revised proposals are received, final evaluations will be conducted for an award.

XIV. Cancellation of Request for Proposal

The RFP may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the State.

XV. Costs for Proposal Preparation

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

XVI. Provider Participation in Planning

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a RFP, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with HAR Sections 3-142-202 and 3-142-203.

XVII. Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

- (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 Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

XIX. Protests

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website. (See paragraph II, Website Reference.) Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

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

Head of State Purchasing Agency	Procurement Officer
Name: Lillian B. Koller	Name: Pankaj Bhanot
Title: Director	Title: Procurement Officer
Mailing Address: P.O. Box 339 Honolulu, HI 96809-0339	Mailing Address: 820 Mililani Street, Suite 606, Honolulu, HI 96813
Business Address: 1390 Miller Street	Business Address: 1390 Miller Street

Honolulu, HI 96813	Honolulu, HI 96813
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XX. Availability of Funds

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to HRS Chapter 37, and subject to the availability of State and/or Federal funds.

XXI. General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. (See paragraph II, Website Reference). Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

XXII. Cost Principles

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under HRS Chapter 103F, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201, which is available on the SPO website (see paragraph II, Website Reference). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

Section 2

Service Specifications

I. Introduction

A. Overview, purpose or need

The State of Hawaii, Department of Human Services, hereafter referred to as the Department, is requesting proposals from qualified applicants to provide legal services directly related to domestic violence issues statewide for Temporary Assistance to Needy Families (TANF) recipients qualified for domestic violence status. The term TANF also applies to families whose TANF applications are approved under state-funded benefits known as Temporary Assistance for Other Needy Families (TAONF). The domestic violence status is determined by the Department.

Services procured through this RFP are estimated to begin by March 1, 2010 or upon full contract execution, whichever is later.

B. Planning activities conducted in preparation for this RFP

A Request for Information (RFI) Public Notice was published and posted on the State of Hawaii, State Procurement Office (SPO) website on April 8, 2009 on the following website address:

<http://www4.hawaii.gov/bidfiles/HMS%2D903%2D09%2D08%2DS%2Ehtm>

The posting attempted to solicit feedback from the general public on the services to be procured. Feedback was received.

C. Description of the goals of the service

The goal of this contract is to provide legal services directly related to domestic violence issues for TANF recipients who have experienced or are currently experiencing issues of safety and functioning related to Domestic Violence, which adversely affect their ability to become employable and self-sufficient.

Studies indicate that domestic violence is considerably more prevalent among women on welfare than among the general population and is considered a barrier for many women receiving welfare to obtain and retain employment. [Tolman and Raphael (2000), Goldberg (2002).]

A review of the literature on welfare and domestic violence offers the conclusion that while abuse imposes significant barriers to employment and job stability, there is evidence that efforts to identify domestic violence victims and provide preventative and intervention services in conjunction with work and work preparation activities may increase women's safety and long-term well-being. [Ibid.]

The ultimate goal of the service is to provide legal services, in conjunction with work and work preparation activities, in order to increase employment, earnings, safety and the long-term well-being of TANF recipients who are victims of domestic violence.

D. Description of the target population to be served

The population to be served consists of the adult TANF recipients of the Benefit, Employment and Support Services Division (BESSD), who are currently identified as having Domestic Violence issues.

E. Geographic coverage of service

The Provider will be required to serve the TANF recipient adults who are identified as victims of domestic violence statewide.

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

This contract is expected to be Federally and state funded. The maximum amount of funding for this contract for SFY 2010 (March 1, 2010 through June 30, 2010) is \$27,500.00. Three twelve month extensions may be awarded for a total amount of \$110,000.00 each, subject to the availability of funds and provider performance.

II. General Requirements

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

The applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/1/98), which can be found on the SPO website at www.hawaii.gov/spo.

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 contract shall be awarded to a proposal that demonstrates the ability to provide a comprehensive and efficient array of legal services for TANF recipients affected by domestic violence and related legal issues statewide.

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: March 1, 2010 up to and including June 30, 2010.

Contract extensions thereafter may be for twelve (12) month increments.

Length of each extension: up to 12 months

Number of possible extensions: Three

Maximum length of contract: Not to exceed June 30, 2013

The initial period shall commence on the contract start date.

Conditions for extension: Extensions must be in writing, initiated by the Department through an offer of a supplemental contract, agreed to and executed by both the Department and the awarded PROVIDER(s).

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.

U'ilani Hayes, Program Specialist

Phone: (808) 586-7088

Fax: (808) 586-5744

Email: ghayes@dhs.hawaii.gov

III. Scope of Work

The State of Hawaii, Department of Human Services, Benefit, Employment and Support Services Division (BESSD) intends to procure professional legal services directly related to current domestic violence issues experienced by the adult TANF recipients as it pertains safety and functioning related to domestic violence, which adversely affect their ability to become employable and self-sufficient.

