

State of Hawai‘i
County of Hawai‘i
Office of Management
Office of Aging

Request for Proposals

HCOA KCHCBS 0712

**Kupuna Care Home and Community
Based Services**

March 3, 2011

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.

March 3, 2011

REQUEST FOR PROPOSALS

**KUPUNA CARE
HOME AND COMMUNITY BASED SERVICES
RFP No. HCOA HCBS 0712**

The Hawai'i County Office of Aging is requesting proposals from qualified applicants to provide Home and Community Based Services for eligible older individuals sixty years or older living in the County of Hawai'i. These services offered through the State of Hawai'i's Kupuna Care Program and may include adult day care, assisted transportation, chore, homemaker, personal care and money management, are designed to assist with the long term care needs of older adults in Hawai'i County in order for them to be safe and remain independent while living in their own homes. The contract term will be from July 1, 2011 through June 30, 2012 and may be extended for up to one (1) 12-month term. Multiple contracts may be awarded under this request for proposals. Applicants for this RFP may also want to submit a proposal to provide similar services under the Respite Services of the Family Caregiver Support Program currently procured through RFP No. HCOA IIIIE 0712 posted in the State Procurement Office website.

Proposals shall be mailed, postmarked by the United States Postal Service on or before April 6, 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., Hawai'i Standard Time (HST), on April 6, 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 Hawaii County Office of Aging will conduct an orientation on March 11, 2011 from 10:30 AM to 12:00 PM HST, at the ADRC Training Room, 1055 Kino'ole Street, Hilo, Hawai'i, 96720-3872. All prospective applicants are encouraged to attend the orientation.

The deadline for submission of written questions is 4:30 p.m., HST, on March 15, 2011. All written questions will receive a written response from the County of Hawai'i on or before March 21, 2011.

Inquiries regarding this RFP should be directed to the RFP contact person, Lito M. Asuncion at 1055 Kino'ole Street, Suite 101, Hilo, Hawai'i 96720, telephone: (808) 961-8600, fax: (808) 961-8603, e-mail: lito.hcoa@hawaiiantel.net.

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: 1 original, 2 copies

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **April 6, 2011** and received by the state purchasing agency no later than 10 days from the submittal deadline.

All Mail-ins

**Hawai'i County Office of Aging
1055 Kino'ole Street, Suite 101
Hilo, HI 96720-3872**

HCOA RFP COORDINATOR

**Lito M. Asuncion
Phone: (808) 961-8600
Fax: (808) 961-8603
email: lito.hcoa@hawaiiantel.net**

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawai'i Standard Time (HST), April 6, 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., **April 6, 2011**

Drop-off Site

**Hawai'i County Office of Aging
1055 Kino'ole Street, Suite 101
Hilo, Hawai i 96720-3872**

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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 County'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)	3/3/11
Distribution of RFP	3/3-4/6/11
RFP orientation session	3/11/11
Closing date for submission of written questions for written responses	3/15/11
County purchasing agency's response to applicants' written questions	3/21/11
Discussions with applicant prior to proposal submittal deadline (optional)	3/18-4/6/11
Proposal submittal deadline	4/6/11
Discussions with applicant after proposal submittal deadline (optional)	4/7-4/8/11
Final revised proposals (optional)	4/11/11
Proposal evaluation period	4/12-4/20/11
Provider selection	4/20/11
Notice of statement of findings and decision	4/29/11
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)	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:

Hawai'i County Office of Aging
1055 Kinoole Street, Suite 101
Hilo, HI 96720-3872

VI. **Orientation**

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

Date: March 11, 2011 **Time:** 10:30 A.M.
Location: 1055 Kino'ole St. Hilo, HI – ADRC Training Room

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 county purchasing agency.

Deadline for submission of written questions:

Date: March 15, 2011 **Time:** 4:30 P.M. HST

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

Date: March 16-21, 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.** 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. Proposals submitted by fax, e-mail, diskettes or any electronic means is not allowed and will be rejected.

