

State of Hawaii  
Department of Human Services  
Vocational Rehabilitation and Services for the Blind  
Division

**Request for Proposals**

**HMS 802-12-07**

**Interpreter Referral Services for Deaf,  
Hard of Hearing and Deaf-Blind Persons**

November 10, 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.

November 10, 2010

**REQUEST FOR PROPOSALS**

**INTERPRETER REFERRAL SERVICES FOR PERSONS WHO ARE DEAF, HARD  
OF HEARING AND DEAF-BLIND  
RFP No. HMS 802-12-07**

The Department of Human Services, Vocational Rehabilitation and Services for the Blind Division (VRSBD), is requesting proposals from qualified applicants to provide interpreter referral services to individuals who are deaf, hard of hearing and deaf-blind and hearing individuals to assist them in obtaining and maintaining employment through independence in the community. This is a statewide service. The contract term will be from July 1, 2011 through June 30, 2013. 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 January 25, 2011, and received no later than 10 days from the submittal deadline. Hand delivered proposals shall be received no later than 4:30 p.m., Hawaii Standard Time (HST) on January 25, 2011, 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.

Vocational Rehabilitation will be conducting an orientation session on Tuesday, November 23, 2010, 9:00 a.m. to 10:00 a.m. HST, at 1901 Bachelot Street, Honolulu, Hawaii. All prospective applicants are encouraged to attend the orientation.

The deadline for submission of written questions is 4:30 p.m., HST, on November 30, 2010. All written questions will receive a written response from the State on or about December 16, 2010.

Inquiries regarding this RFP should be directed to the RFP contact person, Ms. Carol Young: telephone: (808) 586-9749, e-mail: [cyoung@dhs.hawaii.gov](mailto:cyoung@dhs.hawaii.gov), fax: (808) 586-9755.

## PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

**NUMBER OF COPIES TO BE SUBMITTED:**  
**Original and four (4) copies** are required of the proposal are required.

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **JANUARY 25, 2011** and received by the state purchasing agency no later than **10 days from the submittal deadline.**

### All Mail-ins

Department of Human Services  
Vocational Rehabilitation and  
Services for the Blind Division  
1901 Bachelot St.  
Honolulu, HI 96817

### DHS RFP COORDINATOR

Carol Young  
Phone: (808) 586-9749  
Fax: (808) 586-9749  
cyoung@dhs.hawaii.gov

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), January 25, 2011.** 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., January 25, 2011.

### Drop-off Sites

Department of Human Services (DHS)  
Vocational Rehabilitation and Services for  
the Blind Division  
1901 Bachelot Street  
Honolulu, HI 96817

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## **Section 1**

# **Administrative Overview**

## Section 1 Administrative Overview

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

### I. Procurement Timetable

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

| <u>Activity</u>  | <u>Scheduled Date</u> |
|--|-----------------------|
| Public notice announcing Request for Proposals (RFP)                       | 11/10/10              |
| Distribution of RFP  | 11/10/10-1/25/11      |
| RFP orientation session  | 11/23/10              |
| Closing date for submission of written questions for written responses     | 11/30/10              |
| State purchasing agency's response to applicants' written questions        | 12/16/10              |
| Discussions with applicant prior to proposal submittal deadline (optional) |                       |
| Proposal submittal deadline  | 1/25/11               |
| Discussions with applicant after proposal submittal deadline (optional)    |                       |
| Final revised proposals (optional)   | 2/2011-3/2011         |
| Proposal evaluation period   | 4/2011                |
| Provider selection   | 4/2011                |
| Notice of statement of findings and decision                               | 5/2011                |
| Contract start date  | 7/1/11                |

## II. Website Reference

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

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

### Non-SPO websites

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

| For  | Go to   |
|--|---|
| 8 Tax Clearance Forms (Department of Taxation Website)                                     | <a href="http://hawaii.gov/tax/">http://hawaii.gov/tax/</a><br>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><br>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><br>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 Human Services  
 Vocational Rehabilitation and Services for the Blind Division  
 1901 Bachelot Street  
 Honolulu, Hawaii 96817  
 Phone: (808) 586-9749 Fax: (808) 586-9755

#### VI. Orientation

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

**Date:** November 23, 2010      **Time:** 9:00 a.m. - 10:00 a.m.  
**Location:** 1901 Bachelot Street, Conference Room, 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 30, 2010      **Time:** 4:30 p.m.      HST

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

**Date:** December 16, 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 must be registered and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See part II, Website Reference.)
- F. **Hawaii Compliance Express (HCE).** Providers may register with HCE for online proof of DOTAX and IRS tax clearance Department of Labor and Industrial Relations (DLIR) labor law compliance, and DCCA good standing compliance. There is a nominal annual fee for the service. The "Certificate of Vendor Compliance" issued online through HCE provides the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes.

