

State of Hawaii  
Department of Health  
Child and Adolescent Mental Health Division

## **Request for Proposals**

**RFP No. HTH 460-10-02**

## **STATEWIDE FAMILY ORGANIZATION**

Date Issued: January 20, 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.

January 20, 2010

## **REQUEST FOR PROPOSALS**

### **STATEWIDE FAMILY ORGANIZATION RFP No. HTH 460-10-02**

The Department of Health, Child and Adolescent Mental Health Division, is requesting proposals from qualified applicants to provide family involvement and support services to families with youth experiencing serious emotional or behavioral challenges. Services include extensive outreach to support and assist families statewide to develop strong families to appropriate services and building collaborative relationships. The initial contract term will be from August 1, 2010 through July 31, 2011, and renewable for up to six years. A single contract will be awarded under this request for proposals.

Proposals shall be mailed, postmarked by the United States Postal Service on or before March 9, 2010, and received no later than 10 days from the submittal deadline. Hand delivered proposals shall be received no later than 3:00 p.m., Hawaii Standard Time (HST), on March 9, 2010, 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 Child and Adolescent Mental Health Division will conduct an orientation on January 27, 2010, 1:30 p.m. in Room 108 at 3627 Kilauea Avenue, Honolulu, Hawaii. All prospective applicants are encouraged to attend the orientation.

The deadline for submission of written questions is 3:00 p.m., HST, on February 16, 2010. All written questions will receive a written response from the State on or about February 23, 2010.

Inquiries regarding this RFP should be directed to the RFP contact person, Ms. Shannon Sinton at 3627 Kilauea Avenue, Honolulu, Hawaii 96816, telephone: (808) 733-8386, fax: (808) 733-9319, e-mail: [shannon.sinton@doh.hawaii.gov](mailto:shannon.sinton@doh.hawaii.gov).

## 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 **March 9, 2010** and received by the state purchasing agency no later than 10 days from the submittal deadline.

### All Mail-ins

*Department of Health  
Child and Adolescent Mental Health Division  
Room 101  
3627 Kilauea Avenue  
Honolulu, HI 96816*

### DOH RFP COORDINATOR

*Shannon K. Sinton  
808-733-8386  
Fax 808-733-9319  
Shannon.sinton@doh.hawaii.gov*

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **3:00 P.M., Hawaii Standard Time (HST), March 9, 2010**. Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 3:00 p.m., **March 9, 2010**.

### Drop-off Sites

*Department of Health  
Child and Adolescent Mental Health Division  
3627 Kilauea Avenue, Room 101  
Honolulu, Hawaii 96816*

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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> <u>(all in 2010)</u>
Public notice announcing Request for Proposals (RFP)	<u>January 20</u>
Distribution of RFP	<u>January 20</u>
RFP orientation session	<u>January 27</u>
Closing date for submission of written questions for written responses	<u>February 16</u>
State purchasing agency's response to applicants' written questions	<u>February 23</u>
Discussions with applicant prior to proposal submittal deadline (optional)	<u>January 21-</u> <u>February 26</u>
Proposal submittal deadline	<u>March 9</u>
Discussions with applicant after proposal submittal deadline (optional)	<u>March 15-31</u>
Final revised proposals (optional)	<u>March 31</u>
Proposal evaluation period	<u>March 9 –</u> <u>April 7</u>
Provider selection	<u>April 7</u>
Notice of statement of findings and decision	<u>April 9</u>
Contract start date	<u>August 1</u>

## II. Website Reference

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

	<b>For</b>	<b>Click</b>
1	Procurement of Health and Human Services	“Health and Human Services, Chapter 103F, HRS...”
2	RFP website	“Health and Human Services, Ch. 103F...” and “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”
8	Hawaii Compliance Express	“Hawaii Compliance Express”

### 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>)

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

## III. Authority

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

#### IV. RFP Organization

This RFP is organized into five sections:

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

**Section 2, Service Specifications:** Provides applicants with a general description of the tasks to be performed, delineates provider responsibilities, and defines deliverables (as applicable).

**Section 3, Proposal Application Instructions:** Describes the required format and content for the proposal application.

**Section 4, Proposal Evaluation:** Describes how proposals will be evaluated by the state purchasing agency.

**Section 5, Attachments:** Provides applicants with information and forms necessary to complete the application.

#### V. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is: Department of Health, Child and Adolescent Mental Health Division, 3627 Kilauea Avenue, Honolulu, HI 96816; phone: 808-733-8386; fax: 808-733-9319; [shannon.sinton@doh.hawaii.gov](mailto:shannon.sinton@doh.hawaii.gov).

#### VI. Orientation

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

**Date:** January 27, 2010      **Time:** 1:30 p.m.  
**Location:** Diamond Head Health Center, Room 108,  
3627 Kilauea Avenue, Honolulu, HI 96816

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:** February 16, 2010      **Time:** 3:00 p.m. HST

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

**Date:** February 23, 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.)
- **Compliance with all Applicable State Business and Employment Laws.** All providers shall comply with all laws governing entities doing business in the State. Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations unincorporated associations and foreign insurance companies be registered and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See part II, Website Reference.)
- F. **Hawaii Compliance Express (HCE).** Providers may register with HCE for online proof of DOTAX and IRS tax clearance Department of Labor and Industrial Relations (DLIR) labor law compliance, and DCCA good standing compliance. There is a nominal annual fee for the service. The "Certificate of Vendor Compliance" issued online through HCE provides the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes.

