

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

Request for Proposals

RFP No. HTH 460-11-01

**FAMILY AND YOUTH
SUPPORT ORGANIZATION**

Date Issued: December 15, 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.

December 15, 2010

REQUEST FOR PROPOSALS

FAMILY AND YOUTH SUPPORT ORGANIZATION RFP No. HTH 460-11-01

The Department of Health Child and Adolescent Mental Health Division (CAMHD) is seeking to contract with a Hawaii-based Family and Youth Support Organization to provide services related to a new initiative, Project Kealahou. This project, funded by the Federal Substance Abuse and Mental Health Services Administration (SAMHSA), will develop an integrated system of care to address the mental health needs of girls ages 11-18 who have been exposed to significant trauma. The geographical area covered by the project will be limited to Windward Oahu, Central Oahu and East Honolulu.

Proposals shall be mailed, postmarked by the United States Postal Service on or before January 18, 2011, and received no later than 10 days from the submittal deadline. Hand delivered proposals shall be received no later than 3:00 p.m., Hawaii Standard Time (HST), on January 18, 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.

The Child and Adolescent Mental Health Division will conduct an orientation on December 29, 2010, 1:30 p.m. in Room 108 at 3627 Kilauea Avenue, Honolulu, Hawaii. All prospective applicants are encouraged to attend the orientation.

The deadline for submission of written questions is 3:00 p.m., HST, on January 5, 2011. All written questions will receive a written response from the State on or about January 7, 2011.

Inquiries regarding this RFP should be directed to the RFP contact person, Mr. John MacDonald at 3627 Kilauea Avenue, Honolulu, Hawaii 96816, telephone: (808) 733-9338, fax: (808) 733-8375, e-mail: john.macdonald@doh.hawaii.gov.

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: 1 Original Proposal and 3 Copies plus one copy on a compact disk (CD).

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **January 18, 2011** and received by the state purchasing agency no later than **10 days from the submittal deadline.**

All Mail-ins

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

DOH RFP COORDINATOR

*John A. MacDonald
808-733-9338
Fax 808-733-8375
john.macdonald@doh.hawaii.gov*

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **3:00 P.M., Hawaii Standard Time (HST), January 18, 2011.** Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 3:00 p.m., **January 18, 2011.**

Drop-off Sites

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

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Section 1

Administrative Overview

Section 1

Administrative Overview

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

I. Procurement Timetable

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

| <u>Activity</u> | <u>Scheduled Date)</u> |
|--|--------------------------------------|
| Public notice announcing Request for Proposals (RFP) | <u>December 15, 2010</u> |
| Distribution of RFP | <u>December 15, 2010</u> |
| RFP orientation session | <u>December 29, 2010</u> |
| Closing date for submission of written questions for written responses | <u>January 5, 2011</u> |
| State purchasing agency's response to applicants' written questions | <u>January 7, 2011</u> |
| Discussions with applicant prior to proposal submittal deadline (optional) | <u>January 5 - January 14, 2011</u> |
| Proposal submittal deadline | <u>January 18, 2011</u> |
| Discussions with applicant after proposal submittal deadline (optional) | <u>January 19 - January 31, 2011</u> |
| Final revised proposals (optional) | <u>February 2, 2011</u> |
| Proposal evaluation period | <u>January 19- February 2, 2011</u> |
| Provider selection | <u>February 7, 2011</u> |
| Notice of statement of findings and decision | <u>February 7, 2011</u> |
| Contract start date | <u>March 1, 2011</u> |

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” |
| 8 | Hawaii Compliance Expense | SPO (located under Quicklinks) |

Non-SPO websites

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

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

III. Authority

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

IV. RFP Organization

This RFP is organized into five sections:

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

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

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

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

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

V. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is: Department of Health, Child and Adolescent Mental Health Division, 3627 Kilauea Avenue, Honolulu, HI 96816; phone: 808-733-9338; fax: 808-733-8375; john.macdonald@doh.hawaii.gov

VI. Orientation

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

Date: December 29, 2010 **Time:** 1:30 p.m.

