

## **Section 3**

# **Proposal Application Instructions**

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### 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*
- *Matrix of Training Courses*
- *Course Catalogue*
- *Other*

#### I. Program Overview

Applicant shall give a brief overview to orient evaluators as to the program/services being offered. Include a comprehensive description of the Applicant's organization, length of time in operation, number of employees/instructors, discuss instructor's experience, and the nature of the service activity.

## **II. Experience and Capability**

### **A. Necessary Skills**

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

### **B. Experience**

The applicant shall provide a description of projects/contracts pertinent to the proposed services. The Applicant shall also provide a listing of verifiable experience with projects or contracts for the most recent 12 months that are pertinent to the proposed services. The information should contain, but not be limited to, the following information:

- Period for which information is being reported;
- Number of persons registered for courses;
- Number of registrants who completed courses and completion rate;
- Percent of trainees who completed specialized courses that lead to certification (if applicable);
- Types of courses offered;
- A list of references including points of contact, e-mail addresses, and phone numbers. The state purchasing agency reserves the right to contact references to verify experience.

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

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology. Applicant shall also agree to administer attendance sign-in sheet and course evaluations of ETF participants in a format designated by the state purchasing agency.

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

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

### **E. Facilities**

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

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

#### **A. Staffing**

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

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. Please note: Pursuant to the Special Conditions of this Agreement, class size shall not exceed a student to teacher ratio of 60:1. (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)

#### **G. 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.

#### **A. Training Services**

##### **1. Catalog Courses**

- a. For EACH geographical location in which training is offered, identify the types of program areas and courses offered by completing the Matrix of Training Courses provided at the end of this section.
  - b. Provide a description and prerequisites (if applicable) of each course.
  - c. Describe how these courses are advertised and how courses are made available to the general public for enrollment. This may be addressed by referencing information in brochures, catalogues, or other material that should be attached. References should clearly state the publication, the page number, and section heading.
2. Examinations
- a. Indicate whether examinations for specialized courses that lead to national or State certification will be offered.
  - b. If yes, identify the certification examinations and the type of State or nationally recognized certification that may be obtained. Also identify whether examinations are offered separately or as part of a comprehensive curriculum.
3. Additional Classes
- State whether or not vendor would be willing to offer additional classes outside of those listed in the course catalogue or syllabus.
4. Training Facilities
- a. Identify the location of all potential training facilities to be used during the time of performance and describe how they are conducive to optimum learning. Describe how the facilities meet ADA requirements.
  - b. Describe how each facility is equipped with the capacity to provide the training required. If personal computers are used, describe the version of software, their processor speed and Random Access Memory (RAM). Also, describe the types of supplies and equipment that are afforded to each student and how they meet federal, state, and local health and safety standards.
  - c. Explain what steps are taken to ensure that training will accommodate trainees with disabilities and/or limited English proficiency.

- d. Describe parking accommodations available and/or afforded to the students. The description shall include location of parking facility, distance from training site, and cost, as applicable. Describe how they comply with ADA requirements.

5. Instructional Materials

- a. Identify instructional materials to be afforded to each student.
- b. Describe frequency for updating instructional materials to reflect changes in course content and curriculum.
- c. Describe process for modifying training course content and/or facility to conform to changes in industry standards.

6. Class Size

Describe the instructor/student ratio and how the class is conducive to optimum learning (i.e. air conditioned, student hand-outs, PowerPoint presentations, audible devices, etc.). Please note: Pursuant to the Special Conditions of this Agreement, class size shall not exceed a student to teacher ratio of 60:1. Special exceptions may be granted to providers who exceed the class size with prior written approval from WDD. Justification for conducting classes beyond the 60:1 student/teacher ratio must be provided.

7. Registrations and Cancellations

State whether or not Applicant agrees with the terms and conditions set forth in Section 2 of this RFP.

**B. Management and Administrative Requirements**

1. Personnel

- a. Describe the position descriptions and qualifications of the personnel to be used to instruct students in each course offered and how often these instructors are supervised or evaluated by qualified personnel.
- b. Describe the process to ensure that instructors possess one (1) year full-time experience in teaching courses being offered (See Section 2, III. B. 1., item b).
- c. Describe the process to ensure that instructors are proficient in the subjects being taught.

- d. Describe the process to ensure that for the specialized courses that lead to certification, instructors have current certification/license.
- e. Describe the process used to ensure that there is qualified fiscal staff and other administrative staff to properly account for all funds received and insure the sound administration of the training.

2. Administrative Requirements

- a. Describe the system that will be used to confirm whether the participant who registered for a class actually attended the class.
- b. If awarded a contract under this RFP, Applicant shall provide the following documentation prior to execution of the Agreement:
  - 1) Certificate of Vendor Compliance from Hawaii Compliance Express (see Section 1, VIII., item G.); and,
  - 2) Evidence of accreditation or licensure required under federal, state, or county ordinances, codes and rules to provide training services such as current license from the Department of Education, Adult Education or an exemption letter thereof (see Section 2, II. A., item 4.).

3. Commonly Accepted Accounting Procedures

Describe what process is in place to ensure that commonly acceptable accounting procedures, standards, and practices, which are acceptable to the State, are applied.

4. Records Retention

Describe process to retain documents, papers, books, records and other evidence which are pertinent to the contract awarded for a period of seven (7) years from the date of final payment, or the date of the resolution of any findings, whichever occurs later.

5. Confidentiality

Describe the procedures that will be used to ensure client data is secured and made available only to appropriate personnel and organizations.

6. Advertising/Promotional Activities

State whether or not Applicant agrees with the terms and conditions set forth in Section 2, III. B. 2., item f., of this RFP.

7. Non-Discrimination Requirements

Describe process for complying with all applicable federal and state laws prohibiting discrimination against any person participating in the training activity funded by the State on the grounds of race, color, national origin, religion, creed, sex, age, sexual orientation, marital status, handicap, or arrest and court records.

8. Quality Assurance and Evaluation Specifications

a. Monitoring

Describe the process for monitoring the quality of training courses, ensuring the overall compliance with contract terms, and ensuring that sound administrative practices are used.

b. Evaluation

- Describe process for obtaining and maintaining written course evaluations from trainees.
- Describe how this information is used.

9. Outcomes and Performance Measurements

Describe process for ensuring that minimum performance measurements are met.

## V. Financial

### A. Pricing Structure

Applicant shall submit a cost proposal utilizing the Unit Rate method of payment. Pricing is based on the delivery of a defined unit of service as defined in the RFP. Therefore, no initial payment or payments in advance will be made.

Applicants shall propose the best rate per unit of service. Applicants shall provide tuition amounts for each course, including discounts (if any) and amount of tax, if applicable, to the state purchasing agency, in the Matrix of Training Courses format contained in section 5 of this RFP (see also Section 2, III., item A.).

No budget forms are required pursuant to this RFP.

**B. Other Financial Related Materials**

**Accounting System**

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, a copy of the applicant's most recent financial audit (from the last five years if available) is requested as part of the Proposal Application (may be attached).

**Payment To Vendors**

Preference is given to applicants that will accept State of Hawaii Purchasing Card (ie. Credit Card) as a form of payment method.

**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.