

State of Hawaii
Department of Human Services
Division of Vocational Rehabilitation

Request for Proposals

HMS 802-14-06 Psychological Assessment Services

Hawaii (Hilo and Kona)
Kauai
Maui
Oahu
Molokai

December 5, 2012

Proposal Submittal Deadline: January 14, 2013
Orientation Session: December 17, 2012; 1:30pm – 3:30pm
via Teleconference

Note: *It is the applicant's responsibility to check the public procurement notice website, the request for proposals website, or to contact the RFP point-of-contact identified in the RFP for any addenda issued to this RFP. The State shall not be responsible for any incomplete proposal submitted as a result of missing addenda, attachments or other information regarding the RFP.*

December 5, 2012

REQUEST FOR PROPOSALS

Psychological Assessment Services HMS 802-14-06

NOTICE

The Department of Human Services, Division of Vocational Rehabilitation is requesting proposals from Psychologists licensed in the State of Hawaii and skilled in assessments to evaluate the intellectual, educational, vocational, personality, emotional, and neuropsychological diagnosis and/or functioning of individuals and the impact of that functioning on their ability to prepare for, secure, and maintain employment. The contract term will be from July 1, 2013 through June 30, 2015. Multiple contracts will be awarded under this request for proposal based on geographic location and needs of the various branch offices statewide.

SUBMITTAL DEADLINE

All proposals mailed by the United States Postal Service (USPS) shall be postmarked by **January 14, 2013** to the mail-in address and received no later than ten days from the submittal deadline. Hand delivered proposals shall be received no later than 2:30 p.m., Hawaii Standard Time (HST) on January 14, 2013, at the drop-off sites.

Proposals postmarked or hand delivered after the designated deadline shall be considered late and rejected. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline.

MAIL-INS and HAND DELIVERIES (DROP OFF SITE):

Department of Human Services
Division of Vocational Rehabilitation

Staff Services Office
600 Kapiolani Blvd., Room 304
Honolulu, Hawaii 96813

Applicants are encouraged to attend the Orientation Meeting. (See Section 1)

INQUIRIES

Any inquiries regarding this RFP should be directed to the RFP contact person:

Lorene Gokan
600 Kapiolani Blvd., Room 304
Honolulu, Hawaii 96813
Phone: (808) 586-9746
Fax: (808) 586-9755
lgokan@dhs.hawaii.gov

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There are no attachments for this RFP

Section 1

Administrative Overview

1.1 Procurement Timetable

Note that the procurement timetable represents the State’s best estimated schedule. If an activity on this schedule is delayed, the rest of the schedule will likely be shifted by the same number of days. Contract start dates may be subject to the issuance of a notice to proceed.

Activity	Scheduled Date
Public notice announcing RFP	12/05/12
RFP orientation session	12/17/12
Due date for written questions	12/19/12
State purchasing agency's response to written questions	12/21/12
Proposal submittal deadline	1/14/13
Proposal evaluation period	1/28-31/13
Final revised proposals (optional)	1/25/13
Provider selection	2/4-8/13
Notice of statement of findings and decision	2/11-15/13
Contract start date	7/01/13

1.2 Website Reference

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

For **Click on “Doing Business with the State” tab or**

1	Procurement of Health and Human Services	http://hawaii.gov/spo/health-human-svcs/doing-business-with-the-state-to-provide-health-and-human-services
2	RFP website	http://hawaii.gov/spo/general/procurement-notices-for-solicitations
3	Hawaii Revised Statutes (HRS) and Hawaii Administrative Rules (HAR) for Purchases of Health and Human Services	http://hawaii.gov/spo/general/statutes-and-rules/procurement-statutes-and-administrative-rules
4	Forms	http://hawaii.gov/spo/statutes-and-rules/general/spo-forms
5	Cost Principles	http://hawaii.gov/spo/health-human-svcs/cost-principles-for-procurement-of-health-and-human-services
6	Standard Contract -General Conditions, AG103F13	http://hawaii.gov/spo/general/gen-cond/general-conditions-for-contracts
7	Protest Forms/Procedures	http://hawaii.gov/spo/health-human-svcs/protestsreqforreconsideration/protests-requests-for-reconsideration-for-private-providers

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	Hawaii Compliance Express (HCE)	https://vendors.ehawaii.gov/hce/splash/welcome.html
9	Department of Taxation	http://hawaii.gov/tax/
10	Wages and Labor Law Compliance, HRS §103-055	http://capitol.hawaii.gov/hrscurrent
11	Department of Commerce and Consumer Affairs, Business Registration	http://hawaii.gov/dcca click "Business Registration"
12	Campaign Spending Commission	http://hawaii.gov/campaign

1.3 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 application by a prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

1.4 RFP Organization

This RFP is organized into 5 sections:

Section 1, Administrative Overview - The procurement process; requirements for awardees.