Location: Diamond Head Health Center, Room 108,
3627 Kilauea Avenue, Honolulu, HI 96816

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

orientation, but no later than the submittal deadline for written questions indicated in the paragraph VII. Submission of Questions.

VII. Submission of Questions

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

Deadline for submission of written questions:

Date: January 5, 2011 **Time:** 3:00 p.m. HST

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

Date: January 7, 2011

VIII. Submission of Proposals

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

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

B. **Program Specific Requirements.** Program specific requirements are included in Sections 2, Service Specifications and Section 3, Proposal

Application Instructions, as applicable. If required, Federal and/or State certifications are listed on the Proposal Application Checklist located in Section 5.

- C. **Multiple or Alternate Proposals.** Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. **Tax Clearance.** Pursuant to HRS Section 103-53, as a prerequisite to entering into contracts of \$25,000 or more, providers shall be required to submit a tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS). The certificate shall have an original green certified copy stamp and shall be valid for six (6) months from the most recent approval stamp date on the certificate. Tax clearance applications may be obtained from the Department of Taxation website. (Refer to this section's part II. Website Reference.)
- E. **Wages and Labor Law Compliance.** If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS Section 103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to HRS Section 103-55, at the Hawaii State Legislature website. (See part II, Website Reference.)
- **Compliance with all Applicable State Business and Employment Laws.** All providers shall comply with all laws governing entities doing business in the State. Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations unincorporated associations and foreign insurance companies be registered and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See part II, Website Reference.)
- F. **Hawaii Compliance Express (HCE).** Providers may register with HCE for online proof of DOTAX and IRS tax clearance Department of Labor and Industrial Relations (DLIR) labor law compliance, and DCCA good standing compliance. There is a nominal annual fee for the service. The "Certificate of Vendor Compliance" issued online through HCE provides the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes.

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

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

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

- I. 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.

Faxed proposals and/or submission of proposals solely on diskette/CD or transmission by e-mail, website or other electronic means are not permitted for this RFP.

IX. Discussions with Applicants

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

X. Opening of Proposals

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

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

XI. Additional Materials and Documentation

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

XII. RFP Amendments

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

XIII. Final Revised Proposals

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

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

XIV. Cancellation of Request for Proposal

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

XV. Costs for Proposal Preparation

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

XVI. Provider Participation in Planning

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

XVII. Rejection of Proposals

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

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

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

XVIII. Notice of Award

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

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

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

XIX. Protests

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

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

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

| Head of State Purchasing Agency | Procurement Officer |
|---|--|
| Name: Keith Ridley | Name: M. Stanton Michels, M.D. |
| Title: Acting Director of Health | Title: CAMHD Administrator |
| Mailing Address: Hawaii State Department of Health, 1250 Punchbowl Street, Honolulu, HI 96813 | Mailing Address: 3627 Kilauea Avenue, Room 101, Honolulu, HI 96816 |

XX. Availability of Funds

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

XXI. General and Special Conditions of Contract

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

XXII. Cost Principles

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

Section 2

Service Specifications

I. Introduction

Overview

The Child and Adolescent Mental Health Division (CAMHD) has entered into a cooperative agreement with the federal Substance Abuse and Mental Health Administration (SAMHSA) to develop an enhanced system of care for Girls who have been exposed to significant trauma. This project is being conducted on Oahu in the Central, Windward, and East Honolulu areas. Called Project Kealahou (the New Pathway), this project has been funded for six years, beginning in October 2009. The project will be administered by CAMHD and management staff will be employees of the state of Hawaii. However, CAMHD anticipates contracting out for parts of the project. Because staff members who are providing support to consumers need some independence from the state in order to be effective in the role of youth and family advocate, CAMHD plans to contract with a consumer/family run organization to provide these aspects of the project.