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 county purchasing agency's efforts to plan for or to purchase health and human services prior to the county 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 Hawaii County Corporation Counsel as to form, and to all further approvals, including the approval of the Mayor, 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 County 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 county purchasing agency’s failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A county purchasing agency’s failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A county 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: Nancy Crawford	Name: Lito M. Asuncion
Title: Director of Finance	Title: Program Planner – Office of Aging
Mailing Address: 25 Aupuni Street Hilo, HI 96720	Mailing Address: 1055 Kino’ole St. Ste 101 Hilo, HI 96720-3872
Business Address: 891 Ululani Street Hilo, HI 96720	Business Address: 1055 Kino’ole St. Ste 101 Hilo, HI 96720-3872

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, County of Hawai‘i, 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 county 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

The mission of the Hawai'i County Office of Aging is to establish a comprehensive and coordinated system of services in Hawai'i County which enables older individuals to live independently and with dignity. The Hawai'i County Office of Aging (HCOA) is soliciting proposals for providing home and community based services (HCBS) for individuals 60 years of age or over. HCBS is designed to assist with the long term care needs of older adults in Hawai'i County in order for them to be safe and remain independent while living in their own homes.

Successful applicants of HCBS services will belong to the **HCOA Provider Pool** which will be managed by the awarded case management agency and all providers will be required to work closely and in collaboration with the successful applicant of case management services for both the Kupuna Care Program and the Elder Abuse Prevention Program.

B. Planning activities conducted in preparation for this RFP

A Request for Information was issued to current and prospective providers and the community to assist the office in the preparation of this request for proposal.

C. Description of the goals of the service

The goal of the **Kupuna Care Program** is that Hawai'i's na Kupuna will have access to affordable and quality home-and-community-based services that are client-centered and family-supportive allowing them to live with independence and dignity. This includes assistance either in the form of access or care coordination in circumstances where the older person is experiencing diminished functioning capacities, personal conditions or other characteristics which require the provision of services by formal service providers or family caregivers.

The **Elder Abuse Prevention Program (EAPP)** is designed so older adults are ensured of their rights, benefits, and protected from abuse, neglect, and exploitation. Reducing caregiver stress and burnout is an important part of elder abuse prevention. This will be achieved by providing home and community based services to older individuals served by unpaid family caregivers at risk for abusing.

D. Description of the target population to be served

1. Targeted recipients of the **Kupuna Care Program** must meet the following requirements:
 - a. U. S. citizenship or legal residency
 - b. 60 years of age or older;
 - c. Not covered by other comparable government or private home and community based services
 - d. Not residing in an institution, such as ICF, SNF, ARCH, hospital, foster family home
 - e. Have limitations in two or more activities of daily living (ADL) or instrumental activities of daily living (IADL), or be diagnosed with a cognitive impairment
 - f. Have one or more unmet ADL or IADL need

Clients determined to be at high risk will receive priority for service. Additionally, the Kupuna Care Program follows the targeting requirements of the Older Americans Act which include older individuals 60 years old and over with the greatest social and economic needs with an emphasis on low-income and minority elders. Successful applicants are required to provide increased outreach and access to elders with limited English speaking proficiency, minority, Native American, and rural elders as an integral part of their plan.

2. Targeted recipients of the **Elder Abuse Prevention Program** must meet the following requirements:
 - a. 60 years of age or older
 - b. Reside on the island of Hawai‘i
 - c. Live in their own homes or with family, friends, and relatives
 - d. Are currently or potentially at risk for elder abuse.

Clients determined to be at highest risk will receive priority for service. Examples of potential participants meeting the target group definition are:

- Past closed cases of Department of Human Services, Adult Protective Services Unit (APS).
- Current open APS cases which are now being closed because the older adult is no longer in danger.
- Cases referred to APS but not meeting the criteria for APS elder abuse services.
- An older adult who requests assistance.
- Referrals from any community public, private non-profit, and/or for-profit agency or organization when an older adult exhibits some of the warning signs of elder abuse and agree to be referred.

In Hawai‘i, Chapter 346 of the Hawai‘i Revised Statutes (HRS) defines “abuse” as actual or imminent physical injury, psychological abuse or neglect, sexual abuse, financial exploitation, negligent treatment, or maltreatment.