Section 2, Service Specifications - Services to be delivered, applicant responsibilities, requirements for the proposal application.

Section 3, Proposal Application – General and specific instructions for proposal application submission.

Section 4, Evaluation - The method by which proposal applications will be evaluated.

Section 5, Attachments - Information and forms necessary to complete the application.5

1.5 Contracting Office

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

Department of Human Services
Division of Vocational Rehabilitation
600 Kapiolani Blvd., Room 304
Honolulu, Hawaii 96813
Phone: (808) 586-9746 Fax: (808) 586-9755
lgokan@dhs.hawaii.gov

1.6 RFP Contact Person

From the release date of this RFP until the selection of the successful provider(s), any inquiries and requests shall be directed to the sole point-of-contact identified below.

Lorene Gokan
808-586-9746
lgokan@dhs.hawaii.gov

1.7 Orientation

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

Date: December 17, 2012 **Time:** 1:30 p.m. – 3:30 p.m.
Location: Via Teleconference – contact Lorene for a call in number

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 subsection 1.8, Submission of Questions.

1.8 Submission of Questions

Applicants may submit written questions to the RFP Contact Person identified in subsection 1.6. Written question should be received by the date and time specified in the procurement schedule in subsection 1.1. The purchasing agency will respond to written questions by way of an addendum to the RFP.

1.9 Discussions with Applicants

Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements prior to the submittal deadline. Discussions may also 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 §3-143-403.

1.10 Multiple or Alternate Proposals

Multiple/alternate proposals are not applicable to this RFP.

1.11 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.

1.12 Opening of Proposals

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

1.13 Additional Materials and Documentation

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

1.14 Public Inspection

Procurement files shall be open to public inspection after contracts have been awarded and executed by all parties.

1.15 RFP Addenda

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

1.16 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 best and final revised proposal.

1.17 Cancellation of Request for Proposals

The request for proposals may be canceled when it is determined to be in the best interests of the State in accordance with HAR §3-143-613.

1.18 Costs for Proposal Preparation

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

1.19 Provider Participation in Planning

Provider(s), awarded a contract resulting from this RFP,

are required

are not required

to participate in the purchasing agency's future development of a service delivery plan pursuant to HRS §103F-203.

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the release of a request for proposals, shall not disqualify providers from submitting proposals if conducted in accordance with HAR §§3-142-202, 3-142-203.

1.20 Rejection of Proposals

A proposal offering a set of terms and conditions contradictory to those included in this RFP may be rejected. A proposal may be rejected for any of the following reasons:

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

1.21 Notice of Award

A statement of findings and decision shall be provided to each responsive and responsible applicant 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 provider(s) awarded a contract prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

1.22 Protests

Pursuant to HRS §103F-501 and HAR Chapter 148, an applicant aggrieved by an award of a contract may file a protest. The Notice of Protest form, SPOH-801, and related forms are available on the SPO website. (See subsection 1.1, Website Reference for website address.) 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: Patricia McManaman	Name: Lorene Gokan
Title: Director of Human Services	Title: Program Specialist
Mailing Address: PO Box 339 Honolulu, HI 96809	Mailing Address: 600 Kapiolani Blvd. Room 304 Honolulu, HI 96813
Business Address: 1390 Miller Street, Room 209 Honolulu, HI 96813	Business Address: 600 Kapiolani Blvd. Room 304 Honolulu, HI 96813

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

1.24 Hawaii Compliance Express (HCE)

All providers shall comply with all laws governing entities doing business in the State. Providers shall register with HCE for online compliance verification from the Hawaii State Department of Taxation (DOTAX), Internal Revenue Service (IRS), Department of Labor and Industrial Relations (DLIR), and Department of Commerce and Consumer Affairs (DCCA). There is a nominal annual registration fee (currently \$12) for the service. The HCE's online "Certificate of Vendor Compliance" 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 **subsection 1.2, Website Reference**, for HCE's website address.

- A. **Tax Clearance.** Pursuant to HRS §103-53, as a prerequisite to entering into contracts of \$25,000 or more, providers are required to have a tax clearance from DOTAX and the IRS. (See subsection 1.2, Website Reference for DOTAX and IRS website address.)
- B. **Labor Law Compliance.** Pursuant to HRS §103-55, providers shall be in compliance with all applicable laws of the federal and state governments relating to workers' compensation, unemployment compensation, payment of wages, and safety. (See subsection 1.2, Website Reference for DLIR website address.)

- C. **DCCA Business Registration.** 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 shall be registered and in good standing with the DCCA, Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See subsection 1.2, Website Reference for DCCA website address.)

1.25 Wages Law Compliance

If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS §103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to HRS §103-55, at the Hawaii State Legislature website. (See subsection 1.2, Website Reference for DLIR website address.)