The cooperative agreement specifies that input from both youth consumers of mental health services and parents of youth consumers will be incorporated into every phase of the project, and that a parent support specialist, a parent outreach and evaluation specialist, a youth coordinator, and several peer support specialists will be included as project staff. CAMHD has a current contract with a statewide family organization, Hawaii Families as Allies (HFAA), which provides parent partners in all of the CAMHD regional family guidance centers. The parent support specialist will provide information and assistance to the parents of youth enrolled in the project, and will connect project families with activities and resources developed by HFAA and their youth organization Hawaii Youth Helping Youth (HYHY). The parent outreach and evaluation specialist will work with the Project's Evaluation team to recruit girls and their parents who are enrolled in the project to participate in the evaluation of the project, work with them to complete interviews and questionnaires, and provide tangible incentives for their participation. The Youth Coordinator will provide, mentoring, support and job supervision to the peer support specialists; and the peer support specialists will work directly with the youth served by the project to help engage them in services and provide mentoring and advocacy. A major component of this contract will be the recruitment, hiring, training, and supervision of former youth consumers and parents of youth consumers for these positions. Other components include: managing stipends for youth consumers and parents who attend meetings in an advisory capacity for the project, managing incentives for youth and family members who participate in the project evaluation research, and managing both funds for project group activities (such as community service projects) and flexible funds for community-based activities for individual youth.

Planning activities conducted in preparation for this RFP

A Request For Information (RFI) was posted on September 23, 2010 for interested parties to provide information and feedback to assist CAMHD in developing this RFP.

Description of the goals of the service

II. CAMHD services are based on the Child and Adolescent Service System Program (CASSP) values and principles. The CASSP principles include the idea that families should be full participants in all aspects of the planning and delivery of services and the services should include family centered, youth guided treatment that is culturally sensitive and delivered in the least restrictive environment necessary to meet the youth's needs. These principles were developed in the mid-1980s in response to changing views on the causes of emotional and/or behavioral challenges in youth and on the appropriate roles of families in addressing those challenges. For some time professionals had considered many emotional and/or behavioral challenges to be the result of "pathological" parenting practices, and families were often excluded from the therapeutic process, with professionals developing treatment plans without seeking input from those affected (Grunebaum & Friedman, 1988; Hatfield & Lefley, 1987). In addition, consumers and their families were seldom involved in developing policies and procedures at the agency or system levels (Bernheim, 1990).

However, research began to reveal that involving families as "partners" in treatment planning and implementation tends to significantly improve outcomes (Guerney, 1991; deChillo, Koren, & Schultze, 1994). In contrast, research found that professionals who treat families paternalistically, and especially if they view the family as the "problem," often create self-fulfilling expectations of families as uncooperative, resistant, and incapable of helping their children with emotional and/or behavioral challenges (Collins & Collins, 1990). Such reactions on the part of families are only natural if their interactions with professionals arouse negative feelings, such as feeling blamed for the challenges experienced by their children, doubts about their understanding of their own children, and confusion about diagnoses and interventions due to technical jargon (Duchnowski, Berg, & Kutash, 1995). All of these feelings are likely to be further heightened when families experience lack of sensitivity on the part of professionals to their ethnic and cultural heritage (Cross, Bazron, Dennis, & Isaacs, 1989). Understandably, paternalistic treatment approaches are associated with high rates of withdrawal (often over 50%) before completion of services (Armbruster, & Kazdin, 1994).

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

Kealahou professional staff and consumer specialists will work to develop the necessary attitudes, skills, and knowledge needed to cultivate effective alliances with diverse families requiring a range of different approaches.

Description of the target population to be served

The primary target population consists of girls ages 11-18 who have been exposed to significant trauma and who live in the designated areas on Oahu. This will include many of girls currently served by CAMHD through the Central Oahu, Windward Oahu and East Honolulu Family Guidance Center offices, and through CAMHD's Family Court Liaison Branch. Project Kealahou will also work to enroll girls who are not currently receiving CAMHD services, via referrals from Family Court, Office of Youth Services, Dept. of Education, Child Protection and other community partners. The Project goal is to register 100 girls per year for four years, beginning in 2011.