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

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

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

- I. **Confidentiality of Personal Information.** Act 10 relating to personal information was enacted in the 2008 special legislative session. As a result, the Attorney General's General Conditions of Form AG Form 103F, *Confidentiality of Personal Information*, has been amended to include Section 8 regarding protection of the use and disclosure of personal information administered by the agencies and given to third parties.
- J. **Proposal Submittal.** All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet. Proposals shall be rejected when:
- Postmarked after the designated date; or
  - Postmarked by the designated date but not received within 10 days from the submittal deadline; or
  - If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if

received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

## **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: Lillian B. Koller  | Name: Edwin Igarashi   |
| Title: Director  | Title: Procurement Officer   |
| Mailing Address:<br>P.O. Box 339<br>Honolulu, HI 96809               | Mailing Address:<br>P.O. Box 339<br>Honolulu, HI 96809                 |
| Business Address:<br>1390 Miller St., Room 209<br>Honolulu, HI 96813 | Business Address:<br>1390 Miller Street, Rm. 209<br>Honolulu, HI 96813 |

**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

#### A. Overview, purpose or need

Vocational Rehabilitation and Services for the Blind Division, Department of Human Services, State of Hawaii, provides vocational rehabilitation services to eligible individuals with disabilities to enable them to achieve meaningful employment.

There is an increasing demand for American Sign Language/English interpreters to facilitate communication between deaf, hard of hearing and deaf-blind and hearing individuals in employment and in community situations. Real time captioning is also needed for deaf and hard of hearing consumers. An interpreter referral services is necessary to match available interpreters and real time captioners with the numerous requests on Oahu and the neighbor islands.

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

Request for Information (RFI) issued and meeting held on October 20, 2010 with a deadline of October 25, 2010 for written responses.

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

1. Maintain a pool of 25 full-time and part-time locally classified or nationally certified interpreters.
2. Maintain a pool of six or more real-time captioners.
3. Maintain a fill rate of 90% of requests for interpreter services, real time captioning and computer assisted notetaking services.
4. Outreach and education in the community to clarify the role of interpreters, real time captioners and computer assisted notetakers to persons who are hearing, hard of hearing, deaf or deaf-blind.
5. Explain the option of video remote interpreting and remote captioning. Recommend the most appropriate settings for utilization and include referrals to video remote interpreting and remote captioning resources.

6. Hold semi-annual meetings with working interpreters to explain policies, procedures, the selection process for interpreting assignments and other issues as needed.
7. Hold semi-annual meetings with consumers of interpreting services to communicate procedures and problem-solve issues.

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

State agencies, City and County agencies, community agencies and deaf, hard of hearing and deaf-blind persons.

**E. Geographic coverage of service**

Services will be provided on the islands of Oahu, Hawaii, Kauai, Lanai, Maui and Molokai.

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

State and federal funds are available for the following amounts:

|         | <u>SFY 2011-2012</u> | <u>SFY 2012-2013</u> |
|---------|----------------------|----------------------|
| State   | \$17,040             | \$17,040             |
| Federal | <u>\$62,960</u>      | <u>\$62,960</u>      |
|         | \$80,000             | \$80,000             |

## II. General Requirements

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

The physical facilities of applicants must meet Americans with Disabilities Act requirements.

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 in the POS manual.

**B. Secondary purchaser participation**  
(Refer to HAR Section 3-143-608)

After-the-fact secondary purchases will be allowed.

Planned secondary purchases

None

**C. Multiple or alternate proposals**  
(Refer to HAR Section 3-143-605)

Allowed  Unallowed

**D. Single or multiple contracts to be awarded**  
(Refer to HAR Section 3-143-206)

Single  Multiple  Single & Multiple

Criteria for multiple awards: n/a

**E. Single or multi-term contracts to be awarded**  
(Refer to HAR Section 3-149-302)

Single term (2 years or less)  Multi-term (more than 2 years)

Contract terms:

|                                |                                     |
|--------------------------------|-------------------------------------|
| Initial term of contract:      | <u>July 1, 2011 – June 30, 2013</u> |
| Length of each extension:      | <u>N/A</u>                          |
| Number of possible extensions: | <u>None</u>                         |
| Maximum length of contract:    | <u>July 1, 2011 – June 30, 2013</u> |

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

Conditions for extension: N/A

**F. RFP contact person**

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful provider(s). Written questions should be submitted to the RFP contact person and received by the day and time specified in Section 1, paragraph I (Procurement Timetable) of this RFP.