Specifically for this project, elder abuse is defined as “Elder abuse by a caregiver, family member, friend, relative, may include physical, psychological, emotional, and sexual, self-neglect, and/or financial exploitation. Elder abuse may also include self-neglect by the older adult.”

E. Geographic coverage of service

This service intends to cover all districts within Hawai‘i County. An applicant may submit its proposal to serve all or just particular districts of the County depending on the service provider’s capacity. The applicant must specify which area(s) it is able to serve and demonstrate in its narrative the capacity to provide the required service(s) in all of the districts for which it is submitting an application.

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

There are two funding sources included in this solicitation. Home and community based service providers may serve clients under the **State Kupuna Care Program** and the **Elder Abuse Prevention Program**. Applicants must indicate interest in providing services under one or both funding sources in their proposal.

The estimated funding for home and community based services provided by successful members of the **HCOA Provider’s Pool** may be up to \$305,667. The final, specific allocation of funds for the HCOA provider’s pool will be determined by the HCOA after all applications have been evaluated.

The funds for services will be subject to availability, need for the service, and the satisfactory evaluation of the provider’s performance.

HCOA reserves the right to reallocate all or part of the initial award to an agency, if there is a pattern of service underutilization, if there is a wait list for service, if an agency is not able to carry out the provision of the provider’s performance, and/or if there are cuts in state funding.

II. General Requirements

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

In responding to this Request for Proposal (RFP), the applicant shall:

1. Have license(s) and/or certificate(s), as applicable, in accordance with federal, state and county regulations.
2. If applicable, the contractor must maintain professional/general and auto liability insurance with a limit of no less than \$1,000,000.00 and proof of worker compensation insurance during the term of the agreement. Provide the County with a certificate of same, naming the County additional insured.

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

After-the-fact secondary purchases will be allowed.

Planned secondary purchases
None.

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

Allowed Unallowed

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

Single Multiple Single & Multiple

Criteria for multiple awards:

A Single award may be made for a proposal that demonstrates the ability to provide the required expertise, resources and infrastructure to deliver Kupuna Care Program services to the target population in all geographic areas covered by this RFP.

Multiple awards may be awarded if geographical and other constraints prevent a service delivery plan from one provider.

A multiple contract may also be awarded if the county purchasing agency determines that it is in the best interest of the county for a number of providers to provide the service in this RFP considering the need, target population and geographic service area.

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: 1 year from July 1, 2011 to June 30, 2012

Length of extension: 12 months

Number of possible extension: 1

Maximum Length of Contract: 2 years

Condition of Extension: Must be in writing, and must be executed prior to expiration of current contract. The initial period shall commence on the contract start date or notice to proceed, whichever is later.

F. RFP contact person

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the 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.

Lito M. Asuncion
1055 Kino'ole St. Suite 101
Hilo, Hawai'i 96720-3872
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III. Scope of Work

A. Service Activities

(Minimum and/or mandatory tasks and responsibilities)

1. **Adult Day Care Services** – Personal care for dependent elders in a supervised, protective and congregate setting during some portion of the day. Services typically include social and recreational activities, training, and other group therapeutic activities. (Unit of service is 1 hour)
2. **Assisted Transportation** – Provides assistance and transportation, including escort to persons who have difficulties (physical and/or cognitive) using regular vehicular transportation (Unit of service is 1 hour)
3. **Chore** – Provides assistance such as heavy housework, yard work, or sidewalk maintenance for a person (Unit of service is 1 hour)
4. **Counseling** – Using the casework mode of interactive contact with a client (through interview, discussion or lending a sympathetic ear), guidance to enable older adults to resolve concrete or emotional problems or to relieve temporary stresses. Professional or paraprofessional counseling may be provided on a one-to-one basis or

on a group basis and may be conducted by paid, donated, and/or volunteer staff within the scope or practice of the profession. (Unit of service is 1 hour for one on one counseling and 1 session for group counseling)