Geographic coverage of service

The FSO shall provide contracted services to Project Kealahou consumers and families in Windward Oahu, Central Oahu and East Honolulu.

Probable funding amounts, source, and period of availability

Services being solicited through this RFP will be funded by the Federal Substance Abuse and Mental Health Services Administration (SAMHSA). Funding for this service is subject to appropriation, budget execution policies, and availability of funding.

III. General Requirements

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

The applicant agency shall:

- Be administered, managed, led, and staffed primarily by family members of youth that are or have previously experienced emotional and/or behavioral challenges. Family members include, but are not limited to, parents, grandparents, foster parents, and hanai parents and caregivers.
- Have the capacity to provide support, training and services to Windward Oahu, Central Oahu and East Honolulu.
- Comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/1//98), which can be found on the State Procurement Website.

Secondary purchaser participation

(Refer to HAR Section 3-143-608)

After-the-fact secondary purchases will not be allowed.

Planned secondary purchases *None*.

Multiple or alternate proposals

(Refer to HAR Section 3-143-605)

Allowed Unallowed

Single or multiple contracts to be awarded

(Refer to HAR Section 3-143-206)

Single Multiple Single & Multiple

Single or multi-term contracts to be awarded

(Refer to HAR Section 3-149-302)

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

Contract terms:

Initial term of contract: one (1) year
Length of each extension: one (1) year
Number of possible extensions: five (5)
Maximum length of contract: six (6) years
The initial period shall commence on the contract start date, March 1, 2011, or Notice to Proceed, whichever is later.
Conditions for extension: availability of funds; must be in writing.

RFP contact person

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

John MacDonald
Contract Specialist, CAMHD
Room 101, 3627 Kilauea Avenue, Honolulu, HI 96816
Phone: 808-733-9338 Fax: 808-733-8375
Email: john.macdonald@doh.hawaii.gov

IV. Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities

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

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

2. Educating and Advising

- a. Youth with serious emotional and/or behavioral challenges and their families can play an important role in educating project staff, provider agencies and the project Governing Council about the needs of youth and by providing advice about how to deliver effective, family driven, youth-guided services. The contracted FSO shall be responsible for ensuring that the family perspective is effectively presented and fully considered in the developing system of care. The FSO shall take a leading role in educating and advising Project Kealahou management, Governing Council and clinical staff. This will include:
 - i. Assuring strong representation of parent and youth consumer perspectives in all Project Kealahou Governing council meetings and sub-committees, including paying stipends to parent youth consumers who attend meetings and are not supported by their salary.
 - ii. Assuring that FSO staff members attend all project Kealahou management team meetings
 - iii. Providing training to Governing Council members and PK staff on how to support youth and families taking an active role in their Mental Health treatment.
- b. Project Kealahou will be providing education to CAMHD staff, provider agencies, youth, parents and community partners regarding the particular needs of the target population, principles of trauma informed care, and the services the project is offering. The FSO shall partner with project professional staff to present educational and informational programs to the public.

B. Parent-Youth Support/Advocacy/System's Navigation Assistance

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

1. Parent Support Specialist

The contracted SFO shall provide comprehensive parent support for families of girls enrolled in Project Kealahou by recruiting, training, and closely supervising a parent support specialist who will serve families in the relevant communities. The parent support specialist shall have personal experience parenting a youth with an emotional and/or behavioral disturbance and shall perform the following functions:

- a. Publicize the availability of family supports, including a phone number where the parent support specialist can be reached, through distribution of brochures, contacts with personnel at schools within the service area, announcements in locally distributed newsletters and other publications, and other appropriate means.
- b. Provide individual families with supports, including but not limited to information about emotional and behavioral challenges, information about available resources, referrals, advice on navigating the system of care, advocacy for obtaining services and supports, and preparing for service planning meetings.
- c. Conduct workshops in response to local needs as requested by the PK Project Manager.
- d. Represent the family perspective at meetings of PK staff, Governing Council, and Model Integrity Review meetings.
- e. Conduct public awareness and information dissemination activities within the PK service area.
- f. Collaborate with the Hawaii Families as Allies (HFAA) Parent Partners working at each of the Family Guidance Centers in the PK service areas to meet the needs of the families in the local area.
- g. Attend national conferences to learn about the parent support organizations and activities in other states and bring back ideas to Hawaii.