A. Service Activities

(Minimum and/or mandatory tasks and responsibilities)

The Provider shall comply with all appropriate federal and state laws, rules and regulations, and policies and procedures governing the State run programs involved, including but not limited to TANF, First-to-Work, Child Care Connection, and Child Support Enforcement. Training will be provided by the Department, if necessary.

The scope of work encompasses the following tasks and responsibilities:

1. Oversee the services provided to the Department's clients as described below.
2. Appoint a designated worker to serve as the point of contact for all legal services referrals
3. Accept all referrals of TANF recipients.
4. Appoint a designated worker to conduct an intake interview, assess the client's legal needs as they relate to the domestic violence issues, and assign the case to an attorney.
5. Preparation of a plan with the client and designated worker to address the client's legal issues, and work accordingly toward the resolution of these issues with appropriate staff.
6. Maintain regular communication with the Domestic Violence Advocacy Services Provider to discuss referrals and the client's progress toward the settlement of all legal issues pertaining to the safety and protection of the client.
7. Areas of legal representation may include, but are not limited to the following:

- a. Temporary custody, visitation and support
 - b. Temporary restraining orders
 - c. Divorce including child custody and child support
 - d. Housing issues including landlord eviction defense or negotiation, public housing evictions, grievance, habitability of unit, repairs, rent and security deposit issues, illegal lockouts or utility shut off
 - e. Consumer Law including debt collection, bankruptcy or consumer credit matters, utility hookup or shut off, repossession, unfair or deceptive consumer practices
 - f. Employment issues including domestic violence accommodation by employers, unlawful termination from employment due to domestic violence issues and unemployment compensations for employees who quit their job as a result of domestic violence
 - g. Litigation under this contract shall be limited to cases in which the State is not a party.
11. Review of all cases by a designated worker prior to case closure.
 12. Appoint a designated worker to provide training for all staff on the process for handling domestic violence victims.
 13. Notify other appropriate agencies and organizations working with domestic violence victims of the services rendered by the Domestic Violence Legal Services Provider.

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

1. Personnel

The Provider will determine the number of staff required to provide the contracted services and will address the qualification of their personnel to conduct this service. The Department will refer an estimated 140 clients per year, via Domestic Violence Advocacy Services Provider.

The Provider may opt to utilize its existing staff to dispense necessary services under the contract; however, the work time charged to the contract must be prorated in accordance with the total time spent on the work required under the contract.

2. Administrative

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

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

3. Quality assurance and evaluation specifications

The contract will be evaluated based upon performance as described above in Section III, A. The contract will also be reviewed for overall cost effectiveness based upon the overall cost as compared to the performance outcome.

4. Output and performance/outcome measurements

The performance of the Provider will be measured in the following specifications:

- a. To provide all referrals with an intake session and needs assessment prior to assignment of the client to an attorney.
- b. To develop individualized plans with the clients and work toward the resolution of all legal issues relating to the domestic violence situation.
- c. To maintain on-going contact with the Domestic Violence Advocacy Services Provider regarding matters of referrals and clients' progress toward the settlement of legal issues.

5. Experience

The successful offeror will have demonstrated skills, abilities, knowledge of, and experience relating to the delivery of the proposed services. The successful offeror will also have explained any relevant experiences dealing with State of Hawaii contracts relating to the delivery of the proposed services during the last five (5) years.

6. Coordination of services

The successful offeror will maintain on-going coordination with the Domestic Violence Advocacy Services Provider.

The successful offeror will identify and demonstrate the capability to coordinate services with other agencies and resources in the community.

7. Reporting requirements for program and fiscal data

- a. The Provider will keep records to document information acquired about the referrals or given or made available by the clients served under this Agreement. All such information shall be considered confidential and shall not be disclosed by the Provider except as otherwise allowed by Hawaii Revised Statute §346-10, and Hawaii Administrative Rules §17-601, and only after prior written notification to DHS.
- b. Access to and release of confidential client information shall be allowed in accordance with HRS §346 and HAR §17-601.
- c. Monthly reports shall be prepared and submitted to the Department. Reports shall contain the following information by County:
 - a. Number of clients referred that are TANF recipients
 - b. Number of referrals which became clients
 - c. Number of legal cases per client and nature of the cases
 - d. Number of cases closed due to resolution of legal issues
 - e. Number of cases closed due to client not following up
- d. An annual report shall also be prepared and submitted to the Department. The report shall consolidate the information submitted in the monthly reports and give a brief overview, per client, of the legal services impact on the client's life.
- e. Monthly invoices shall be prepared and submitted to the Department.

C. C. Facilities

Applicants shall secure adequate facilities for their administrative portion of the service.

IV. Compensation and Method of Payment

Refer to Section 3.V.