Refer to this section's part II. Website Reference for HCE's website address.

- G. Campaign Contributions by State and County Contractors.** Contractors are hereby notified of the applicability of HRS Section 11-205.5, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. For more information, FAQs are available at the Campaign Spending Commission webpage. (See part II, Website Reference.)
- H. Confidential Information.** If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

*Note that price is not considered confidential and will not be withheld.*

- I. 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/CD or transmission by e-mail, website or other electronic means are not permitted for this RFP.

## 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.

<b>Head of State Purchasing Agency</b>	<b>Procurement Officer</b>
Name: Chiyome L. Fukino, M.D.	Name: Stanton Michels, M.D.
Title: Director of Health	Title: Administrator, CAMHD
Mailing Address: Hawaii State Department of Health, 1250 Punchbowl Street, Honolulu, HI 96813	Mailing Address: 3627 Kilauea Avenue, Room 101, Honolulu, HI 96816

## **XX. Availability of Funds**

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii,

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

**XXI. General and Special Conditions of Contract**

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

**XXII. Cost Principles**

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

# **Section 2**

## **Service Specifications**

## Section 2

# Service Specifications

### I. Introduction

#### Overview

In line with Child and Adolescent Service System Program (CASSP) values and principles, the Felix Consent Decree specified several benchmarks related to increasing the involvement of families at all levels of the system of care, from being part of the team developing and implementing service plans for their own children to providing input on policy and practice decisions at the community and state levels. Research shows that outcomes for youth are improved when family members are welcomed and supported to participate as partners with professional service providers.

The Child and Adolescent Mental Health Division (CAMHD) began promoting strong family involvement before the mandates of the Felix Consent Decree, largely through its Hawaii Ohana Project launched in September 1994. This major five-year project was funded by the Substance Abuse and Mental Health Services Administration (SAMHSA, within the U.S. Department of Health and Human Services) as part of an initiative to encourage states to develop systems of care based on the CASSP values and principles. The Hawaii Ohana Project was designed to develop and demonstrate such a system of care for Leeward Oahu and the Waianae Coast. Most importantly, a non-profit family advocacy and support organization was contracted to promote and facilitate family involvement through training and other supports to families as well as professionals. Families were represented on the project's Governing Council and its various work groups and committees, and training events were routinely planned and conducted using a model of family-professional partnering.

Staff employed through the family organization contract included several full-time "parent partners" who helped local families through outreach, referrals, advice, and workshops. Staff of the contracted family organization also facilitated the work of the two local Community Children's Councils within the project area (the Felix Consent Decree established 15 such councils across the state to bring families and service providers together to assess their local needs, coordinate their activities, and provide input on state-level policies and procedures). As a result of these and other efforts, families within the project area participated at all levels of the system of care, and professionals gained the attitudes, skills and knowledge needed to effectively collaborate with families, to a much greater degree than elsewhere in the state.

In order to meet and go beyond requirements of the Felix Consent Decree for family involvement, CAMHD decided to extend the family support model demonstrated by the Hawaii Ohana Project throughout the state. This was achieved by contracting a

statewide family organization (SFO) to provide support services for families and professionals throughout Hawaii. The first SFO contract ran for two years through July 31, 2002, and was followed by a second two-year contract through July 31, 2004. The third SFO contract runs from August 1, 2004 to July 31, 2010. A major component of these contracts includes the recruitment, training, and supervision of parent partners serving communities throughout Hawaii.

Respondents to this RFP for the next SFO contract should be aware of the need to establish measurable performance goals and objectives and to describe a detailed evaluation plan that ensures the collection of data of sufficient quantity and quality to assess progress and identify strengths and weaknesses for quality assurance purposes.

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

A Request For Information (RFI) was posted on November 3, 2009 for interested parties to provide information and feedback to assist CAMHD in developing this RFP. CAMHD also conducted a Request for Information meeting on December 2, 2009. Please contact Shannon Sinton, Contract Specialist, CAMHD, at [shannon.sinton@doh.hawaii.gov](mailto:shannon.sinton@doh.hawaii.gov) or 808-733-8386 for more information regarding the RFI.

### **Description of the goals of the service**

The CASSP values and principles described above were developed in the mid-1980s in response to changing views on the causes of emotional and/or behavioral challenges in youth and on the appropriate roles of families in addressing those challenges. For some time professionals had considered many emotional and/or behavioral challenges to be the result of “pathological” parenting practices, and families were often excluded from the therapeutic process, with professionals developing treatment plans without seeking input from those affected (Grunebaum & Friedman, 1988; Hatfield & Lefley, 1987). In addition, consumers and their families were seldom involved in developing policies and procedures at the agency or system levels (Bernheim, 1990).

However, research began to reveal that involving families as “partners” in treatment planning and implementation tends to significantly improve outcomes (Guerney, 1991; deChillo, Koren, & Schultze, 1994). In contrast, research found that professionals who treat families paternalistically, and especially if they view the family as the “problem”, often create self-fulfilling expectations of families as uncooperative, resistant, and incapable of helping their children with emotional and/or behavioral challenges (Collins & Collins, 1990). Such reactions on the part of families are only natural if their interactions with professionals arouse negative feelings, such as feeling blamed for the challenges experienced by their children, doubts about their understanding of their own children, and confusion about diagnoses and interventions due to technical jargon (Duchnowski, Berg, & Kutash,

1995). All of these feelings are likely to be further heightened when families experience lack of sensitivity on the part of professionals to their ethnic and cultural heritage (Cross, Bazron, Dennis, & Isaacs, 1989). Understandably, paternalistic treatment approaches are associated with high rates of withdrawal (often over 50%) before completion of services (Armbruster, & Kazdin, 1994).