2. Parent Outreach and Evaluation Specialist

The contracted SFO shall assist in the evaluation aspects of Project Kealahou by recruiting, training, and closely supervising a Parent Outreach and Evaluation Specialist who will work closely with the PK evaluation team. The Parent Outreach and Evaluation Specialist shall have personal experience parenting a youth with an emotional and/or behavioral disturbance and shall perform the following functions:

- a. Providing advice to the PK evaluation team about engaging families and youth in evaluation activities, designing family friendly and culturally appropriate data collection procedures, and choosing effective incentives for participation in the evaluation.
- b. Assisting the PK evaluation team with contacting families, explaining the research, obtaining informed consent, and collecting data.
- c. Working with agency fiscal officers, this position will be responsible for purchasing and distributing incentives for families, and keeping accurate records of what is distributed.
- d. Working with the evaluation team to produce written reports of research finding and assuring that family/youth perspectives are incorporated in papers and presentations about the project and its outcomes.
- e. Attend national conferences to learn about the parent support organizations and activities in other states and bring back ideas to Hawaii.

3. Youth Support Coordinator

The contracted SFO shall provide comprehensive peer support to girls enrolled in Project Kealahou by recruiting, training, and closely supervising both a Youth Support Coordinator (YSC) and three part-time peer specialists (PS) who will serve youth in the relevant communities. The Youth support Coordinator shall be a mental health professional who has had personal experience receiving services from the juvenile justice, child protection and/or mental health system. The YSC's main responsibility will be to train and supervise the three PSs working on the project. The YSC shall perform the following functions:

- a. Recruit and train three older teens/young adults who are or have been mental health consumers to take on part-time positions as Peer Specialists for Project Kealahou. Training should include, but not be limited to topics such as: the impact of trauma on youth, vicarious trauma and its impact on helpers, navigating the Hawaii child-serving system, understanding emotional and behavioral challenges, resources available for youth on Oahu, active listening and motivational interviewing techniques, patient confidentiality, appropriate boundaries, expectations of a professional work environment, problem-solving, how to be an effective advocate, etc.
- b. Provide Peer Specialists with supports to do their job effectively, including but not limited to: regular individual and group supervision

sessions, regular monitoring of their work attendance and performance, problem solving around issues such as transportation and child-care that may interfere with work, regular feedback about their job performance and skill development, etc.

- c. Develop a supervision/career development plan with each Peer Specialist and work actively with them on fulfilling their plan.
- d. Provide supportive counseling to Peer Specialists, monitor their need for mental health intervention, and provide crisis intervention or referrals to treatment if needed.
- e. Conduct workshops in response to local needs as requested by the PK Project Manager.
- f. Work with the peer specialists to represent the youth perspective at meetings of PK staff, Governing Council, and Model Integrity Review meetings.
- g. Working with the agency fiscal officer, this position will be responsible for tracking and managing funds for project group activities and special funds to support community activities for individual youth.
- h. Conduct public awareness and information dissemination activities within the PK service area.
- i. Collaborate with the Hawaii Families as Allies (HFAA) youth support specialist and with Hawaii Youth Helping Youth to develop supports for youth in the areas served by Project Kealahou.
- j. Develop collaborative relationships with other youth support and consumer support organizations such as NAMI and foster youth organizations in order to enhance “youth voice” in all aspects of youth services.
- k. Attend national conferences to learn about the youth consumer movement in other states and bring back ideas to Hawaii.

