



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

Request for Proposals

RFP No. OCS LBR 903-03

Employment Core and Support Services for Refugees

October 7, 2010

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



**STATE OF HAWAII
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
OFFICE OF COMMUNITY SERVICES**

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

October 7, 2010

Dear Applicant:

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

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

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

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

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

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

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October 7, 2010

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

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

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

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

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

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

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

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

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

Sincerely,

Keith Yabusaki

KEITH YABUSAKI
Acting Executive Director

AN EQUAL OPPORTUNITY AGENCY

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

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

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

All Mail-ins

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

DLIR RFP Coordinator

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

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), December 15, 2010**. Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 p.m., **December 15, 2010.**

Drop-off Sites

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

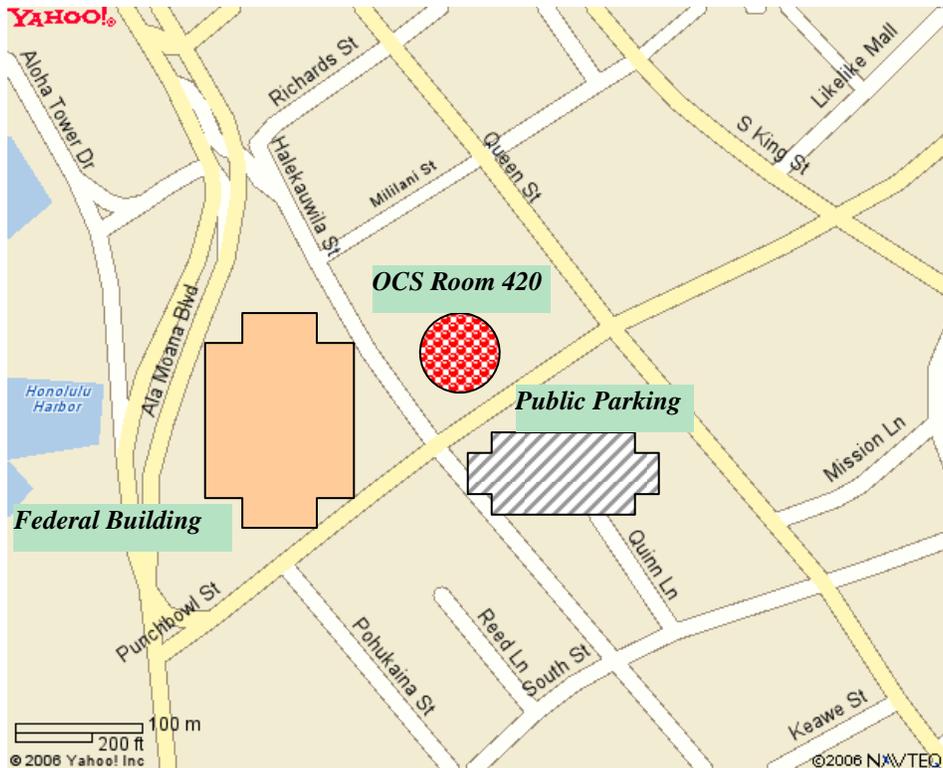
RFP ORIENTATION SESSIONS

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

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

DATE: MONDAY, OCTOBER 18, 2010.

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



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

DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
OFFICE OF COMMUNITY SERVICES

EMPLOYMENT CORE AND SUPPORT SERVICES FOR REFUGEES

REQUEST FOR PROPOSAL NUMBER: OCS LBR 903-03

IMPORTANT DATES*

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

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

DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
OFFICE OF COMMUNITY SERVICES

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

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

All funds amounts subject to availability.

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

** Federal Funds.

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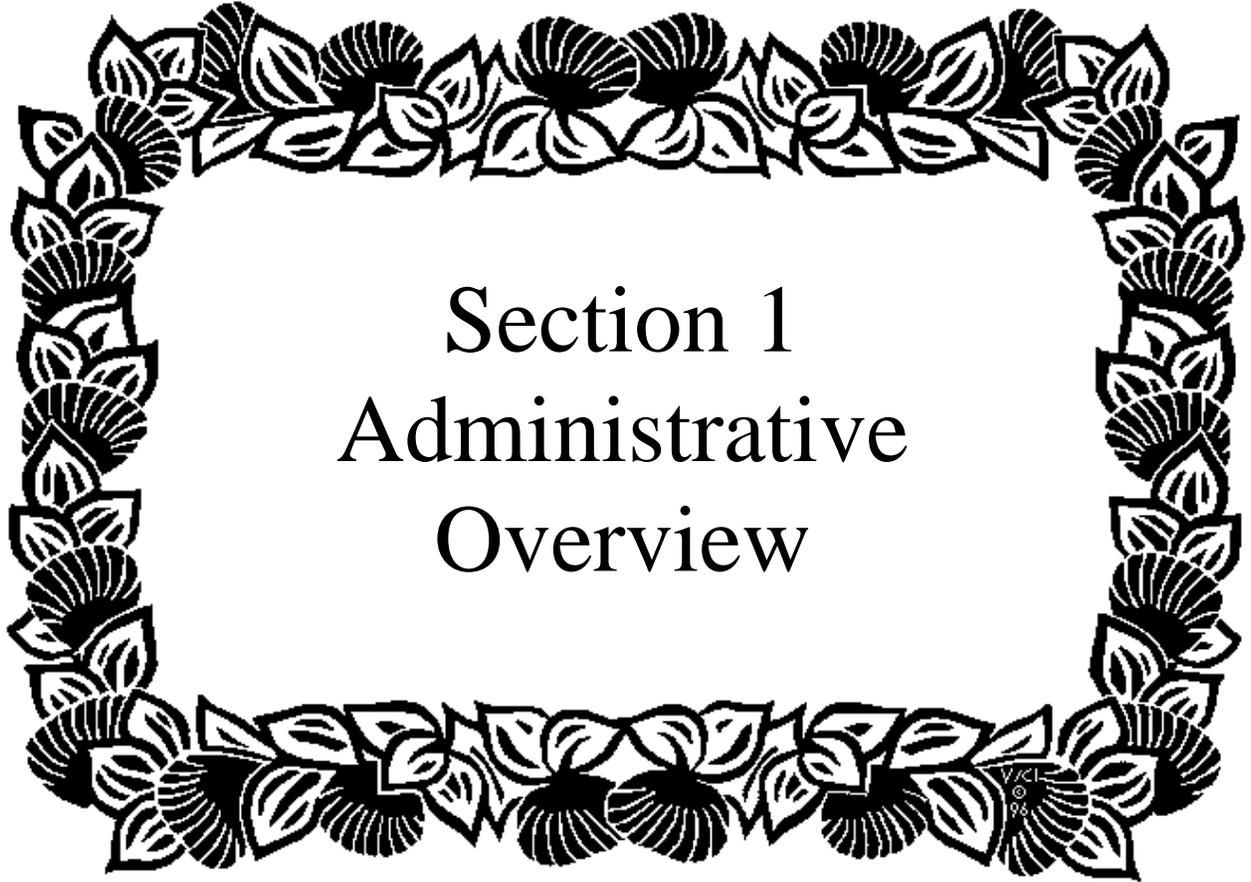
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Section 1
Administrative
Overview