It has been over two decades since CASSP, university-based research and training centers, and other initiatives began promoting the improved research-based understanding that professionals can best support youth and families to achieve positive outcomes through real partnerships, which are best achieved in community-based rather than clinical settings (Stroul & Friedman, 1986). Concurrently, a strong family movement began to develop, ranging from informal self-help groups to national family-run advocacy organizations, which also stress the need for family-professional collaboration (Armstrong, Evans, & Wood, 2000). As a result, families and especially professionals across the nation have been exposed to new child- and family-centered approaches stressing mutual respect and partnership, and the CASSP values and principles have been widely adopted. This contract aims to support professionals to lead in collaboration and training to develop the necessary attitudes, skills, and knowledge needed to effectively develop partnerships with diverse families requiring a range of different approaches.

### **Description of the target population to be served**

The primary target population consists of family members of youth ages 0-18 years experiencing serious emotional and behavioral challenges. These challenges may include but are not limited to issues related to a youth's mood, thoughts, or behavior, and may present themselves in one or more locations (categorized as home, school, and community). In addition, some of the contracted services are also directed at the general student population, the public at large, and professional service providers.

### **Geographic coverage of service**

The SFO shall provide contracted services to available in communities across the state.

### **Probable funding amounts, source, and period of availability**

Funding for services being solicited through this RFP will be a portion of CAMHD general funds service allocation. Funding for this service is subject to appropriation, budget execution policies, and availability of funding. Federal funds may be used, if available.

## II. General Requirements

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

The applicant agency shall:

- Be administered, managed, led, and staffed primarily by family members of youth that are or have previously experienced emotional and/or behavioral challenges. Family members include, but are not limited to, parents, grandparents, foster parents, and hanai parents and caregivers.
- Have the capacity to provide support, training and services to all communities across the state.
- 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 State Procurement Website.

### Secondary purchaser participation

(Refer to HAR Section 3-143-608)

After-the-fact secondary purchases will be allowed.

Planned secondary purchases *None*.

### Multiple or alternate proposals

(Refer to HAR Section 3-143-605)

Allowed  Unallowed

### Single or multiple contracts to be awarded

(Refer to HAR Section 3-143-206)

Single  Multiple  Single & Multiple

### 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: one (1) year*

*Length of each extension: one (1) year*

*Number of possible extensions: five (5)*

*Maximum length of contract: six (6) years*

*The initial period shall commence on the contract start date, August 1, 2010, or Notice to Proceed, whichever is later.*

*Conditions for extension: availability of funds; must be in writing.*

### **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.

Shannon K. Sinton  
 Contract Specialist, CAMHD  
 Room 101, 3627 Kilauea Avenue, Honolulu, HI 96816  
 Phone: 808-733-8386 Fax: 808-733-9319  
 Email: [shannon.sinton@doh.hawaii.gov](mailto:shannon.sinton@doh.hawaii.gov)

### **III. Scope of Work**

The scope of work encompasses the following tasks and responsibilities:

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

##### **1. Development, Implementation, and Evaluation of CASSP Policy Plan**

CAMHD is committed to the continuous quality improvement of policies and procedures to assure adherence to CASSP values and principles and the provision of timely and effective services and supports. The active and effective participation of families at all stages is essential to the success of this endeavor. The applicant agency shall describe how it will assure that the family voice is effectively presented and considered in all policy decisions. At a minimum, the contracted SFO must provide the following services:

##### **a. State Policy Involvement**

- 1) Youth with serious emotional and/or behavioral challenges and their families can play an important role in educating members of the administration, State Legislature, and other elected bodies about their needs of youth with emotional and/or behavioral challenges and the benefits of effective, evidence-based services. The SFO shall take a leading role in organizing and coordinating a strong policy presence by conducting the following activities:
  - i. Obtain information about relevant Federal and State statutes, including but not limited to summaries of statutes in family-friendly language and recommendations for improving statutes developed by national and local family, consumer, and professional organizations.
  - ii. Develop, and facilitate and coordinate the activities of, a group of at least five committed youth and family members who have

the attitudes, skills, and knowledge to effectively educate members of the Hawaii State Legislature, as well as of City/County Councils, about the CASSP values and principles and about the unmet needs and barriers to services of youth with emotional and/or behavioral challenges and their families in Hawaii.

- 2) The contracted SFO shall be responsible for ensuring that the family perspective is effectively presented and fully considered in system of care policymaking at the state level by conducting the following activities:
  - i. Identify individuals to represent the family perspective on state level policy bodies and provide training as appropriate to ensure they possess the attitudes, skills, and knowledge needed to understand system of care policy issues and to effectively advocate for improved policies and procedures that better support youth with emotional and/or behavioral challenges and their families.
  - ii. Provide an active and effective family voice on the CAMHD Executive Management Team.
  - iii. Provide an active and effective family voice on the State Mental Health Council.
  - iv. Provide an active and effective family voice on the CAMHD Quality Steering Committee.
  - v. Provide an active and effective family voice on the Evidenced Based Services Committee.
  - vi. Provide an active and effective family voice on other relevant policymaking bodies.