5. **Homemaker** – Provides assistance such as preparing meals, shopping for personal items, or doing light housework. (Unit of service is 1 hour)
6. **Personal Care** – Personal assistance, stand-by assistance, supervision or cues. Personal assistance includes hands on care such as grooming and bathing. Cues are prompts such as, “let’s eat now” or “use your spoon.” (Unit of service is 1 hour)
7. **Money Management** – Information and guidance and/or legal representation for older adults who want to develop and preserve assets or need assistance in obtaining and responsibly using credit, obtaining or correcting information in their credit reports, paying their bills in an orderly way, reducing their debt burden, and managing their financial resources more effectively through budget and financial counseling. (Unit of service is 1 session)

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

1. Personnel

- a. The applicant shall provide the necessary qualified staff, equipment, vehicles and facilities that will be required in carrying out this service.
- b. All personnel must be trained, screened and deemed competent by the applicant to provide the services as described in their job descriptions.
- c. All personnel staff, and volunteer workers if applicable, must be of good character and integrity and trained to work with physical and cognitively impaired individuals and people from various cultures.
- d. Applicant shall ensure personnel assigned to the program(s) have not been convicted of abuse, neglect, or other crimes that would pose a health/safety risk to those being served.
- e. The applicant shall have a qualified Director/Supervisor to assume responsibility for:
 - i. overall management of the services provided including service delivery and evaluation; and

- ii. meeting all program and reporting requirements of the program; and
 - iii. ensuring that minimum service standards are met; and
 - iv. providing direct supervision of direct care staff providing the services.
- f. Supervisors of direct care workers must have a minimum of two years supervisory experience and must be available for consultation during the hours of operation.
- g. The supervisor and personal care aides shall have current certifications in Cardiac Pulmonary Resuscitation (CPR) and first aid.
- h. The applicant must provide all personnel and volunteer workers under this program with an agency/provider Identification Card or badge. The card or badge shall include the name of the agency, name, date and photograph. The staff/volunteer must display the identification piece when working with the clients.

2. Administrative

- a. The applicant must have administrative experience in operating a program of this scope and requirements. The applicant shall have a thorough understanding of the various levels of federal, state, and county laws, rules, policies, and procedures relevant to this service.
- b. The applicant must assure that it has the capabilities and infrastructure to effectively and safely deliver the service.
- c. The applicant must have written policies and procedures on accepting, terminating, and rejecting clients.
- d. The applicant must have written policies on safeguarding client's confidential information and their consent to participate in research activities intended to improve the program.
- e. The applicant shall provide its capacity to keep financial and program records specific to this contract.
- f. The applicant shall include information in the proposal on its procedures for handling project income derived from clients' voluntary contributions.

3. Quality assurance and evaluation specifications

- a. The applicant must describe its methods to assure the county that the service provided to the client is appropriate and responsive to the needs of the client.
- b. The applicant must have a written policy to promote service quality. The applicant must present methods of measuring efficiency, effectiveness and quality of service, including evaluation by the participants. The applicant shall describe its process for making improvements or taking corrective action based upon evaluation results.
- c. Periodic and/or annual monitoring by HCOA may include site visits. Contractors will be monitored through desktop assessments to evaluate progress toward meeting goals and to oversee compliance with government requirements and contractual agreements.
- d. Client satisfaction will serve as an indicator for service effectiveness and efficiency. Program outcome measures and results will provide direction for monitoring and quality improvements.

4. Output and performance/outcome measurements

Kupuna Care Program Performance Outputs:

Service	Estimated Number Unduplicated Persons	Estimated Units of Services (hours)
Adult Day Care	25	3,500
Assisted Transportation	20	280
Chore	10	80
Homemaker	50	1,150
Personal Care	150	8,000

Kupuna C Kupuna Care Program Outcome Measures:

- a. The % of clients who receive home and community-based services through the KC program that remains in their homes for at least three months.
- b. The % of clients surveyed that report their care needs are being met by the program.

Elder Abuse Program Performance Outputs/ Outcome Measures:

Projections for units of service for the EAPP are unavailable at this time due to this being the first time out to RFP for the Program as it is a developmental project. The services under the EAPP are Adult Day Care, Counseling (1:1 and group), Homemaker, Personal Care and Money Management.