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 projects/contracts pertinent to the proposed services.

The applicant shall include points of contact, addresses, email/phone numbers of project references. The State reserves the right to contact reference to verify experience.

C. Quality Assurance and Evaluation

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

D. Coordination of Services

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

E. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable, and special equipment that may be required for the services.

III. Project Organization and Staffing

A. Staffing

1. Proposed Staffing

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in the Service Specifications, as applicable.)

2. Staff Qualifications

The applicant shall provide the minimum qualifications (including experience) for staff positions. A copy of job descriptions and staff resumes shall be included with the proposal. (Refer to the qualifications in the Service Specifications, as applicable)

B. Project Organization

1. Supervision and Training

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

2. Organization Chart

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

IV. Service Delivery

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

V. Financial

A. Pricing Structure

Applicant shall submit a cost proposal utilizing the unit rate pricing structure designated by the state 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 Budget

B. Other Financial Related Materials

1. Accounting System

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

Audit Report (most recent)

2. Tax Clearance Certificate (Form A-6)

An original or certified copy of a current [within three (3) months], valid tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Services (IRS) shall be submitted with the proposal by the due date and time. The two-part Tax Clearance Application (Form A-6) that combines DOTAX and IRS tax clearance shall be used for this purpose.

Substitution allowed: Current [within the period of this RFP] Certificate of Vendor Compliance issued by Hawaii Compliance Express.

VI. 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. Failure to provide full disclosure shall result in automatic disqualification of the RFP application.

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

Evaluation Categories

Possible Points

Administrative Requirements

Proposal Application

100 Points

Program Overview	0 points
Experience and Capability	30 points
Administration	15 points
Project Organization and Staffing	20 points
Service Delivery	25 points
Financial	10 Points

TOTAL POSSIBLE POINTS

100 Points

III. Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

Exclusion of any of the required documents stated in (A)(1) and (2) below as part of the submitted final proposal shall disqualify the applicant from selection consideration.

1. Administrative Requirements

- Application checklist
- Tax Clearance Certificate or Certificate of Vendor Compliance
- Certifications

2. Proposal Application Requirements

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

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

Scoring for each bulleted item identified below in section 2 through 4 is assigned a value of 0 through 5 points. The following is an explanation of the point assignments:

Points

- 5= Very satisfactory
- 4= More than satisfactory
- 3= Satisfactory
- 2= Less than satisfactory
- 1= Unsatisfactory
- 0= No addressed (no credit)

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

1. Experience and Capability (30 Points)

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

A. Necessary Skills

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services. _____
- Demonstrated thorough understanding of the purpose and scope of the service activity _____
- Described how the proposed service is designed to meet the pertinent issues and problems related to the service activity _____

B. Experience

- Demonstrated experience related to the delivery of the proposed service _____
- Described projects/contracts implemented in the last 5 years that are pertinent to the proposed service _____
- Demonstrated experience gathering and reporting performance data. _____

TOTAL _____

2. Administration (15 points Total)

The State will evaluate the applicant’s administration relevant to the proposal contract, which shall include:

A. Quality Assurance and Evaluation

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

B. Coordination of Services

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

C. Facilities

- Adequacy of facilities relative to the proposed services. _____

TOTAL _____

3. Project Organization and Staffing (20 Points)

The State will evaluate the applicant’s overall staffing approach relevant to the proposal contract, which shall include:

A. Staffing

- Proposed Staffing: That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services. _____
- Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program. _____

B. Project Organization

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. _____
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks. _____

TOTAL _____

4. Service Delivery (25 Points)

The State will evaluate the criteria in this section to assess the applicant’s approach to the service activities and management requirements outlined in the Proposal Application.

- Describes the overall program content and design, and demonstrates an understanding of the target group and provision of services _____
- Presents evidence of cooperation and collaboration, and willingness to follow DHS requirements, policies, and procedures. _____
- Demonstrates knowledge of handling customer service and complaints _____
- Describes staff/program management activities _____
- Proposes work plan for program implementation that is logical, reasonable, and attainable and provides for public relations and community collaboration. _____

TOTAL _____

5. Financial (10 Points)

- Demonstrates solid financial stability and accounting practices. _____
 - Provides the most recent audit report available and cost proposal utilizing the unit rate pricing structure. _____
- TOTAL** _____

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
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)*	X	
Cost Proposal (Budget)			X	
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5		
SPO-H-206A	Section 3, RFP	SPO Website*		
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:				
<i>Federal Certifications</i>		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:				
Job Descriptions	Section 3, RFP	Section 3, RFP	X	
Staff Resumes	Section 3, RFP	Section 3, RFP	X	
Audit Report	Section 3, RFP	Section 3, RFP	X	
Organizational Chart	Section 3, RFP	Section 3, RFP	X	

Authorized Signature

Date

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