**b. Community Policy Involvement**

The contracted SFO shall be responsible for ensuring that the family perspective is effectively presented and fully considered in system of care policymaking at the community level by conducting the following activities:

- 1) Represent the family perspective on community level policy bodies, ensuring that they possess the attitudes, skills, and knowledge needed to understand system of care policy issues and to effectively advocate for improved policies and procedures that better support youth with emotional and/or behavioral challenges and their families.
- 2) Provide an active and effective family voice at local interagency quality assurance meetings.
- 3) Provide an active and effective family voice on the Management Group of each of the eight Family Guidance Centers.

- 4) Attend meetings of local Community Children’s Councils and provide an active and effective family voice.

## **2. Development and Implementation of Training for Youth and Families**

In order to maximize the benefits of services and supports offered by Hawaii’s system of care, youth with emotional and/or behavioral challenges and their families often require enhanced attitudes, skills, and knowledge. The contracted SFO shall be responsible for developing, implementing, and evaluating a program of training that addresses a broad range of relevant topics including but not limited to: educational issues, health issues, child welfare issues, juvenile justice issues, substance abuse issues, effective parenting, and life skills. At a minimum, the program of training must include the following components:

### **a. Information Dissemination**

The contracted SFO shall conduct the following information dissemination activities:

- 1) Obtain or develop educational materials (flyers, guides, briefs, checklists, etc.) that provide relevant information using family friendly language.
- 2) Publicize the availability of training and educational materials through the newsletters of family-focused organizations and other appropriate avenues.
- 3) Distribute information flyers as appropriate through schools, Family Guidance Centers, pediatrician offices, grocery stores, and other suitable avenues.
- 4) Make the educational material available on the worldwide web.
- 5) Educate, train, and inform CAMHD stakeholders and families about mental health, living with youth with emotional and/or behavioral challenges and mental wellness.
- 6) Training on de-stigmatizing children’s mental health, CASSP, and related topics.
- 7) Participate in joint performance presentations.

### **b. Workshops**

The contracted SFO shall conduct workshops on a regular basis throughout Hawaii, as follows:

- 1) Assess needs and demand for specific topics to be covered in each community and develop a schedule of workshops;
- 2) Conduct workshops as scheduled; and
- 3) Evaluate workshops.

**c. Conferences**

The contracted SFO shall organize conferences that serve to disseminate information about recent system of care developments and evidence-based practices, facilitate networking, and mobilize attendees to collaboratively address issues of mutual concern, as follows:

- 1) Organize, widely publicize, and host at least one conference annually for parents, foster parents, and caregivers of youth with emotional and/or behavioral challenges.
- 2) Organize, widely publicize, and host at least one conference annually for youth with emotional and/or behavioral challenges.

**d. Youth Council**

The contracted SFO shall foster youth leadership development, so that youth gain the attitudes, skills, and knowledge needed to effectively advocate for themselves (as individuals and as a group) and to provide effective peer supports, through the following activities:

- 1) Organize and facilitate a Youth Council on Oahu comprised of a minimum of five youth with emotional and/or behavioral challenges between the ages of 14 and 24, which shall meet at least quarterly.
- 2) Provide Youth Council members with training and other supports to conduct public awareness and peer support activities developed by the youth themselves.
- 3) Establish a Youth Council on the Island of Hawaii, modeled after the Hawaii Youth Helping Youth (HYHY) on Oahu. This Council shall have a youth coordinator with children's mental health experience and resides on the island of Hawaii.

**3. Statewide Parental Support/Advocacy/System's Navigation Assistance**

Families often have difficulty navigating the system of care when seeking help for their children with emotional and/or behavioral challenges, due to such factors as lack of knowledge about rights and responsibilities, lack of knowledge about available services and supports, differences in eligibility criteria between different agencies, hard to understand jargon, and the need to fill out numerous complex forms. The contracted SFO shall assist families throughout Hawaii to achieve a more positive system of care experience through the following means:

**a. Statewide Phone Number**

The contracted SFO shall operate a phone line to respond to requests for information and help in accessing services and supports, as follows:

- 1) Establish a toll-free statewide phone number with a live operator during the regular office hours of the contracted SFO and a message system so callers outside of office hours can leave a call-back number.
- 2) Widely publicize the statewide phone number.

**b. Consumer/Family Relations Specialist**

The contracted SFO shall employ a Consumer/Family Relations Specialist, who shall be readily accessible via the SFO's statewide phone number to:

- 1) Advise families about appropriate services and supports available from agencies within Hawaii's system of care for their children with emotional and/or behavioral challenges.
- 2) Support youth and families in accessing the CAMHD services and supports for which they are eligible.