Section 1 Administrative Overview

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

I. Procurement Timetable*

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

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

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

II. Website Reference

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

For	Click
1 Procurement of Health and Human Services	“Health and Human Services, Chapter 103F, HRS...”
2 RFP website	“Health and Human Services, Ch. 103F...” and “The RFP Website” (located under Quicklinks)
3 Hawaii Administrative Rules (HAR) for Procurement of Health and Human Services	“Statutes and Rules” and “Procurement of Health and Human Services”
4 Forms	“Health and Human Services, Ch. 103F...” and “For Private Providers” and “Forms”
5 Cost Principles	“Health and Human Services, Ch. 103F...” and “For Private Providers” and “Cost Principles”
6 Standard Contract -General Conditions	“Health and Human Services, Ch. 103F...” “For Private Providers” and “Contract Template – General Conditions”
7 Protest Forms/Procedures	“Health and Human Services, Ch. 103F...” and “For Private Providers” and “Protests”

Non-SPO websites

(Please note: website addresses may change from time to time. If a link is not active, try the State of Hawaii website at <http://hawaii.gov>)

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

III. Authority

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

IV. RFP Organization

This RFP is organized into five sections:

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

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

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

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

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

V. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

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

VI. Orientation

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

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

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

VII. Submission of Questions

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

Deadline for submission of written questions:

Date: November 29, 2010 **Time:** 4:30 p.m. HST

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

Date: December 7, 2010

VIII. Submission of Proposals

A. Forms/Formats

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

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

2. Proposal Application Checklist – Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the state purchasing agency.

3. Table of Contents – A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.

4. Proposal Application (Form SPO-H-200A) – Applicant shall submit comprehensive narratives that address all of the proposal requirements contained in Section 3 of this RFP, including a cost proposal/budget if required.

B. Program Specific Requirements

Program specific requirements are included in Sections 2, Service Specifications and Section 3, Proposal Application Instructions, as applicable. If required, Federal and/or State certifications are listed on the Proposal Application Checklist located in Section 5.

C. Multiple or Alternate Proposals

Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.

D. Tax Clearance

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

E. Wages and Labor Law Compliance

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

1. Compliance with all Applicable State Business and Employment Laws – All providers shall comply with all laws governing entities doing business in the State. Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations unincorporated associations and foreign insurance companies be registered and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See part II, Website Reference.)

F. Hawaii Compliance Express (HCE)

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

G. Campaign Contributions by State and County Contractors

Contractors are hereby notified of the applicability of HRS Section 11-205.5, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. For more information, FAQs are available at the Campaign Spending Commission webpage. (See part II, Website Reference.)

H. Confidential Information

If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany

the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

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

I. Confidentiality of Personal Information

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

J. Proposal Submittal

All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet. Proposals shall be rejected when:

1. Postmarked after the designated date; or
2. Postmarked by the designated date but not received within 10 days from the submittal deadline; or
3. If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

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

IX. Discussions with Applicants

A. Prior to Submittal Deadline

Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.

B. After Proposal Submittal Deadline

Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance HAR Section 3-143-403.

X. Opening of Proposals

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

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

XI. Additional Materials and Documentation

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

XII. RFP Amendments

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

XIII. Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner, and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's best and final offer/proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

XIV. Cancellation of Request for Proposal

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

XV. Costs for Proposal Preparation

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

XVI. Provider Participation in Planning

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a RFP, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify

providers from submitting proposals if conducted in accordance with HAR Sections 3-142-202 and 3-142-203.

XVII. Rejection of Proposals

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

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

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

XVIII. Notice of Award

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

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

XIX. Protests

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

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

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

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

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

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

XX. Availability of Funds

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

XXI. General and Special Conditions of Contract

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

XXII. Cost Principles

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



Section 2
Service
Specifications

Section 2

Service Specifications

Program Title: Employment Core and Support Services for Refugees

I. Introduction

A. Overview, Purpose or Need

Refugees are a vulnerable population that has abruptly lost traditional family, community, and cultural support, and that struggles with language and cultural barriers in seeking basic services and employment.

The purpose of this Request for Proposal (RFP) is to contract for specialized employment core services that address the particular needs of newly-arrived and at-risk refugees, prepare and assist them to adjust and settle in the community, and to obtain and maintain gainful employment.

B. Planning Activities Conducted in Preparation for this RFP

Pursuant to the Hawaii Administrative Rules § 3-142-301 State Agency Planning Activities, OCS conducted planning activities, including, but not limited to the following:

1. Took into account the views of provider organizations on how to improve service specifications to better achieve mandated goals. A request for information was utilized as provided in Section § 3-142-202;
2. Analyzed information from program monitoring and evaluation reports of current provider organizations;
3. Analyzed socio-economic and health data for trends to determine demand factors;
4. Considered the views of service recipients and community advocacy organizations on conditions affecting the achievement of mandated goals; and
5. Requested information from other state agencies on services to the same target population or on cooperative strategies to progress toward achieving a shared goal.

C. Description of the Goal of the Services

The goal of these services is to help refugees and human trafficking victims achieve economic self-sufficiency and social adjustment within the shortest time possible following their arrival to the United States.

D. Description of the Target Population

The target population for these services is refugees with less than five years United States (U.S.) residency since their date of entry, in the following priority: (a) newly arriving refugees (within their first year in the U.S.); (b) refugees who are receiving cash assistance; (c) unemployed refugees who are not receiving cash assistance; and (d) employed refugees in need of services to retain employment or to attain economic independence.