1.26 Campaign Contributions by State and County Contractors

HRS §11-355 prohibits campaign contributions from certain State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. Refer to HRS §11-355. (See subsection 1.2, Website Reference for Campaign Spending Commission website address.)

1.27 General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

Section 2 Service Specifications

2.1 Overview, Purpose or Need, and Goals of Service

State of Hawaii, Department of Human Services, Division of Vocational Rehabilitation (DVR), provides vocational rehabilitation services to eligible individuals with disabilities to enable them to achieve meaningful employment. Psychological assessment services contribute to the determination of an individual's eligibility for the DVR program and the needs of the individual in their achievement of an employment outcome.

2.2 Planning Activities

Request for Information was posted on November 16, 2012 with a deadline of November 26, 2012 for written responses.

2.3 Demographics and Funding

Target population to be served:	Individuals with disabilities, or stated disabilities, who has applied for or a current client of DVR. Target population includes <u>persons who are blind, deaf, or deaf-blind.</u>
Geographic coverage of service:	<u>Statewide. Services are being sought for the islands of Kauai, Oahu, Maui and Molokai. For the island of Hawaii, services are being sought for both the Hilo and Kona areas.</u>

Probable funding amounts, source, and period of availability:

State and Federal funds are available for two years. Probable funding amounts are listed below:

SFY 2013 - 2014:	\$150,000
SFY 2014 - 2015:	\$150,000

2.4 Contract Award and Term

Single or multiple contracts to be awarded (HAR §3-143-206):

Single Multiple Single & Multiple

Criteria for multiple awards: Geographic coverage of service, more than one provider may be needed to furnish quantities needed by the agency.

Term of Contract(s)

Initial term:	<u>July 1, 2013 – June 30, 2015</u>
Length of each extension:	<u>NA</u>
Number of possible extensions	<u>None</u>
Maximum length of contract:	<u>July 1, 2013 – June 30, 2015</u>

Conditions for Extension: NA

2.5 Secondary Purchaser Participation

(Refer to HAR §3-143-608)

After-the-fact secondary purchases will be allowed.

Planned secondary purchases: None

2.6 Service Activities

The contractors shall conduct intellectual, personality, and/or neuropsychological assessments and submit a narrative report of their assessment in a timely basis.

2.7 Qualifications**A. Experience**

The applicant shall demonstrate that he or she has the necessary experience relating to the delivery of the proposed services.

B. Organization

The State (represented by the DVR Branch Administrator) shall provide guidelines and program direction to the provider and shall collaborate to coordinate psychological evaluation services.

- 1) The provider shall utilize appropriate reports and records pertaining to the provision of services in accordance with standards developed by DVR. Reports and records shall be maintained by the Provider and made available for monitoring and reviewed by DVR staff upon request.
- 2) Comply with Section 504 of the Rehabilitation Act of 1973, as amended, and requirements pursuant to 34 CFR part 104.
- 3) Comply with provision of Hawaii Revised Statutes (HRS) Chapter 371 Part II, Language Access.

- 4) Comply with the following changes to the Standard Contract – General Conditions.

General Condition 1.4 is replaced with the following:

Insurance Requirements. PROVIDER shall obtain from a company authorized by law to issue such insurance in the State of Hawaii (or meet Section 431:8-301, Hawaii Revised Statutes, if utilizing an insurance company not licensed by the State of Hawai`i), as follows:

Occurrence Based Commercial General Liability Insurance: No less than one million dollars (\$1,000,000.00) per occurrence and two million dollars (\$2,000,000.00) in the aggregate for bodily injury and property damage. The insurance policy shall be on an occurrence basis, rather than claims made.

Professional Liability Insurance: If applicable, no less than one million dollars (\$1,000,000.00) per claim and two million dollars (\$2,000,000.00) annual aggregate.

All insurance coverage shall be primary and shall cover the insured for all work to be performed under the Contract, including changes, and all work performed incidental thereto or directly or indirectly connected therewith. PROVIDER shall maintain in effect all insurance until the STATE certifies that PROVIDER's work under the Contract has been completed satisfactorily.

The insurance policies shall also provide that:

- 1) It is agreed that any insurance maintained by the State of Hawaii will apply in excess of, and not contribute with, insurance provided by this policy; and
- 2) The STATE and its officers and employees are Additional Insureds with respect to operations performed for the State of Hawaii.

Prior to or upon execution of the Agreement, PROVIDER shall obtain and provide to the STATE a certificate of insurance verifying the existence of the insurance coverage in the amounts stated above. The certificate shall indicate that the STATE and its officers and employees are Additional Insureds.

PROVIDER shall immediately provide written notice to the contracting department or agency should any of the insurance policies evidenced on its certificate of insurance forms be cancelled, limited in scope, or not renewed upon expiration.