**c. Parent Partners**

The contracted SFO shall provide comprehensive parent support for families of children with emotional and/or behavioral challenges throughout Hawaii, by recruiting, training, and closely supervising parent partners who will serve families in communities. Parent support should be available to all communities of the State. The parent partners shall perform the following functions:

- 1) Publicize the local availability of family supports, including a phone number where the parent partner can be reached, through distribution of brochures, contacts with personnel at each school within the service area, announcements in locally distributed newsletters and other publications, and other appropriate means.
- 2) Provide individual families with supports, including but not limited to information about emotional and behavioral challenges, information about available resources, referrals, advice on navigating the system of care, advocacy for obtaining services and supports, and preparing for service planning meetings.
- 3) Conduct workshops in response to local needs (as described above under B. Development and Implementation of Training for Youth and Families).
- 4) Represent the family perspective at meetings of local Family Guidance Center Policy Decision Groups, Community Children's Councils, and interagency quality assurance committees.
- 5) Conduct public awareness and information dissemination activities within their areas of service (see below).
- 6) Develop a Special Population Program for Micronesian communities with two (2) part-time Parent Partners who shall be community members with ties to the cultural group and/or speak the same language.

**d. Peer Support**

Develop peer education/mentoring/tutoring programs.

**4. Statewide Public Awareness and Information Dissemination**

Emotional and behavioral challenges are often misunderstood and stigmatized, often resulting in affected youth being subjected to social exclusion, bullying, and discrimination, which may in turn make challenges worse and more difficult to address. The contracted SFO shall help increase

the social acceptance and reduce the stigmatization and bullying of youth with emotional and/or behavioral challenges address by conducting the following activities:

**a. Health Care Information**

The contracted SFO shall disseminate accurate information about emotional and behavioral challenges to the general public, with a focus on reaching students in grades kindergarten to 12 and school personnel (administrators, teachers, and support staff), through the following means:

- 1) Obtain or develop engaging age-appropriate publications and distribute to schools.
- 2) Conduct school-based awareness activities (possible activities would include presentations to students at assemblies and in classrooms, and presentations at training sessions for school personnel).
- 3) Conduct a statewide de-stigmatization campaign (possible activities would include public service announcements on radio and/or television; setting up information booths at shopping malls and conferences; and arranging coverage by newspapers, radio stations, and television stations), collaborating as appropriate with other family and consumer organizations to develop and implement activities, particularly during Mental Health Month (May) and World Mental Health Day (October 10).
- 4) Increase public awareness of the system's accomplishments.
- 5) Research and continue development of catalogues of formal and informal resources/supports currently available in the communities and through partner agencies/entities (hard copies of catalogues made available in each FGC, for each parent partner, and for SFO).
- 6) Develop family/public friendly literature (insure focus group input with minimum of one community group per FGC).

**b. Family Resource Library**

The contracted SFO shall support families as well as the general public to readily access information about emotional and behavioral challenges and the system of care through the following means:

- 1) Maintain a collection of informational materials, such as print publications, audiotapes, videos, and DVDs, that families and others can check out.
- 2) Post as many of the informational materials as possible on the World Wide Web, by either establishing a Web site or obtaining use of Web pages at a Web site maintained by a collaborating partner.

**5. The CAMHD Strategic Plan 2007 – 2010**

The Strategic Plan also identifies a number of roles and performance measures in which the parent organization participates.

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

### **1. Personnel**

The applicant is required to submit with the proposal, and maintain throughout the contract period, policy and procedures that include competency and privileging requirements. The policy must also clearly identify scope over all subcontractors of the contracting agency.

Contracted agency must adhere to a direct employment model. Contractor assumes all responsibility for the quality of work provided by employees.

Applicants must describe how it will implement measures to ensure that all employees are oriented to the Interagency Performance Standards and Practice Guidelines, Evidence Based Services Committee Biennial Report, the Hawaii Child and Adolescent Service System Program (CASSP) Principles, and the most recent Evidence Based Services Matrix Summary (i.e., “blue menu”). Documents aforementioned are available on the following website, <http://www.state.hi.us/health/camhd/>.

Applicant must ensure that it will adhere to all applicable state laws regarding the obtaining and release of client information.

### **2. Administrative**

All applicants shall identify the policies and procedures to maintain personnel/provider files of training, supervision, credentialing, and ongoing monitoring all mental health professional/staff performance.

Applicants must identify how they would provide the necessary infrastructure to support the provision of services in compliance with the standards as specified herein.

Contractor must maintain supporting documentation for credentialing in separate files on Contractor’s premises. Contractor must make this information available to CAMHD as requested.

The Contractor shall collect maintain and report to CAMHD, on a quarterly basis, information documenting progress towards achieving the outcome objectives cited in this RFP.

The Contractor shall allow CAMHD representatives or any authorized representatives full access to all case files and administrative records for the purpose of program evaluation and/or contract monitoring.

### 3. Quality assurance and evaluation specifications

The contracted SFO shall collect and report information about its activities and the outcomes of those activities, and regularly use evaluation results to identify and address areas of needed improvement, by conducting the following evaluation activities:

- a. Collect information about youth and families served by the SFO, including but not limited to the numbers served and the types of supports provided.
- b. Collect information about accomplishments of the SFO and its staff, including but not limited to listing of informational materials made available to the public, extent of dissemination (for example, number of publications distributed, number of items downloaded from Web site), number of workshops held and attendance, number of presentations made and size of audience, listing of committee and work group memberships, and number of meetings attended.
- c. Collect information reflecting the quality of supports provided by the SFO, such as evaluation forms completed by those attending SFO events (workshops, conferences, etc.) and questionnaires on satisfaction with supports.
- d. Compile the evaluation information quarterly and summarize the results in a Quarterly Performance report submitted to CAMHD Performance Management Office, to include a description of any changes made in response to evaluation results to improve the quality of SFO activities and strategies.
- e. At least semi-annually, submit to CAMHD documentation showing evidence of collaborative relationships with other family and community organizations, inclusive of Community Children's Councils and advocacy groups.
- f. By the end of June of each year, submit to CAMHD a brief report summarizing activities conducted as part of the Legislative Package and the status of relevant statutes and resolutions.
- g. Collect information about family involvement in evaluation and performance management reviews.