Also eligible to receive services are asylees (eligibility for asylee starts from the date asylum is granted), Cuban and Haitian entrants, certain Amerasians from Vietnam who are admitted to the U.S. as immigrants, certain Amerasians from Vietnam who are U.S. citizens, and victims of human trafficking, including those who have and may be eligible for T-Visas and U-Visas, and certain of their family members who receive certification or eligibility letters from the Federal Office of Refugee Resettlement (ORR).

E. Geographic Coverage of Service

The service area includes the entire State of Hawaii.

F. Probable Funding Amounts, Source and Period of Availability

Subject to the availability of funds, \$75,000 in federal funds pursuant to the Refugee Act of 1980, Public Law 96-212, as amended, is allotted annually for Federal Fiscal Years 2010 and 2011. Funding is anticipated to be from federal sources, though the source and amount of funding may be subject to change prior to the effective date and over the life of the contract.

II. General Requirements

Title 45 Public Welfare Chapter IV—Office of Refugee Settlement, Administration for Children and Families, Department of Health and Human Services Parts 400—Refugee Resettlement Program and Part 401—Cuban/Haitian Entrant Program rules govern ORR's resettlement programs and allocation of funding.

Award is subject to provisions of the State's current approved Hawaii State Refugee Plan, including all approved amendments and revisions.

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

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

2. The applicant shall have a minimum of one-year experience in Hawaii directly providing refugee resettlement services for the benefit of low-income refugees.

3. The applicant shall have the employment core services for refugees in operation and be able to provide services beginning October 1, 2010 through September 30, 2012.

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

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

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

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

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

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

B. Secondary Purchaser Participation

(Refer to § 3-143-608, HAR)

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

C. Multiple or Alternate Proposals

(Refer to § 3-143-605, HAR)

Allowed Unallowed

D. Single or Multiple Contracts to Be Awarded

(Refer to § 3-143-206, HAR)

Single Multiple Single and Multiple

E. Single or Multi-Term Contracts to Be Awarded

(Refer to § 3-149-302, HAR)

Single Term (1 year) Multi-Term (> 2 years)

Initial term of contract: 1 Year

Length of each extension: 1 Year

Number of possible extensions: 1

Maximum length of contract: 2 Years

Conditions for extension: This contract will be one year in length, with the option of an extension of up to twelve (12) months, subject to the availability of funds and satisfactory provider performance.

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

F. RFP Contact Person

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the winning provider or providers. Written questions should be submitted to the RFP contact person and received on or before the day and time specified in Section 1, Paragraph I. (Procurement Timetable) of this RFP. Oral questions will be addressed until the deadline for submission of proposals.

Sole Point of Contact: Keith Yabusaki, Planning Administrator

Phone: (808) 586-8675

E-mail: keith.y.yabusaki@hawaii.gov

III. Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities (Minimum and/or Mandatory Tasks and Responsibilities)

The applicant shall describe in detail its target area(s), target ethnic refugee populations, the need of the target group in the proposed service areas, and how applicant would provide the required services. Services must be provided in a manner that is culturally and linguistically compatible with refugees' languages and cultural backgrounds.

According to title 45, Chapter IV, Part 400 Subpart 1, Section 400.154, desired "Employability Services" include:

1. Employment services, including development of a family self-sufficiency plan and an individual employability plan, world-of-work and job orientation, job clubs, job workshops, job development, referral to job opportunities, job search, and job placement and follow-up.

2. Employability assessment services, including aptitude and skills testing.

3. On-the job training (OJT), when such training is provided at the employment site and is expected to result in full-time, permanent, unsubsidized employment with the employer who is providing the training.

4. English language instruction, with an emphasis on English as it relates to obtaining and retaining a job.
5. Vocational training, including driver education and training when provided as part of an individual employability plan.
6. Skills recertification, when such training meets the criteria for appropriate training in Sec. 400.81(b) of this part.
7. Day care for children, when necessary for participation in an employability service or for the acceptance or retention of employment.
8. Transportation, when necessary for participation in an employability service or for the acceptance or retention of employment.
9. Translation and interpreter services, when necessary in connection with employment or participation in an employability service.
10. Case management services, as defined in Sec. 400.2 of this part, for refugees who are considered employable under Sec. 400.76 and for recipients of TANF and GA who are considered employable, provided that such services are directed toward a refugee's attainment of employment as soon as possible after arrival in the United States.
11. Assistance in obtaining Employment Authorization Documents (EADs).

According to title 45, Chapter IV, Part 400 Subpart 1, Section 400.155, desired "Other Services" include:

1. Information and referral services.
2. Outreach services, including activities designed to familiarize refugees with available services, to explain the purpose of these services, and facilitate access to these services.
3. Social adjustment services, including:
 - a. Emergency services, as follows: Assessment and short-term counseling to persons or families in a perceived crisis; referral to appropriate resources; and the making of arrangements for necessary services.
 - b. Health-related services, as follows: Information; referral to appropriate resources; assistance in scheduling appointments and obtaining services; and counseling to individuals or families to help them understand and identify their physical and mental health needs and maintain or improve their physical and mental health.
 - c. Home management services, as follows: Formal or informal instruction to individuals or families in management of household budgets, home maintenance, nutrition, housing standards, tenants' rights, and other consumer education services.

4. Day care for children, when necessary for participation in a service other than an employability service.
5. Transportation, when necessary for participation in a service other than an employability service.
6. Translation and interpreter services, when necessary for a purpose other than in connection with employment or participation in an employability service.
7. Case management services, when necessary for a purpose other than in connection with employment or participation in employability services.
8. Any additional service, upon submission to and approval by the Director of ORR, aimed at strengthening and supporting the ability of a refugee individual, family, or refugee community to achieve and maintain economic self-sufficiency, family stability, or community integration which has been demonstrated as effective and is not available from any other funding source.
9. Citizenship and naturalization preparation services, including English language training and civics instruction to prepare refugees for citizenship, application assistance for adjustment to legal permanent resident status and citizenship status, assistance to disabled refugees in obtaining disability waivers from English and civics requirements for naturalization, and the provision of interpreter services for the citizenship interview.

According to title 45, Chapter IV, Part 400 Subpart 1, Section 400.156, desired “Service Requirements” include:

1. In order to avoid interference with refugee employment, English language instruction and vocational training funded under this part must be provided to the fullest extent feasible outside normal working hours.
2. In planning and providing services under Secs. 400.154 and 400.155, a State must take into account those services which a resettlement agency is required to provide for a refugee whom it sponsors to ensure the provision of seamless, coordinated services to refugees that are not duplicative.
3. English language instruction funded under this part must be provided in a concurrent, rather than sequential, time period with employment or with other employment-related services.
4. Services funded under this part must be refugee-specific services which are designed specifically to meet refugee needs and are in keeping with the rules and objectives of the refugee program, except that vocational or job skills training, on-the-job training, or English language training need not be refugee-specific.
5. Services funded under this part must be provided to the maximum extent feasible in a manner that is culturally and linguistically compatible with a refugee's language and cultural background.