- a. The % of caregivers who report decreased stress levels and increased patience when tending for their care recipient.
- b. The % of clients surveyed during the year reporting satisfaction with the home and community based services received.

5. Experience

The Applicant must have operated a business of similar scope and magnitude as required by the RFP for at least one year and shall demonstrate it has the necessary skills, abilities, knowledge of and experience relating to the delivery of the proposed services.

The Applicant shall also provide a listing of verifiable experience with projects or contracts for the most recent five years that are pertinent to the proposed services and possess all the necessary management capacity and technical expertise to effectively and efficiently meet the service specifications in this solicitation.

6. Coordination of services

The implementation of the State's long term care policies, programs, and services requires the collaboration and coordination of a number of State, County, and Federal departments and agencies, the private sector, and the community of consumers. Providing services to the elderly is multifaceted and demands multidisciplinary attention. HCOA Provider Pool must participate in the Interdisciplinary Team (IDT) Case Management Coordination Program coordinated by the Department of Health Public Health Nursing. Four IDT meetings are held monthly at various locations around the island.

7. Reporting requirements for program and fiscal data

Prospective service providers are responsible for maintaining accurate, verifiable and current fiscal data and reports pertaining to the service(s) provided. Prompt submission of required reports is expected from the successful applicant and invoices and requests for payments must be submitted to respective Case Management agency assigned to the client by the 5th day of the month following provision of services. All requests for payment/invoices will be reviewed and verified by respective Case Managers before routing to HCOA for payment authorization. Failure to collect and submit required data, reports, and requests for reimbursement/invoices in a timely manner could result in delay, or withholding of payment. At a minimum, the successful applicant shall follow the report due dates below:

Monthly Invoice/Progress Report	5 th day after end report
---------------------------------	--------------------------------------

C. Facilities/Vehicles/Equipment

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

The applicant must have standard policies and procedures for the safe operation and maintenance of vehicles used in transporting older persons.

1. The vehicle must be licensed and have appropriate and adequate insurance coverage required by the State and the County
2. The successful applicant will maintain, secure, and protect vehicles to assure each vehicle is ready, safe, and available for service.
3. The successful applicants shall assure safety for all passengers it serves, including mandatory use of seatbelts.
4. The awarded applicants must notify clients when the service will be delayed or cancelled.

IV. COMPENSATION AND METHOD OF PAYMENT

The award for this service will be a Unit Rate. The applicant may propose realistic performance output levels based on the funding available and taking into account the service outputs in Section III B.4 of this RFP. Initial or advance payment shall not be made to successful applicant. Monthly payments will be made to the provider based on the number of service units provided in the month and upon receipt of a monthly invoice and progress report.

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 verifiable projects/contracts pertinent to the proposed services.

The applicant shall include contact information (name, address, e-mail/phone) of listed experiences. HCOA reserves the right to contact references to verify experiences.

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 its capability to coordinate services with other agencies and resources in the community.

E. Facilities/Equipment

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.

Each applicant must address its capability to meet data collection and reporting requirements as described in the Service Specification Section of the RFP.

III. Project Organization and Staffing

A. Staffing

i. Proposed Staffing

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the

services. (Refer to the personnel requirements in the Service Specifications, as applicable.)

ii. 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.

The applicant shall provide detailed discussion of all service activities and management requirements included in the Service Specification Section. The applicant shall describe its approach to carry out all major services activities and tasks described in this section. The applicant must provide discussion on how it plans to use personnel/staff/volunteers described to accomplish the work scope; including the number of persons and attach the job descriptions for the personnel. The applicant must include the total number of service units it can provide, area or district of the county where the applicant can provide this service, and the estimated unit cost for the service.