### 4. Output and performance/outcome measurements

Contracted agencies are required to collect, analyze and report the following information on a quarterly basis. All Contractors must submit quarterly reports of quality monitoring including analyses of performance

trends through the Contractor's quality assurance and improvement processes. Quarterly reports must include data with trend analysis in the quarterly reporting format provided by CAMHD. Quarterly reports will be focused on a summary of findings and activities over the quarter including analyses of performance trends and patterns, discussion of significant findings, opportunities for improvement, and actions taken to impact performance.

**Quality Assurance and Evaluation Reporting Requirements:**

All contractors must submit to the CAMHD Performance Management Office a Quarterly Report forty-five days after the preceding quarter ends.

- a. The quarterly report must follow the *Quarterly Summary of Quality Assurance Activities* format.
- b. Quality Assurance Meeting Minutes and Agenda must be submitted with the quarterly report.
- c. A template for the quarterly report can be electronically provided to the contractor.

## **5. Experience**

Applicants with verifiable expertise and experience in supporting and representing local families of children with emotional and/or behavioral challenges will be given preference in the evaluation process. Applicants must show culturally competent expertise and experience working at the community level with local Hawaii populations.

In order to demonstrate expertise, an agency must provide evidence of training programs, supervisory structure, and other documents showing clinical and/or managerial expertise.

In order to demonstrate experience, prior agency performance in providing similar services will be considered in the evaluation process. Applicants are strongly encouraged to identify all previous experience providing the services being proposed and the detail the performance of the agency in providing these services, to include contract payer, result of contract monitoring reports, accreditation results, complaints, grievances, and contract outcomes. The documents provided by the applicant will be used in the evaluation process, with particular attention given to the quality assurance activities implemented based upon feedback or internal findings.

## 6. Coordination of services

The applicant shall describe mechanisms to be instituted to ensure that all services provided are coordinated internally within the organization, and externally with the Family Guidance Center, school(s), any involved Quest or other health plan, other provider agencies, and resources in the community. Specifically, the applicant shall identify the major groups or agencies that coordination is proposed, and define how this will be accomplished.

The applicant shall also describe mechanisms for obtaining routine and regular stakeholder input in evaluating performance surrounding this coordination.

## 7. Reporting requirements for program and fiscal data

The following information must be provided:

### a. Fiscal Data

Monthly expenditure reports and electronic encounter data (utilization) must be submitted to CAMHD Fiscal Section in the format specified by CAMHD (based on the cost reimbursement method of pricing).

Original monthly claims must be submitted within thirty (30) calendar days after the last day of the calendar month. All submissions and corrections must be properly received by CAMHD ninety (90) days after the last day of the billing month. No claims will be accepted after the 90-day period. Should a provider need to bill beyond the 90-day period, documented contact must be made with CAMHD Provider Relations before the end of the 90-day period or no appeal will be granted.

Any required corrective action plans and reports on all audit and fiscal monitoring findings must be submitted to CAMHD Fiscal Section.

All contractors are required to adhere to the CAMHD billing reporting requirements. Contractor's submission must comply with the Health Insurance Portability and Accountability Act (HIPAA) and CAMHD policies and procedures.

Contractors are responsible for planning, implementing, and maintaining their own Information System. Contractors must also supply Child and Adolescent Mental Health Management Information System (CAMHMIS) with a functional e-mail address that can receive documents as well as notices. CAMHD will not provide technical support for Provider Information Systems or e-mail.

Contractors are required to have computer hardware that supports Microsoft Windows 2003, Microsoft Access 2003, Internet connection, Internet e-mail, and laser printer.

All provider reporting data must be submitted in the manner and format specified by CAMHMIS

The provider shall submit an annual organization-wide fiscal audit completed by a certified public accountant in accordance with the following standards.

- 1) Generally accepted auditing standards issued by the American Institute of Certified Public Accountants.
- 2) Government Auditing Standards issued by the Comptroller General of the United States.
- 3) Office of Management and Budget (OMB) Circular A-128 for state and local governmental agencies, if applicable.
- 4) Office of Management and Budget (OMB) Circular A-133 for institutions of higher education and other non-profit organizations, if applicable.
- 5) The audit must be conducted on an annual basis and submitted to the STATE within six months after the close of the organization's fiscal year.

All contractors are required to be compliant with CAMHD, State, Federal, Medicaid requirements/rules and regulations for Fraud and Abuse.

**b. Program Data**

- 1) The Contractor shall, at the completion of the contract period, submit a final written report summarizing contract performance to the CAMHD in a format to be prescribed by CAMHD.
- 2) All contractors must submit a quarterly summary of quality assurance findings as identified in the Contractor's Quality Assurance Plan (QAP).
- 3) The provider shall furnish any additional reports or information that the CAMHD may require or request from time to time.

**C. Facilities**

The applicant shall provide offices or facilities located in the service area. Facilities shall meet the Health Insurance Portability and Accountability Act (HIPAA) and American Disability Association (ADA) requirements, as applicable, and have special equipment that may be required for the services.