4. **Peer Specialists (3, part-time)**

The contracted SFO shall provide comprehensive peer support to girls enrolled in Project Kealahou by recruiting, training, and closely supervising three part-time peer specialists (PS) who will serve youth in the relevant communities. The Peer specialists shall be young women, between age 17 and 25 who have had personal experience receiving services from the mental health system. The PSs’ main responsibility will be to provide direct support to girls enrolled in Project Kealahou, including information, referral and advocacy. The PSs shall perform the following functions:

- a. Publicize the availability of peer supports, including a phone number where the peer support specialist can be reached, through distribution of brochures, contacts with personnel at schools within the service area, announcements in locally distributed newsletters, posting on social networking sites, and other appropriate means.

- b. Provide individual youth with supports, including but not limited to information about emotional and behavioral challenges, information about available resources, referrals, advice on navigating the system of care, advocacy for obtaining appropriate services and supports, linkage to HYHY and other youth organizations, and preparing youth to have a strong voice in service planning meetings.
- c. Work with project staff and the Youth Coordinator to develop and lead youth activities such as community service projects, cultural educational projects, etc. and collaborate with PK Project Manager on the choice of activities.
- d. Participate in both individual and group supervision and work with the Youth Coordinator on developing and following a personal supervision/career development plan.
- e. Assist the Youth Coordinator in conducting workshops or presenting at conferences in response to local needs and as requested by the PK Project Manager.
- f. Represent the youth perspective at meetings of PK staff, Governing Council, and Model Integrity Review meetings as assigned by the Youth Coordinator.
- g. Conduct public awareness and information dissemination activities within the PK service area.
- h. Collaborate with the Hawaii Youth Helping Youth to develop supports for youth in the areas served by Project Kealahou.
- i. Develop collaborative relationships with other youth support and consumer support organizations such as NAMI and foster youth organizations in order to enhance “youth voice” in all aspects of youth services.
- j. Attend national conferences to learn about the youth consumer movement and activities in other states and bring back ideas to Hawaii.

Management Requirements (Minimum and/or mandatory requirements)

1. Personnel

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

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

Applicants must describe how it will implement measures to ensure that all employees are oriented to the Interagency Performance Standards and Practice

Guidelines, Evidence Based Services Committee Biennial Report, the Hawaii Child and Adolescent Service System Program (CASSP) Principles, and the most recent Evidence Based Services Matrix Summary (i.e., “blue menu”). Documents aforementioned are available on the following website, <http://www.state.hi.us/health/camhd/>.

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

2. Administrative

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

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

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

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

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

3. Quality assurance and evaluation specifications

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

- a. Collect information about youth and families served by the SFO, including but not limited to the numbers served and the types of supports provided.
- b. Collect information about accomplishments of the SFO and its staff, including but not limited to listing of informational materials made available to the public, extent of dissemination (for example, number of publications distributed, number of items downloaded from Web site), number of workshops held and attendance, number of

presentations made and size of audience, listing of committee and work group memberships, and number of meetings attended.

- c. Collect information reflecting the quality of supports provided by the SFO, such as evaluation forms completed by those attending SFO events (workshops, conferences, etc.) and questionnaires on satisfaction with supports.
- d. Compile the evaluation information quarterly and summarize the results in a Quarterly Performance report submitted to CAMHD Performance Management Office, to include a description of any changes made in response to evaluation results to improve the quality of SFO activities and strategies.
- e. At least semi-annually, submit to CAMHD documentation showing evidence of collaborative relationships with other family, youth and community organizations.
- f. Collect information about family involvement in evaluation and performance management reviews.

4. Output and performance/outcome measurements

Contracted agencies are required to collect, analyze and report the following information on a quarterly basis. All Contractors must submit quarterly reports of quality monitoring including analyses of performance trends through the Contractor's quality assurance and improvement processes. Quarterly reports must include data with trend analysis in the quarterly reporting format provided by CAMHD. Quarterly reports will be focused on a summary of findings and activities over the quarter including analyses of performance trends and patterns, discussion of significant findings, opportunities for improvement, and actions taken to impact performance.