6. Services funded under this part must be provided to the maximum extent feasible in a manner that includes the use of bilingual/bicultural women on service agency staffs to ensure adequate service access by refugee women.

7. A family self-sufficiency plan must be developed for anyone who receives employment-related services funded under this part.

B. Management Requirements (Minimum and/or Mandatory Requirements)

1. Personnel – There shall be sufficient bilingual personnel qualified to provide these services to the target population. All personnel shall have sufficient experience and/or training to provide the services.

The applicant shall have standards and procedures to ensure that all employees are fully qualified to engage in activities and perform the services required.

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

2. Administrative – The applicant shall comply with all Federal requirements for the administration of a Refugee Resettlement program.

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

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

3. Quality Assurance and Evaluation Specifications – The applicant shall have a written quality assurance plan, including procedures to assure that its services are provided in conformance with all federal, state and county requirements, and the requirements of this RFP. The plan shall include procedures to monitor administrative, program and fiscal operations for compliance with all requirements. It shall also provide for procedures to determine whether clients receive consistent, high quality services. The quality assurance plan shall identify roles and responsibilities for on-going implementation.

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

The applicant must also indicate the specific measurement tool(s) and/or procedures that will be utilized to document and verify that each proposed program output and outcome was accomplished.

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

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

4. Performance Output and Outcome Measurements – The applicant shall set forth, using the attached table in Section 5, the amount of the following output and performance/outcomes that it expects to achieve.

a. Outputs:

- Total number of refugees enrolled in the program
- Number of refugees enrolled and provided basic family support and social adjustment services.
- Number of refugees enrolled and provided English language instruction.
- Number of refugees enrolled and provided employment preparation and job search services.
- Number of refugees enrolled in educational or vocational programs.

b. Outcomes

- Number of refugee families meeting their basic needs.
- Number of refugees completed employment and job search services.
- Number of refugees obtained full-time employment.
- Number of refugees obtained part-time employment.
- Number of refugees maintained employment for six (6) months.
- Number of refugees maintained employment for twelve (12) months.

The applicant may propose other measures of effectiveness.

Basic needs, for the purpose of this contract, are defined as shelter, food, medical insurance, and not relying on governmental assistance.

Please use the Output and Performance/Outcome Measurements Table located at the end of this RFP No. LBR 903-03 in Section 5 and include it in the Service Delivery section of your proposal application.

5. Experience – The applicant shall have a minimum of one-year experience in providing resettlement assistance, employment services, or other social adjustment services to refugees. In Section 3.II.B. of this RFP, the applicant should include information describing past and current grants, contracts, or cooperative agreements with governmental and non-governmental agencies and organizations formally involved in refugee resettlement (e.g., U.S. Department of State, Office of Refugee Resettlement, Bureau of Citizenship and Immigration Services, national voluntary agencies).

6. Coordination of Services – Services under this RFP should be coordinated with those provided by designated local refugee resettlement agency(s) to ensure the provision of seamless, coordinated and non-duplicative services to refugees. A “local refugee resettlement agency” means a local affiliate or subcontractor of a national voluntary agency that has entered into a grant, contract or cooperative agreement with the United States Department of State or other appropriate Federal agency to provide for the reception and initial placement of refugees in the United States.

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

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

Coordination of services should also include coordination with agencies or affiliate offices in the outer islands, to ensure that refugees settling in those areas of the state receive adequate services.

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

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

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

Other reports as may be required.

C. Facilities

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

IV. Compensation and Method of Payment

A. Compensation

Pricing shall be based on cost reimbursement (See Section 3.V., Financial). The applicant shall submit a cost proposal on the appropriate budget forms listed in Section 3.V. that are provided on the SPO website (See Section 1, page 1-2, Website Reference) and other financial requirements as stated in Section 3.V. The cost proposal shall be in accordance with Chapter 103F, HRS, Cost Principles for Purchases of Health and Human Services in form, SPO-H-201 provided on the SPO website.