Carol Young  
1901 Bachelot Street  
Honolulu, Hawaii 96817

Ph: (808) 586-9749  
Email: cyoung@dhs.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)

1. Accept requests for interpreters and real-time captioners from state agencies, city and county agencies, hearing, deaf, hard of hearing or deaf-blind persons and community agencies.
2. Maintain a registry of classified or certified interpreters, real-time captioners, video remote interpreters and remote captioners who are available for assignments.
3. Contact interpreters, real-time captioners, video remote interpreters and remote captioners on availability for assignments.
4. Apprise the requesting person on the availability/unavailability of interpreters, real-time captioners, video remote interpreters and remote captioners within 48 hours of the assignment.
5. Provide contact information on the assignment to interpreters, real-time captioners, video remote interpreters and remote captioners and important information related to the assignment in addition to teaming arrangements.
6. Conduct semi-annual meetings with interpreters to discuss policies and issues related to interpreter referral with the goal of improving services to deaf, hard of hearing and deaf-blind consumers.
7. Conduct semi-annual meetings with deaf, hard of hearing and deaf-blind consumers to explain the referral process and receive recommendations on improvement of the service to meet needs.
8. If the original interpreter, real-time captioner, video remote interpreter or remote captioner cancels with enough advance notice, locate a substitute interpreter or computer assisted notetaker.
9. Maintain confidentiality of all information related to each interpreter request and provide information to deaf, hard of hearing and deaf-blind persons on how that information is safeguarded.
10. It is understood that interpreter referral occurs at all hours and days of the week. However, there is an expectation that the interpreter referral operates during regular business hours such as Monday through Friday, 8am -5pm.

**B. Management Requirements (Minimum and/or mandatory requirements)****1. Personnel**

Personnel working on the project should be familiar with the Hawaii Interpreter Classification system, the Registry of Interpreters for the Deaf certification system, the National Association of the Deaf certification system, the National Interpreter Certification system, the Certified Court Reporter classifications and the code of ethics for interpreters and communication access providers.

Personnel should also be knowledgeable of the appropriate use of ASL interpreters and certified court reporters and the effective use of remote captioning and interpreting.

**2. Administrative**

Applicant must have an identified system to maintain confidentiality of records.

**3. Quality assurance and evaluation specifications**

The applicant must conduct an annual survey of consumers of the referral service. The survey may be conducted online, through telephone access, individually or in groups.

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

Ninety percent of requested assignments should be filled each month.

**5. Experience**

The applicant has provided a description of projects and contracts that are evidence of prior experience in pertinent services.

**6. Coordination of services**

The applicant demonstrates a consistent record of coordination and collaboration with state and community agencies, deaf, hard of hearing and deaf-blind persons organizations and interpreter organizations.

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

Quarterly progress reports and annual financial reports and summaries are required.

**C. Facilities**

The applicant may have a virtual or physical office environment. A description of how the physical or virtual office uses technology and meets ADA requirements should be described.

**IV. COMPENSATION AND METHOD OF PAYMENT**

**1. Pricing structure or pricing methodology to be used**

The total contract amount available will not exceed \$160,000 for the period July 1, 2011 to June 30, 2013 or \$80,000 for each fiscal year.

Cost Reimbursement

The cost reimbursement pricing structure reflects a purchase arrangement in which the purchasing agency pays the provider for budgeted agreed-upon costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation.

**a. Units of service and unit rate**

Neither fixed units of service nor fixed unit rate is applicable.

**b. Method of compensation and payment**

Payments will be made monthly upon submission of an invoice. The initial payment will be made upon the completion of the first month of service.

## **Section 3**

# **Proposal Application Instructions**

## Section 3

# Proposal Application Instructions

### General instructions for completing applications:

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

### The Proposal Application comprises the following sections:

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

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

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

## **II. Experience and Capability**

### **A. Necessary Skills**

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

### **B. Experience**

The applicant shall provide a description of projects/contracts pertinent to the proposed services. Applicant shall provide points of contact, mailing addresses and e-mail/phone numbers. The State reserves the right to contact references to verify experience.

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

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

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

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

### **E. Facilities**

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If the service is offered in a virtual environment, describe the technology used and how the service will be accessible according to ADA requirements.

## **III. Project Organization and Staffing**

### **A. Staffing**

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

The applicant shall describe the proposed staffing.