V. Financial

A. Pricing Structure

Applicant shall submit a cost proposal utilizing the pricing structure designated by the state/county 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 (See special instructions in section 5)
SPO-H206 through SPO-206-H as applicable

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):

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	30 points
Project Organization and Staffing	15 points
Service Delivery	45 points
Financial	10 Points
TOTAL POSSIBLE POINTS	100 Points

III. Evaluation Criteria

A. Phase 1 - Evaluation of Proposal

1. Requirements Administrative Requirements – Application Checklist

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 to orient evaluators as to the service(s) being offered.

1. *Experience and Capability (30 Points)*

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

A. Necessary Skills	<u>3</u>
• Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services.	<u>2</u>
• Identify specific staff that possesses these skills, abilities and knowledge.	<u>1</u>
B. Program/Staff Experience	<u>12</u>
• Provide current and past experience in administering programs and contracts for older adults.	<u>6</u>
• Identify and provide employment histories and significant accomplishments for each staff member who will be involved in the management and program functions required	<u>6</u>

to provide the service.	_____
C. Quality Assurance and Evaluation	<u>4</u>
• Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.	2
• Written evaluation plan to effectively measure, monitor, and evaluate program performance and timely detection and resolution of identified problems.	2
D. Coordination of Services	<u>9</u>
• Demonstrated capability to coordinate services with other agencies and resources in the community. Provides examples how applicant network and collaborate with other providers in the community.	9
E. Facilities	<u>2</u>
• Adequacy of facilities relative to the proposed services.	2

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

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

A. <i>Staffing</i>	<u>10</u>
• <u>Proposed Staffing</u> : That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services.	5
• <u>Staff Qualifications</u> : Minimum qualifications (including experience) for staff assigned to the program.	5

B.	<i>Project Organization</i>	5
	<ul style="list-style-type: none"> • Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. 	3
	<ul style="list-style-type: none"> • Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks. 	2

3. *Service Delivery (45 Points)*

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

	<ul style="list-style-type: none"> • Demonstrates through credible research data, practical experience and evidence-based knowledge that the proposed service shall serve a significant number of the target population and such service shall fill a service gap or critical need in the community. 	10
	<ul style="list-style-type: none"> • Demonstrates a logical approach (including timelines) and step-by-step process that explains in detail the planning and delivery of tasks and activities to the target population. Describes in detail approaches of providing services to ethnic/linguistic minorities and the disability population. Describes in sufficient detail applicant’s proposed method(s) of effectively targeting older individuals with greatest economic and social needs (poor, low income minorities, rural residence, frail or at-risk for institutionalization, limited English proficient). 	15
	<ul style="list-style-type: none"> • Demonstrates that the applicant proposes effective and feasible outputs/outcomes as well as the number of unduplicated consumers to be served and can be achieved with the proposed cost structure, staff and resources. 	10
	<ul style="list-style-type: none"> • Discusses in sufficient detail how outputs/outcomes will be tracked and documented and how applicant plans to use technology to streamline data and reporting requirements. Describes applicant’s ability to provide complete, accurate and timely program and financial reports. 	10

5. *Financial (10 Points)*

The budget fully supports the scope. Applicant's proposal budget is reasonable, given program resources and operational capacity.

- Adequacy of accounting system.

C. Phase 3 - Recommendation for Award

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

Section 5

Attachments

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

Proposal Application Checklist

Applicant: _____

RFP No.: _____

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

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

Authorized Signature

Date

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	2. Staff Qualifications	9
	B. Project Organization	10
	1. Supervision and Training.....	10
	2. Organization Chart (Program & Organization-wide) (See Attachments for Organization Charts)	10
IV.	Service Delivery	12
V.	Financial	20
	See Attachments for Cost Proposal	
VI.	Litigation	20
VII.	Attachments	
	A. Cost Proposal	
	SPO-H-205 Proposal Budget	
	SPO-H-206A Budget Justification - Personnel: Salaries & Wages	
	SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments, and Fringe Benefits	
	SPO-H-206C Budget Justification - Travel: Interisland	
	SPO-H-206E Budget Justification - Contractual Services – Administrative	
	B. Other Financial Related Materials	
	Financial Audit for fiscal year ended June 30, 1996	
	C. Organization Chart	
	Program	
	Organization-wide	
	D. Performance and Output Measurement Tables	
	Table A	
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