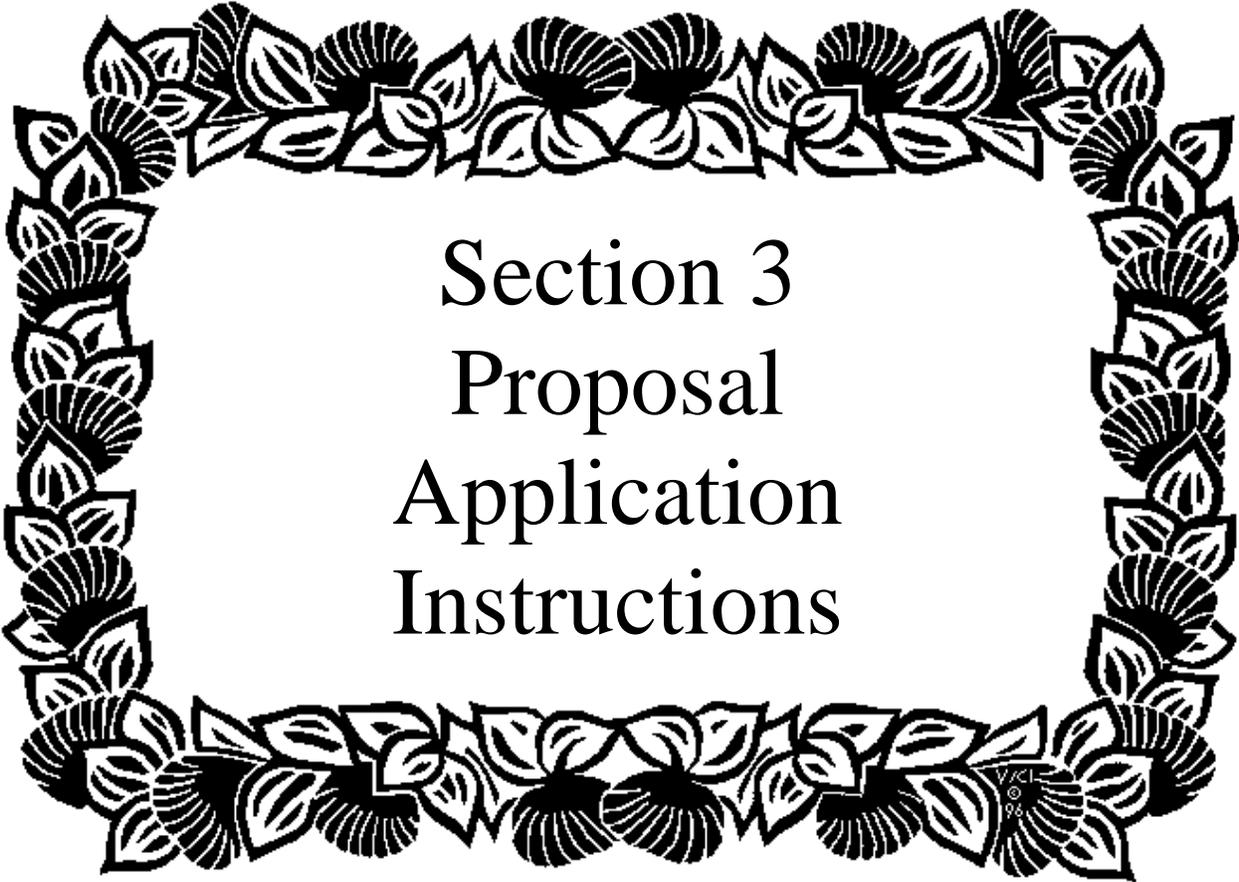
B. Units of Service and Unit Rate

Not applicable.

C. Method of Payment

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

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



Section 3
Proposal
Application
Instructions

Section 3

Proposal Application Instructions

General instructions for completing application(s):

- *Proposal Application shall be submitted to state purchasing agency using the prescribed format outlined in this section. The proposal shall be organized and presented in the sections and subsections designated in the RFP and with prescribed content for each section.*
- *The numerical outline for the application, the titles/subtitles, applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one (1) and continuing through the complete proposal.*
- *Document binding is optional.*
- *Tabbing of sections is recommended.*
- *Applicant must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B.*
- *Applicant is encouraged to use single spacing, 12 point Times New Roman font with 1” margins on all sides.*
- *A written response is required for each item. Failure to answer any of the items will impact upon an applicant’s score.*
- *Other supporting documents may be submitted in an Appendix, including visual aids to further explain specific points in the proposal; if used, they should be referenced.*
- *Applicant may submit either one-sided or two-sided proposal application(s).*
- *Proposal Application should not exceed 50 pages of main text, not including appendices, attachments, identification form (and/or title page), required forms, and table of contents. Appendices, attachments, identification form (and/or title page), required forms, and table of contents should not exceed 100 pages.*
- *Form SPO-H-200A is available on the SPO website (see Section 1, page 1-2, 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.*
- *One (1) original and three (3) copies of each proposal are required.*
- *Applicant is strongly encouraged to review evaluation criteria in Section 4, Proposal Evaluation, when completing the proposal.*

The Proposal Application consists of the following sections:

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

I. Program Overview

The applicant shall clearly and concisely summarize and highlight the contents of the proposal to orient and provide evaluators with a broad understanding as to the program/services being offered.

II. Experience and Capability

A. Necessary Skills

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

B. Experience

The applicant shall provide a short description of its current programs and contracts pertinent to the proposed services.

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

C. Quality Assurance and Evaluation

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

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

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

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

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

D. Coordination of Services

The applicant shall demonstrate the capability to coordinate proposed services with other agencies and resources in the community, and with local refugee resettlement agencies in particular, to ensure seamless delivery of services to refugees.

The applicant shall, if they are a volunteer agency (VOLAG) or local affiliate, provide any and all information regarding their status as a VOLAG or local affiliate. Information should include the affiliated VOLAG and the nature of the relationship, experience as a VOLAG or affiliate, length of time as a VOLAG or affiliate, and any other information deemed necessary to indicate that appropriate coordination of services will be provided.

The applicant shall provide examples of how relationships/agreements with other agencies, community groups, employers, etc., assist in achieving program goals and objectives, including providing services statewide in other counties other than the City & County of Honolulu and on other islands other than Oahu.

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

E. Facilities

The applicant shall provide a description of its facilities (i.e., location(s), layout, available technology and resources, etc.) and demonstrate its adequacy in relation to the proposed services.

If facilities are not presently available, describe plans to secure them. Also describe how the facilities meet the Americans with Disabilities Act (ADA) requirements, as applicable, and special equipment that may be required for the services.

III. Project Organization and Staffing

A. Project Organization

1. Supervision and Training – The applicant shall describe and demonstrate its ability to supervise, train, and provide administrative direction to its staff relative to the delivery of the proposed services.

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

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

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

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

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

B. Staffing

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

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

The applicant shall fully explain, justify, and demonstrate any proposed use of a volunteer to be as effective as in-house staff for the provision of the required services; Demonstrate that proposed volunteers are or would be fully qualified for the specific work assigned, could be relied on, and would be available when and where needed to provide the required services; Explain how it would provide sufficient management, supervision, oversight, and evaluation of volunteers, and otherwise assure their work quality and effectiveness; Explain how it will assure that volunteers perform in compliance with the requirements of the RFP.

2. Staff Qualifications – The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in Section 2, Service Specifications, as applicable.)

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

IV. Service Delivery

The applicant shall clearly identify and describe the geographic area(s) and the targeted population groups that it proposes to serve.

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

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

If applicant is proposing a new program, the applicant shall provide a detailed start-up plan. The plan shall:

- Include tasks, activities, personnel, and timeframe;
- Clearly show how the applicant would have the program established with necessary staffing to meet the anticipated caseload and provide the required services in all applicable geographic area(s) by July 1, 2011;

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

The applicant shall demonstrate that outputs and outcomes that it expects to achieve or that will result from its services are feasible and that its proposed services are effective.

The applicant shall explain in sufficient detail how the outputs and outcomes will be tracked and documented in the participant's files and/or the agency's records.

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

Projected outputs and outcomes shall be submitted on the output and performance/outcome measurement tables provided at the end of Section 5, Attachments. Where the applicant

proposes different or additional outputs and outcomes than those provided by OCS, a justification should be provided.

V. Financial

A. Pricing Structure

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

1. Pricing Structure Based on Cost Reimbursement – The cost reimbursement pricing structure reflects a purchase arrangement in which the State pays the contractor for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation.