#### **2. Staff Qualifications**

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

**B. Project Organization****1. Supervision and Training**

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

**2. Organization Chart**

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

**IV. Service Delivery**

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

**V. Financial****A. Pricing Structure**

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

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

|            |  |
|------------|--|
| SPO-H-205  | Budget   |
| SPO-H-205A | Organization – Wide Budget by Source of Funds                                  |
| SPO-H-205B | Organization – Wide Budget by Programs   |
| SPO-H-206A | Budget Justification-Salaries and Wages  |
| SPO-H-206B | Budget Justification-Personnel: Payroll Taxes, Assessments and Fringe Benefits |
| SPO-H-206H | Budget Justification – Program Activities                                      |

**B. Other Financial Related Materials**

**1. Accounting System**

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

Applicant shall provide to the State their most recent financial audit reports.

**VI. Other**

**A. Litigation**

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

# **Section 4**

## **Proposal Evaluation**

## Section 4 Proposal Evaluation

### I. Introduction

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

### II. Evaluation Process

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

The evaluation will be conducted in three phases as follows:

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

#### Evaluation Categories and Thresholds

| <u>Evaluation Categories</u>       | <u>Possible Points</u> |
|------------------------------------|------------------------|
| <i>Administrative Requirements</i> |                        |
| <i>Proposal Application</i>        |                        |
| Program Overview                   | 0 points               |
| Experience and Capability          | 20 points              |
| Project Organization and Staffing  | 15 points              |
| Service Delivery                   | 55 points              |
| Financial                          | 10 Points              |
| <b>TOTAL POSSIBLE POINTS</b>       | <b>100 Points</b>      |

### III. Evaluation Criteria

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

##### 1. Administrative Requirements

- a. Application Checklist
- b. Registration (if not pre-registered with the State Procurement Office)

##### 2. Proposal Application Requirements

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

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

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

##### 1. *Experience and Capability (20 Points)*

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

- A. **Necessary Skills** (5)
  - Demonstrated skills, abilities, and knowledge relating to the delivery of interpreter referral services.
  
- B. **Experience** (5)
  - Experience providing referral services on a daily basis.
  - Experience providing American Sign Language interpreter referral services.

- C. Quality Assurance and Evaluation** (3)
- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.
- D. Coordination of Services** (5)
- Demonstrated capability to coordinate services with other agencies and resources in the community.
  - Resources include State and Community agencies, interpreter organizations and deaf, hard of hearing and deaf-blind organizations.
- E. Facilities** (2)
- Adequacy of facilities relative to the proposed services.
  - Virtual environment and technology incorporated to assure accessibility according to ADA standards.

**2. Project Organization and Staffing (15 Points)**

The State will evaluate the applicant's overall staffing approach to the service that shall include:

- A. Staffing** (5)
- Proposed Staffing: That the proposed staffing pattern is adequate to meet the number of requests coming through the system. (6)
  - Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program.
- B. Project Organization**
- **Supervision and Training:** Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. (3)
  - **Organization Chart:** Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks. (1)

**3. Service Delivery (55 Points)**

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

- |   |      |
|---|------|
| A. Understanding of certifications and classifications of interpreters and agencies awarding certifications/ classifications for interpreters and real time captioners. Understanding of professional implications of certification/classification levels for services to persons who are deaf, hard of hearing and deaf-blind. | (10) |
| B. Understanding the importance of ethics and confidentiality. Plan in place to protect confidentiality of all information.   | (10) |
| C. Matching assignments with appropriate interpreters and real time captioners. Effective method of assessing the appropriate use of video remote interpreting and remote captioning.   | (10) |
| D. Efficient internal system to fill assignments on a timely basis. A backup system is in place to guarantee continuous service.  | (10) |
| E. Providing Information on the Use of Interpreters, Real Time Captioners, Video Remote Interpreting and Remote Captioning to the public and to deaf, hard of hearing and deaf-blind persons.   | (10) |
| F. Establishment of a grievance procedure to assure interpreters and real time captioners working in the system maintain the highest ethical standards.   | (5)  |

**4. Financial (10 Points)**

Pricing structure based on cost reimbursement:

- |   |     |
|---|-----|
| A. Applicant's proposed budget is reasonable, given program resources and operational capacity. | (5) |
| B. Non-Personnel costs are reasonable and adequately justified.                                 | (3) |
| C. A current financial audit is included.   | (2) |

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

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

# **Section 5**

## **Attachments**

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

## Proposal Application Checklist

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

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

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website. See Section I, 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*<br>Special Instructions are in Section 5 |                               |                        |
| SPO-H-205B   | Section 3, RFP,  | SPO Website*<br>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

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