Quality Assurance and Evaluation Reporting Requirements:

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

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

5. Experience

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

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

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

6. Coordination of services

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

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

7. Reporting requirements for program and fiscal data

The following information must be provided:

a. Fiscal Data

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

Original monthly claims must be submitted within thirty (30) calendar days after the last day of the calendar month. All submissions and

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

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

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

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

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

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

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

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

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

b. Program Data

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

C. Facilities

The applicant shall provide offices or facilities located in the service area. Facilities shall meet the Health Insurance Portability and Accountability Act (HIPAA) and American Disability Association (ADA) requirements, as applicable, and have special equipment that may be required for the services. The physical location of the administrative office and any service offices shall be maximally accessible to client families.

IV. COMPENSATION AND METHOD OF PAYMENT

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

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

References

Armbruster, P., & Kazdin, A.E. (1994). Attrition in child psychotherapy. In: Ollendick, T.H., & Prinz, R.J. (Editors), *Advances in Clinical Child Psychology*, Volume 16. New York, NY: Plenum.

Armstrong, M.I., Evans, M.E., & Wood, V. (2000). The development of a state policy on families as allies. *Journal of Emotional and Behavioral Disorders*, Volume 8, Number 4 (available at http://www.findarticles.com/cf_0/m0FCB/4_8/68273227/p1/article.jhtml).

Bernheim, K.F. (1990). Principles of professional and family collaboration. *Hospital and Community Psychiatry*, Volume 41, Number 12, pages 1353-1355.

Collins, B., & Collins, T. (1990). Parent-professional relationships in the treatment of seriously emotionally disturbed children and adolescents. *Social Work*, Volume 35, Number 6, pages 522-527.

Cross, T., Bazron, B., Dennis, K., & Isaacs, M. (1989). *Toward a Culturally Competent System of Care*. Washington, DC: CASSP Technical Assistance Center, Georgetown University.

deChillo, N., Koren, P.E., & Schultze, K.H. (1994). From paternalism to partnership: Family and professional collaboration in children's mental health. *American Journal of Orthopsychiatry*, Volume 64, Number 4, pages 564-576.

Duchnowski, A.J., Berg, K., & Kutash, K. (1995). Parent participation in and perception of placement decisions. In J. M. Kauffman, J. W. Lloyd, T. A. Astuto and D. P. Hallahan (Editors), *Issues in the Educational Placement of Pupils with Emotional or Behavioral Disorders*. Hillsdale, NJ: Lawrence Erlbaum Associates.

Grunebaum, H., & Friedman, H. (1988). Building collaborative relationships with families of the mentally ill. *Hospital and Community Psychiatry*, Volume 39, Number 11, pages 1183-1187.

Guernsey, L.F. (1991). Parents as partners in treating behavior problems in early childhood settings. *Topics in Early Childhood Special Education*, Volume 11, Number 2, pages 75-90.

Hatfield, A.B., & Lefley, H.P. (1987). *Families of the Mentally Ill: Coping and Adaptation*. New York, NY: Guilford.

Stroul, B.A., & Friedman, R.M. (1986). *A System of Care for Severely Emotionally Disturbed Children and Youth*. Washington, DC: CASSP Technical Assistance Center, Georgetown University.

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- ***Applicants shall submit four paper copies of their application: one (1) marked Original with original signatures, and three (3) copies, for a total of four (4).***
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO website (see Section 1, paragraph II, Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

The Proposal Application comprises the following sections:

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

I. Program Overview

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

II. Experience and Capability

Necessary Skills

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

Experience

The applicant shall provide a description of projects/contracts pertinent to the proposed services.