The physical location of the administrative office and any service offices shall be maximally accessible to client families.

#### **IV. COMPENSATION AND METHOD OF PAYMENT**

The method of pricing shall be reimbursement of actual expenditures. The cost reimbursement pricing structure reflects a purchase arrangement in which the State pays the Contractor for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation. The proposal budget shall be prepared in accordance with Chapter 103F, HRS, Cost Principles. Budget line items are subject to review, approval, and acceptance by the state purchasing agency.

Payments shall be made in monthly installments upon the monthly submission by the Contractor of invoices for the services provided. Invoices shall be accompanied by expenditure reports, back up documentation as outlined in the SPO Cost Principles and utilization data for the billing month. Failure to comply with submission of encounter/utilization data will result in payment delays until such data are submitted.

**References**

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## **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.*
- *Applicants shall submit four paper copies of their application: one (1) marked **Original with original signatures**, and three (3) copies, for a total of four (4).*
- *Proposals may be submitted in a three ring binder.*
- *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 projects/contracts pertinent to the proposed services.

The applicant shall include points of contact, addresses, e-mail/phone numbers. The State reserves the right to contact references to verify experience.

### **Quality Assurance and Evaluation**

The applicant shall describe the agency QAP for identifying, monitoring and reporting the effectiveness of the proposed services. The plan shall include, but not be limited to, the agency's procedures for identifying youth and community needs, establishing outreach and support priorities, collaborating with other agencies on services/supports, and monitoring, and evaluating the effectiveness of the services. The plan shall identify a continuous evaluation process of quality of services/supports with a focus to improve performance in all service delivery area. The QAP shall be responsive to the CAMHD performance interests.

### **Coordination of Services**

The applicant shall describe mechanisms to be instituted to ensure that all services provided are coordinated internally within the agency, and externally with the resources in the community, the Community Children's Councils (CCCs), the Department of Education, CAMHD, and other provider agencies and resources in the community as applicable. Specifically, the applicant shall identify the major groups or agencies that coordination efforts are proposed, and defined how this will be accomplished.

The applicant shall also describe mechanisms for obtaining routine and regular stakeholder input in evaluating performance surrounding this coordination.

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

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

**2. Staff Qualifications**

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

**Project Organization****3. Supervision and Training**

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

**4. 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.

## **Needs Assessment & Program Planning**

The applicant must demonstrate an understanding of the need for services in the geographic areas that services are being proposed. Applicant must describe the process utilized by the organization to obtain information and collaborate with the local community in development of this proposal and plan for service delivery.

## **Service Implementation**

The applicant shall describe, in detail, how the organization will provide family support services and must submit details of how the organization will maintain sufficient capacity to ensure the provision of services proposed. The applicant shall detail how coverage will be maintained during times of staff leave or vacancy.

The applicant shall submit details of how the organization will ensure the provision of services in the most accessible and convenient location for communities and families.

## **Emergency/Crisis Capacity**

The applicant shall submit details of efforts proposed to support families during times of crisis, and efforts proposed to ensure adequate linkages with crisis support services.

## **Service Provision**

The applicant shall detail:

- How information regarding youth and family needs will be assessed.
- How the family support priorities will be established.
- How the services will be linked and coordinated with other community services.
- How the support efforts will be localized within communities/locations most accessible to the population.
- What standards the agency will use to evaluate the performance of staff and contracted personnel.

## V. Financial

### Pricing Structure

The cost reimbursement pricing structure should reflect a purchase arrangement in which the State pays the contractor for budgeted costs that are actually incurred in delivering the services specified, up to a stated maximum obligation. Budgets shall be developed according to the Chapter 103F, HRS, Cost Principles, and shall be based on budgeted costs to support the service specifications. The cost proposal (budget forms) shall be attached to the POS Proposal Application.

#### Cost Reimbursement Service:

All budget forms, instructions and samples are located on the SPO website (see Section 1, paragraph II Websites referred to in this RFP). The applicant must submit a separate budget with accompanying justification budget forms and back up documentation as outlined in the Cost Principles for each service proposed. The following budget form(s) shall be submitted (as applicable) with the Proposal Application:

- SPO-H-205 Budget
- SPO-H-205A Organization-wide Budget by Source of Funds
- SPO-H-205B Organization-wide Budget by Programs
- SPO-H-206A Personnel Salaries and Wages
- SPO-H-206B Personnel Payroll Taxes, Assessments & Fringe
- SPO-H-206C Travel Inter-Island
- SPO-H-206E Contractual Services – Admin
- SPO-H-206F Contractual Services – Subcontractors
- SPO-H-206G Depreciation
- SPO-H-206H Program Activities
- SPO-H-206I Budget Justification – Equipment Purchases

- **Other Financial Related Materials**

The Contractor shall submit an organization-wide fiscal audit annually by a certified public accountant in accordance with the following standards:

- Generally accepted auditing standards issued by the American Institute of Certified Public Accountants;
- Government Auditing Standards issued by the Comptroller General of the United States; and
- Office of Management and Budget (OMB) Circular A-133 for state and local governmental agencies, if applicable.

#### 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):

- Most recent financial audit with management letter.
- The applicant must describe its fiscal operating procedures for accurate tracking of the cost of related services provided.
- Resume and position description of the specific point of contact for the accounting system.