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

All budget forms, instructions and samples are located on the SPO website (see Section 1, page 1-2, Website Reference). The following budget form(s) shall be submitted with the Proposal Application:

- a. SPO-H-205 Proposal Budget for FY 2010-2009
- b. SPO-H-206A Budget Justification – Personnel: Salaries and Wages
- c. SPO-H-206B Budget Justification – Personnel: Payroll Taxes, Assessment and Fringe Benefits
- d. SPO-H-206C Budget Justification – Travel: Inter-Island
- e. SPO-H-206D Budget Justification – Travel: Out-of-State
- f. SPO-H-206E Budget Justification – Contractual Services: Administrative
- g. SPO-H-206F Budget Justification – Contractual Services: Subcontracts
- h. SPO-H-206H Budget Justification – Program Activities
- i. SPO-H-206I Budget Justification – Equipment Purchases

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

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

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

a. Personnel:

- Description: Costs of employee salaries and wages.
- Justification: Identify key project staff, if known, at the time of application. For each staff person, provide: title, time commitment to the project as a percentage or full-time equivalent, and annual salary.

b. Fringe:

- Description: Costs of employee fringe benefits unless treated as part of an approved indirect cost rate.
- Justification: Provide a breakdown of the amounts and percentages that comprise fringe benefits, payroll taxes and assessment costs such as health insurance, FICA, retirement, unemployment insurance, social security, etc.

c. Travel:

- Description: Costs of project-related travel by applicant employees.
- Justification: For each trip show: the total number of traveler(s); travel destination; duration of trip; per diem; mileage allowances, if privately owned vehicles will be used; and other transportation costs as well as subsistence allowances.

d. Equipment:

- Description: "Equipment" means an article including items of personal property, as distinguished from real property, having a useful life of more than one year and an acquisition cost of \$250 or more.
- Justification: For each type of equipment requested provide: a description of the equipment, the cost per unit, the number of units, the total cost, and a plan for use by the project.

e. Supplies:

- Description: Costs of all tangible personal property other than that included under the Equipment category.
- Justification: Specify general categories of supplies and their costs. Show computations and provide other information that supports the amount requested.

f. Contractual:

- Description: Costs of all contracts for services and goods except for those that belong under other categories such as equipment, supplies, etc. Include third-party evaluation contracts, if applicable, and contracts with secondary recipient organizations, including delegate agencies and specific project(s) and/or businesses to be financed by the applicant.
- Justification: Demonstrate that all procurement transactions will be conducted in a manner to provide, to the maximum extent practical, open and free competition.
- Note: Whenever the applicant intends to delegate part of the project to another agency, the applicant must provide a detailed budget and narrative for each delegate agency, by agency title, along with the required supporting information.

g. Other:

- Enter the total of all other costs. Such costs, where applicable and appropriate, may include but are not limited to: insurance; medical costs; professional services costs; space and equipment rentals; printing and publication; computer use; training costs, such as tuition and stipends; staff development costs; and administrative costs.
- Justification: Provide computations, a narrative description and a justification for each cost under this category.

h. Indirect Charges:

- Description: Total amount of indirect costs. This category should be used only when the applicant currently has an indirect cost rate approved by the Department of Health and Human Services (DHHS) or another Federal agency. In general, OCS does not allow indirect cost rates. Indirect costs will be approved only on a case-by-case basis and at OCS' discretion.
- Justification: An applicant that will charge indirect costs to the grant must enclose a copy of the current rate agreement. If the applicant is requesting a rate that is less than what is allowed under the program, the authorized representative of the applicant organization must submit a signed acknowledgement that the applicant is accepting a lower rate than allowed.

B. Other Financial Related Materials

1. Accounting System – The applicant shall provide, as part of its cost proposal, its most recent independent financial audit, with the accompanying management letter, to demonstrate the adequacy of its accounting system. The requirements for an adequate accounting system may include, but are not limited to, keeping accurate procurement and

financial records required by law, the State purchasing agency, or the State Procurement Office; providing required cost data in acceptable form and in a timely manner; and compliance with generally accepted accounting principles.

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

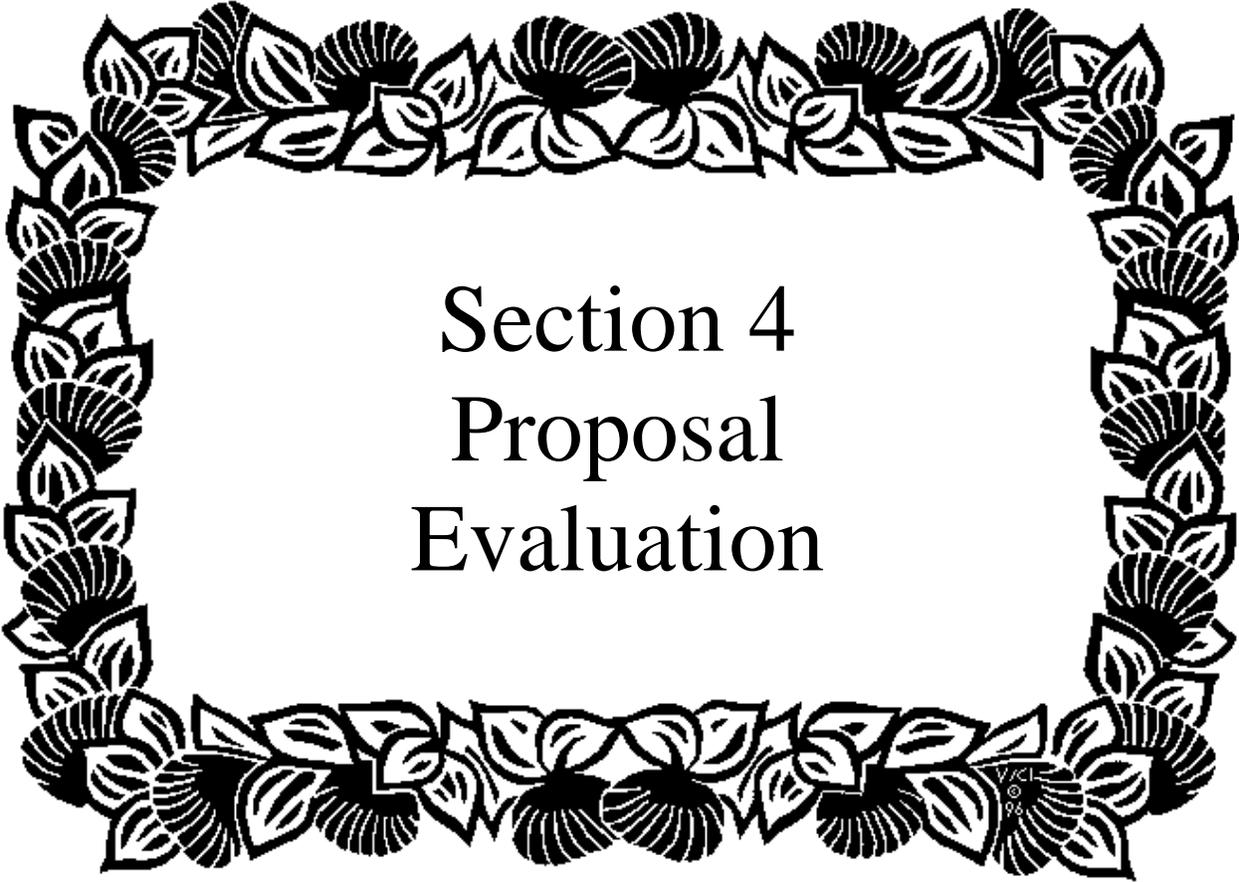
3. Cost Effectiveness – The applicant shall explain why it considers its proposed services to be cost effective for the area and target population group that it would serve.