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

Quality Assurance and Evaluation

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

Coordination of Services

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

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

Facilities

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

III. Project Organization and Staffing

Staffing

1. Proposed Staffing

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

2. Staff Qualifications

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

Project Organization

3. Supervision and Training

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

4. Organization Chart

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

IV. Service Delivery

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

Needs Assessment & Program Planning

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

Service Implementation

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

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

Emergency/Crisis Capacity

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

Service Provision

The applicant shall detail:

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

V. Financial

Pricing Structure

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

Cost Reimbursement Service:

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

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

- **Other Financial Related Materials**

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

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

1. Accounting System

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

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

2. Information System

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

VI. Other

Litigation

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

Section 4

Proposal Evaluation

Section 4

Proposal Evaluation

VII. 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.

VIII. 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 | 25 points |
| Project Organization and Staffing | 15 points |
| Service Delivery | 40 points |
| Financial | 20 Points |
| TOTAL POSSIBLE POINTS | 100 Points |

IX. Evaluation Criteria

Phase 1 - Evaluation of Proposal Requirements

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

- Tax Clearance Certificate will be required upon request of the CAMHD after notice of proposal award, not at the proposal submittal date.
 - Federal Certifications
- 2. Mandatory Pos Proposal Application Requirements**
- Proposal Application Identification Form (Form SPO-H-200)
 - Table of Contents
 - Program Overview
 - Experience and Capability
 - Project Organization and Staffing
 - Service Delivery
 - Financial (All required forms and documents)
 - Program Specific Requirements (as applicable)

Phase 2 - Evaluation of Proposal Application (100 Points)

1. Program Overview

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 (25 Points)

The State will evaluate the applicant's knowledge and understanding related to systems of care, nationally and locally, which shall include:

- Demonstration of knowledge, skills, and abilities related to the delivery of the proposed services. [5 Points]
- Demonstration of operational plans to manage and implement the proposed services. [4 Points]
- Demonstration of capability and commitment to coordinate services with other agencies and resources in the community. [4 Points]
- Description of expected results and benefits of the services, including number and frequency of youth and families served. [4 Points]
- Description of performance plan with detailed outcomes that can be expected at the close of the contract year. [3 Points]
- Demonstration of results of previous family initiatives within the state and nationally, if applicable. [2 Points]

- Sufficiency of Quality assurance and evaluation plans for the proposed services, including methodology. [3 Point]

3. Program Organization and Staffing (15 Points)

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

- Sufficiency of the proposed staffing allocations to provide the services. [4 Points]
- Demonstration of commitment to recruit, hire and/or contract persons with experience as caregivers of youth with emotional and/or behavioral challenges, and to train and support them to provide the proposed services. [4 Points]
- Demonstration of an orientation, training and supervision plan to provide administrative and managerial direction to staff and contracted personnel. [3 Points]
- Sufficiency of the Organization Chart to support the overall service activities and tasks. [2 Points]
- Demonstration of the organization's clear policies and procedures governing personnel management. [2 Points]

4. Service Delivery (40 Points)

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

- Clear description of proposed services appropriately in line with the objectives and goals of CAMHD. [5 Points]
- Clear description of communities intended to be served including geographic locations. [4 Points]
- Clear description of its developmental approach to the target population, with particular emphasis on methods used to engage and establish connections with youth with emotional and/or behavioral challenges and their families [5 Points]
- Clear description of mechanisms for integrating services and collaborating with other agencies, health care providers, schools, etc. [5 Points]
- Clear, concise description of the organization's goals, objectives, and service activities. [5 Point]
- Clear description of employee structure or viable network of contracted providers. [3 Point]
- Evidence of support for the organization from agencies, schools, and other community organizations. [3 Points]
- Demonstration of policy governing support to collaborate with other service providing agencies and organizations in the provision of services. [5 Points]

- Clear description of how families will be informed of and encouraged to access services. [5 Points]

5. Financial (20 Points)

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

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

Phase 3 - Recommendation for Award

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant. The State-purchasing agency reserves the right to determine final configuration of services.

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Table of Contents
- C. Federal Certification