Should the insurance coverages be cancelled, limited in scope, or not renewed upon expiration, before PROVIDER’s work under the Contract is certified by the STATE to have been completed satisfactorily, PROVIDER shall immediately procure replacement insurance that complies in all respects with the requirements of this section, and provide a current certificate of insurance to the STATE.

If the scheduled expiration date of the insurance policy is earlier than the expiration date of the time of performance under the Agreement, the PROVIDER shall timely renew the policy and provide the STATE an updated certificate of insurance.

Nothing in the insurance requirements of this Contract shall be construed as limiting the extent of PROVIDER’s responsibility for payment of damages resulting from its operations under this Contract, including PROVIDER’s separate and independent duty to defend, indemnify, and hold the STATE and its officers and employees harmless pursuant to other provisions of this Contract.

C. Personnel

Provider must be licensed in the State of Hawaii to do psychological evaluations.

D. Facilities

Applicants shall provide the services in a facility or office at a specific site that is adequate in relation to the proposed services, have special equipment required by consumers for equal access to all the services and facilities, and shall meet the Americans with Disabilities Act (ADA) requirements.

2.8 Pricing Structure

Cost Reimbursement.

Fees are the maximum allowed and not subject to negotiation.

1) Specific Assessments	
a. Intelligence	\$144.00
b. Personality	\$144.00
2) Combined Assessment	
Intelligence and Personality	\$288.00
3) Neuropsychological Assessment	
Including Intelligence/Personality	\$566.00

2.9 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.

Statements regarding litigation will not carry any point value but are required.

2.10 Reporting Requirements for Program and Fiscal Data

Psychological and/or neuropsychological reports will be completed and sent to the referring counselor in a timely manner as determined by the State.

2.11 Monitoring and Evaluation

The criteria by which the performance of the contract will be monitored and evaluated are:

- Timeliness of assessment after receipt of referral.
- Timeliness of report upon completion of the assessment.

Section 3

Proposal Application

3.1 Instructions for Completing and Submitting Proposal Application

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section and section 2.*
- *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 when completing the proposal.*
- *The proposal application documents shall be submitted in the following order:*

Proposal Application Identification Form (SPO-H-200)

Table of Contents- Include a listing of all documents included in the application.

Proposal Application Short-Form 1

1. Title Page
2. Letter Stating an Interest in Delivering the Proposed Services
3. Experience and capability
4. Ability to Meet Agency Needs
5. Facilities
6. Litigation

3.2 Specific Proposal Application Instructions

3.2.1 Title Page containing RFP Number and Contact information of the Applicant

3.2.2 Letter Stating an Interest in Delivering the Proposed Services

Applicant shall state in writing their interest in delivering the proposed services.

3.2.3 Experience and Capability

a) Necessary Skills

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

b) Experience

The applicant shall demonstrate that he/she has the necessary experience relating to the delivery of the proposed services. The applicant shall submit the following:

- i. Current Vitae and a copy of appropriate State license and professional certification.
- ii. A listing of verifiable experience with projects or contracts in the last three years that includes the number of psychological assessments performed for vocational rehabilitation or other public agency. (Applicants who are currently delivering these services to DVR need not address this criterion as their application will be based on their current performance.)

c) Quality Assurance and Evaluation

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

3.2.4 Ability to Meet Agency Needs

The applicants shall describe in writing their ability to meet the needs of the agency in the following areas:

a) Reliability

- i. Consistently schedule an assessment for the Vocational Rehabilitation applicant or client within two weeks of receipt of referral by the counselor.
- ii. Consistently provide a written report within two weeks of the conclusion of the assessment.

b) Effectiveness

(Applicants who are currently delivering these services to DVR need not address this criterion as their application will be based on their current performance.)

- i. Facilitate the counselor's understanding of the applicant or client through the assessment.

- ii. Facilitate the counselor's decision making about and with the client through the assessment.

3.2.5 Facilities

Applicants shall provide the services in a facility or office at a specific site that is adequate in relation to the proposed services, have special equipment required by consumers for equal access to all the services and facilities, and shall meet the Americans with Disabilities Act (ADA) requirements.

3.2.6 Litigation

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment. If applicable, please provide an explanation. (Statements regarding litigation will not carry any point value but are required.)

Section 4

Proposal Evaluation

4.1 Evaluation Process

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

4.2 Evaluation Criteria

On the next page is a sample of the evaluation sheet that will be used to evaluate proposal applications. Applicants will receive a report similar to the attached when upon completion of the evaluation process

4.1.1 Qualifications - Evaluation Criteria (100 total points)

- A. Experience and Capability (50 points)**
 - Necessary Skills
 - Experience
 - Quality Assurance and Evaluation

- B. Ability to Meet Agency Needs (40 points)**
 - Reliability
 - Effectiveness

- C. Facilities (10 points)**
 - Meets ADA Requirements