## **2. Information System**

The applicant shall describe the organization's information system, inclusive of type of hardware, type of software, any plans for major changes, how recently current system was installed, and the capability of your staff to use the system.

## **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.

# **Section 4**

## **Proposal Evaluation**

## Section 4

# Proposal Evaluation

### I. Introduction

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

### II. Evaluation Process

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

The evaluation will be conducted in three phases as follows:

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

#### Evaluation Categories and Thresholds

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

### III. Evaluation Criteria

#### Phase 1 - Evaluation of Proposal Requirements

1. *Administrative Requirements*
  - Proposal Application Checklist
  - Federal 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)

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

**3. *Program Overview:***

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

**4. *Experience and Capability (20 Points)***

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

- Demonstration of knowledge, skills, and abilities related to the delivery of the proposed services. [4 Points]
- Demonstration of operational plans to manage and implement the proposed services. [4 Points]
- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology. [1 Points]
- Demonstration of capability and commitment to coordinate services with other agencies and resources in the community. [3 Points]
- Description of expected results and benefits of the services, including number and frequency of youth and families served. [3 Points]
- Description of performance plan with detailed outcomes that can be expected at the close of the contract year. [2 Points]
- Demonstration of results of previous family initiatives within the state and nationally, if applicable. [2 Points]
- Adequacy of facilities relative to the proposed services. [1 Points]

**5. Project Organization and Staffing (10 Points)**

The State will evaluate the applicant's overall personnel organization and management capacity for implementing the proposed services that shall include:

**A. Staffing**

- Sufficiency of the proposed staffing allocations to provide the services. [3 Points]
- Demonstration of commitment to recruit, hire and/or contract persons with experience as caregivers of youth with emotional and/or behavioral challenges, and to train and support them to provide the proposed services. [3 Points]
- Demonstration of an orientation, training and supervision plan to provide administrative and managerial direction to staff and contracted personnel. [2 Points]

**B. Project Organization**

- Sufficiency of the Organization Chart to support the overall service activities and tasks. [1 Points]
- Demonstration of the organization's clear policies and procedures governing personnel management. [1 Points]

**6. Service Delivery (50 Points)**

Evaluation criteria for this section will assess the applicant's approach to the service activities and management requirements outlined in the Proposal Application.

The evaluation criteria may also include an assessment of the logic of the work plan for the major service activities and tasks to be completed, including clarity in work assignments and responsibilities, and the realism of the timelines and schedules, as applicable.

The State will evaluate the applicant's implementation plan for service delivery that shall include:

- Clear description of proposed services appropriately in line with the objectives and goals of CAMHD. [5 Points]
- Demonstrates thorough understanding of current initiatives and findings concerning systems of care nationally, family organizations, and thoroughly describes the plan to integrate the organization within all aspects of our local system of care. [3 Point]
- Demonstration of a thorough understanding of the goals and objectives of CAMHD and description of how the organization and the services proposed will assist CAMHD in achieving the goals within this contract term. [4 Points]

- Clear, concise description of the organization's goals, objectives, and service activities in a clear and concise manner. [5 Points]
- Clear description of communities intended to be served including geographic locations. [3 Points]
- Clear description of its developmental approach to the target population, with particular emphasis on methods used to engage and establish connections with youth with emotional and/or behavioral challenges and their families [5 Points]
- Demonstration of a thorough understanding of issues related to community and culture differences across the state, and describes a plan to adequately meet the unique needs of our economically and culturally diverse state. [5 Points]
- Clear description of mechanisms for integrating services and collaborating with other agencies, health care providers, schools, etc. [4 Points]
- Clear description of employee structure or viable network of contracted providers. [2 Point]
- Evidence of support for the organization from agencies, schools, and other community organizations. [3 Points]
- Demonstration of policy governing support to collaborate with other service providing agencies and organizations in the provision of services. [3 Points]
- Clear description of how families will be informed of and encouraged to access services. [5 Points]
- Description of how the proposed supports and services build on the inherent strengths of families and communities, including mechanisms to assure that the family participates as equal partners in all aspects of service delivery. [3 Points]

## **7. Financial (20 Points)**

### Pricing structure based on cost reimbursement

The State will evaluate the reasonableness of proposed costs and the applicant's fiscal management capacity which shall include:

- Personnel costs are reasonable and comparable to positions in the community. [3 Points]
- Non-personnel costs are reasonable and adequately justified. [3 Points]

- Administrative or indirect costs are reasonable and adequately justified, with a maximum of 10% of administrative costs allocated to the contract. [2 Points]
- Degree to which the budget demonstrates support of the scope of service and requirements of the RFP. [3 Points]
- Adequacy of accounting system. [2 Points]
- Adequacy of infrastructure to support electronic billing requirements. [1 Points]
- Degree of competitiveness and reasonableness of the budget line items. [4 Points]
- Demonstration of applicant's financial solvency. [2 Points]

### **Phase 3 - Recommendation for Award**

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

# **Section 5**

## **Attachments**

- A. Proposal Application Checklist
- B. Sample Table of Contents
- C. Federal Certifications (separate attachment)

## Proposal Application Checklist

Applicant: \_\_\_\_\_

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

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

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

\_\_\_\_\_

Authorized Signature

\_\_\_\_\_

Date

## Proposal Application Table of Contents

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

Organization: \_\_\_\_\_

RFP No: \_\_\_\_\_