VI. Other

A. Litigation

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

VII. Appendix (Optional)



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 head of the purchasing agency or the procurement officer shall select for each RFP a minimum of two employees from a State agency or agencies with sufficient education and training to evaluate the proposals received. Non-state employees may serve as advisors in the evaluation of proposals but shall not represent or act on behalf of a purchasing agency in any selection or award.

Unless stated otherwise, the evaluation of the proposal shall be based solely upon the criteria and their relative priorities as established in this RFP. A written evaluation shall be made for each proposal based on a numerical rating system.

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 Threshold

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

III. Evaluation Criteria

A. Phase 1 – Evaluation of Proposal Requirements

1. Administrative Requirements – Application Checklist

2. Proposal Application Requirements:

- a. Proposal Application Identification Form (Form SPO-H-200)
- b. Table of Contents
- c. Program Overview
- d. Experience and Capability
- e. Project Organization and Staffing
- f. Service Delivery
- g. Financial (all required forms and documents)
- h. Program Specific Requirements (as applicable)

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

1. Program Overview (0 Points) – Not applicable.

Note: No points are assigned to Program Overview. The intent is to give the applicant an opportunity to orient evaluators as to the services being offered.

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

- a. **Necessary Skills** – Identify the key skills, abilities and knowledge necessary to effectively deliver the requested services. Identify the specific staff in your organization that possess these skills, abilities and knowledge. (3 points)
- b. **Experience** – Provide the following information for past and current programs and contracts relevant to the proposed services. (3 points)
 - Contracting Agency
 - Contact Person
 - Contact Information (address, telephone number, e-mail address)
 - Contract/Program Title
 - Contract Period
 - Funding Amount
 - Performance Outcomes

- c. **Quality Assurance and Evaluation** – Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology. Demonstrates that applicant has (1) a written quality assurance plan sufficient to assure consistent and high quality of administration and services, and (2) a written evaluation plan to effectively measure, monitor, and evaluate program performance, and timely detect and resolve problems. (2 points)
- d. **Coordination of Services** – Demonstrates applicant’s capability to coordinate proposed services with relevant agencies and resources in the community, and with local refugee resettlement agencies in particular, to ensure seamless delivery of services to refugees. Provides examples of how relationship/agreements with other agencies, community groups, employers, etc., assist in achieving program goals and objectives, including providing services in other counties other than the City & County of Honolulu and on other islands other than Oahu. (7 points)
- e. **VOLAG** – Applicant is a certified Volunteer Agency (VOLAG) or affiliate and demonstrates how this will aid and assist in the seamless coordination of services, minimizing the impact on the targeted population. (2 points)
- f. **Facilities** – Demonstrates that applicant would provide adequate facilities (i.e., location(s), description of facilities, available technology and resources, etc.) for the services proposed that are in compliance with Americans with Disabilities Act and other applicable laws and regulations. (3 points)

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

a. Project Organization:

- **Supervision and Training:** Demonstrates ability that applicant would supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. Extent to which applicant proposes a clear plan for reviewing the qualifications and effectiveness of existing qualified staff. (3 points)
- **Organization Chart:** Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks. Demonstrates that applicant’s proposed organization would be sufficient to effectively administer, manage, and provide the required services. (3 points)

b. Staffing:

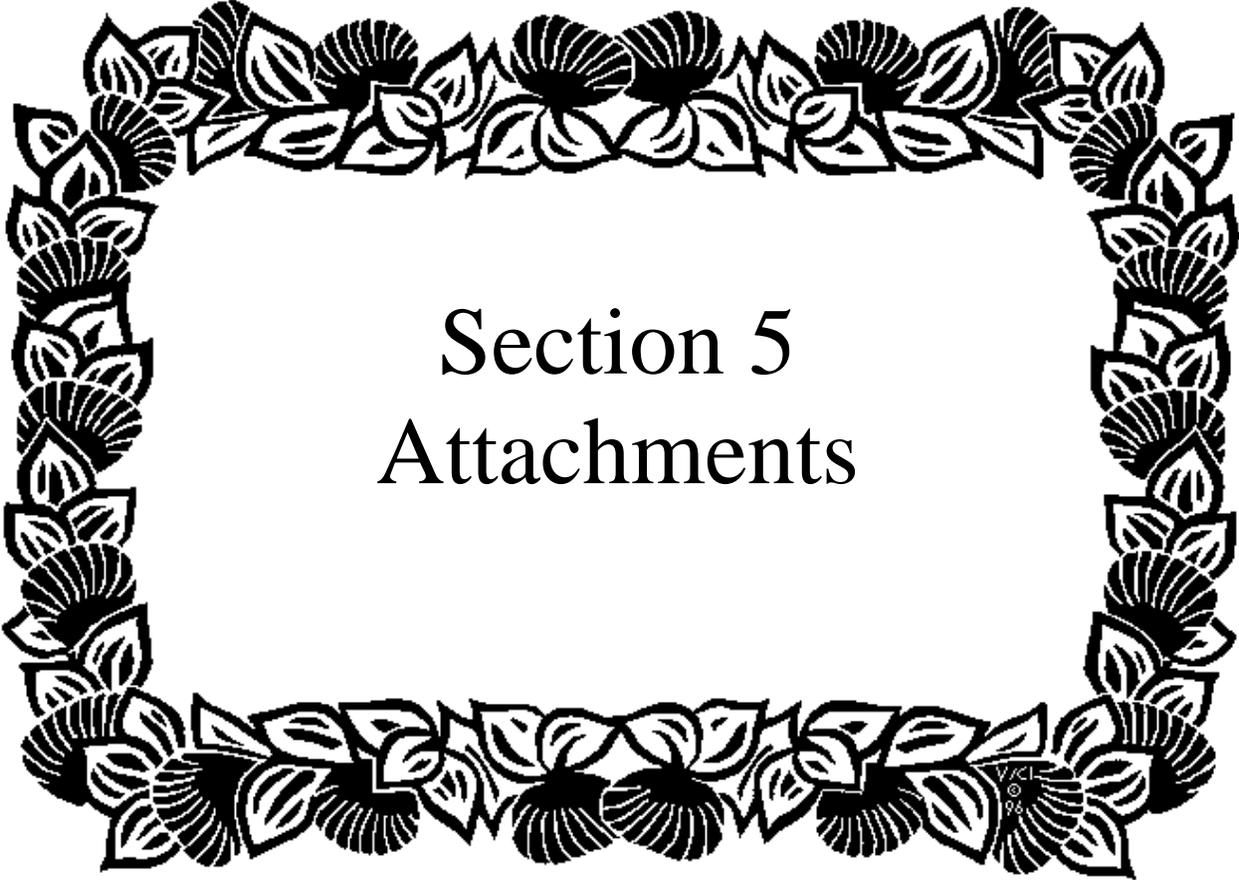
- **Proposed Staffing:** That the staffing pattern, client/staff ratio, and caseload capacity are reasonable to insure viability of the services. Demonstrates that applicant’s assignment of staff would be sufficient to effectively administer, manage, supervise, and provide the required services. (6 points)

- **Staff Qualifications:** Minimum qualifications (including experience) for staff assigned to the program. Include position descriptions and resumes/biosketches. Explain how the minimum qualifications and/or actual qualifications would assure delivery of quality services. (8 points)
- 4. Service Delivery (50 Points)** – OCS will evaluate the service delivery as follows:
- a. Demonstrates via data and evidence-based knowledge and that the (a) geographic area the applicant proposes to serve contains significant numbers of the target population, (b) targeted population group in this area has a need for the required services, and (c) services already provided to this area are insufficient to meet this need. (9 points)
 - b. Demonstrates that applicant’s program design is comprehensive and complete, by explaining in sufficient detail all services and information required, including descriptions of service locations, program tasks, activities, time lines, and other pertinent information. (14 points)
 - c. Demonstrates that applicant’s proposed approach and methodology are sound by showing (a) a step-by-step progression of services provided to clients from intake to achievement of the desired outputs/outcomes, and (b) how applicant would effectively serve clients with multiple barriers to obtain successful outcomes through these services. (14 points)
 - d. Demonstrates that applicant proposes feasible and effective program outputs and outcomes. Demonstrates applicant’s ability to propose the proper instruments, measuring tools, and documentation that it will use to verify each of the program outputs and outcomes. Explains in sufficient detail how outputs and outcomes will be tracked and documented in the participants’ files and/or agency records. Describes applicant’s ability to provide complete, accurate, and timely reports on program performance. (13 points)
- 5. Financial (10 Points)** – OCS will evaluate the financial proposal as follows:
- a. Demonstrates that applicant’s proposed costs (personnel and non-personnel) are reasonable and necessary by providing adequate information and justification for all cost items, and explanation of applicant’s method of allocation of indirect costs. Demonstrates that the applicant has a need for the amount requested for the proposed services. (5 points)
 - b. Demonstrates the adequacy of applicant’s accounting system and procedures to assure proper and sound fiscal administration of POS funding. Explain in sufficient detail applicant’s ability to provide complete, accurate, and timely fiscal reports. (5 points)

IV. Phase 3 – Recommendation for Award

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

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



Section 5
Attachments

Section 5

Attachments

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

Proposal Application Checklist

Applicant: _____ RFP No.: _____

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

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
General:				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	X	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (Link on SPO website)*		
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5		
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*	X	
SPO-H-206D	Section 3, RFP	SPO Website*	X	
SPO-H-206E	Section 3, RFP	SPO Website*	X	
SPO-H-206F	Section 3, RFP	SPO Website*	X	
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*	X	
SPO-H-206I	Section 3, RFP	SPO Website*	X	
SPO-H-206J	Section 3, RFP	SPO Website*		
Certifications:				
Federal Certifications		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:				
Output and Performance/Outcome Measurements Table	Section 2, RFP	Section 5, RFP	X	

Authorized Signature

Date

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	SPO-H-206C Budget Justification - Travel: Inter-Island	
	SPO-H-206D Budget Justification - Travel: Out-of-State	
	SPO-H-206E Budget Justification - Contractual Services – Administrative	
	SPO-H-206F Budget Justification - Contractual Services – Subcontracts	
	SPO-H-206H Budget Justification - Program Activities	
	SPO-H-206I Budget Justification – Equipment Purchases	
	B. Other Financial Related Materials	
	Financial Audit for fiscal year ended June 30, 2005	
	C. Organization Charts	
	Program	
	Organization-wide	
	D. Output and Performance/Outcome Measurements Table	
	E. Program Specific Requirements	

OUTPUT AND PERFORMANCE/OUTCOME MEASUREMENTS

	FY 2010	FY 2011
Outputs		
Total number persons enrolled in the program	15	15
Enrolled and provided basic family support and social adjustment services	15	15
Enrolled and provided employment preparation and job search services through the standard Employability Plan and Family Self-Sufficiency Plan	15	15
Enrolled in educational or vocational programs	15	15
Enrolled and provided English language instruction	15	15
Enrolled and provided Medical Screening Services	15	15
Enrolled and referred to designated authorities as human trafficking victims	15	15
Outcomes		
Number of human trafficking victims referred to designated authorities, receiving relevant legal services	20	20
Number of refugee families meeting their basic needs	15	15
Number of refugees:		
Completed employment and job search services	15	15
Obtained part-time employment	10	10
Obtained full-time employment	5	5
Maintained employment for six (6) months	15	15
Maintained employment for twelve (12) months	15	15