

State of Hawaii  
Department of Labor and Industrial Relations

## **Office of Community Services**

### **Request for Proposals**

**RFP No. OCS LBR 903-03 \_16**

## **IMMIGRANT RESOURCE CENTERS**

December 24, 2014

**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.*

DAVID Y. IGE  
GOVERNOR

SHAN S. TSUTSUI  
LT. GOVERNOR



DWIGHT TAKAMINE  
DIRECTOR

Jade Butay  
DEPUTY DIRECTOR

MILA KA'AHANUI  
EXECUTIVE DIRECTOR

STATE OF HAWAII  
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS  
**OFFICE OF COMMUNITY  
SERVICES**

830 PUNCHBOWL STREET, ROOM 420  
HONOLULU, HAWAII 96813  
[www.hawaii.gov/labor](http://www.hawaii.gov/labor)  
Phone: (808) 586-8675 / Fax: (808) 586-8685  
[Email: dlir.ocs@hawaii.gov](mailto:dlir.ocs@hawaii.gov)

December 24, 2014

Dear Applicant:

SUBJECT: REQUESTS FOR PROPOSALS (RFPs) FOR  
STATE FISCAL BIENNIUM (FB) 2016-2017

The Office of Community Services (OCS), an Office administratively attached to the Department of Labor and Industrial Relations (DLIR), is soliciting proposals from qualified applicants to provide the human services listed below for State Fiscal Years 2016 and 2017.

OCS is continuing a series of programs pursuant to its plans for Improving Lives and Strengthening Communities. The client communities to be served by these programs are low-income new immigrants, including COFA migrants..

OCS expects that the successful applicants pursuant to these RFPs will cooperate, coordinate, and collaborate in providing an integrated series of resources and services for the client communities that are to be served by these proposals.

<u>RFP No.</u>	<u>Service Activity Title</u>
<b>LBR 903-01_16</b>	<b>Employment Core Services for Low-Income Persons</b>
<b>LBR 903-02_16</b>	<b>Employment Core Services for Immigrants</b>
<b>LBR 903-03_16</b>	<b>Immigrant Resource Centers</b>

Applicant  
December 24, 2014  
Page 2

All prospective applicants are hereby notified that this RFP for competitive purchase of services is issued under the provisions of the Hawaii Revised Statutes, Chapter 103F and its administrative rules.

The enclosed materials outline the application requirements of RFP No. OCS LBR 903-03\_16, for Immigrant Resource Centers. Included for your use are the administrative requirements, service specifications, proposal applications, budget instructions, as well as other reference materials. Prior to application submittal, it is imperative that the applicants closely review all information and follow detailed instructions provided.

DLIR-OCS will conduct an RFP orientation session on January 7, 2015 from 11:00 a.m. to 12 noon, at the OCS Conference Room located at 830 Punchbowl Street, Rm. 420, Honolulu, Hawaii. All prospective applicants are strongly encouraged to attend the session.

Proposals postmarked after Friday, February 20, 2015, or hand delivered after 4:30 p.m. H.S.T. on Friday, February 20, 2015, shall be considered late and rejected. There are no exceptions to this requirement. Proposals delivered by facsimile transmission or e-mail will not be accepted. Two originals and one electronic copy on a memory stick of the full proposal are required.

DLIR-OCS reserves the right to amend the terms of this RFP, to issue addenda, or to withdraw this RFP at any time.

All questions or inquiries regarding these RFPs should be directed to the RFP Point of Contact, Ms. Denise M. Pierson, by mail at 830 Punchbowl Street, Room 420, Honolulu, Hawaii 96813, or e-mail at [denise.m.pierson@hawaii.gov](mailto:denise.m.pierson@hawaii.gov) or by telephone to (808) 586-8675. Thank you for your interest in applying and for working with us to provide quality services.

Sincerely,

MILA S. KAAHANUI, MSW  
-----  
Executive Director

**AN EQUAL OPPORTUNITY AGENCY**

## PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

**NUMBER OF COPIES TO BE SUBMITTED: TWO (2) originals and one electronic copy on a memory stick with full proposal**

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN February 20, 2015 and received by the state purchasing agency no later than 10 days from the submittal deadline.

### All Mail-ins

### OCS RFP COORDINATOR

Department of Labor and Industrial Relations  
Office of Community Services  
830 Punchbowl Street, Room 420  
Honolulu, HI 96813

Denise M. Pierson  
830 Punchbowl Street, Room 420  
Honolulu, HI 96813  
Denise.M.Pierson@Hawaii.Gov

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), FEBRUARY 20, 2015**. 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., **FEBRUARY 20, 2015**.

### Drop-off Sites

NUMBER OF COPIES TO BE SUBMITTED:  
TWO (2) originals and one electronic copy on a  
memory stick with full proposal.

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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.**

### 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.**

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	<u>December 24,2014</u>
Distribution of RFP	<u>December 24,2014</u>
RFP orientation session	<u>January 7, 2015</u>
Closing date for submission of written questions for written responses	<u>January 22, 2015</u>
State purchasing agency's response to applicants' written questions	<u>January 29, 2015</u>
Discussions with applicant prior to proposal submittal deadline (optional)	<u>January 29, 2015</u>
Proposal submittal deadline	<u>February 20, 2015</u>
Discussions with applicant after proposal submittal deadline (optional)	<u>February 23, 2015</u>
Final revised proposals (optional)	<u>February 27, 2015</u>
Proposal evaluation period	<u>February 27 =</u>
	April 3,2015
Provider selection	<u>April 13, 2015</u>
Notice of statement of findings and decision	<u>April 15, 2015</u>
Contract start date	<u>July 1, 2015</u>

## 1.2 Website Reference Website Reference

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

	<b>For</b>	<b>Click on “Doing Business with the State” tab or</b>
1	Procurement of Health and Human Services	<a href="http://hawaii.gov/spo/health-human-svcs/doing-business-with-the-state-to-provide-health-and-human-services">http://hawaii.gov/spo/health-human-svcs/doing-business-with-the-state-to-provide-health-and-human-services</a>
2	RFP website	<a href="http://hawaii.gov/spo/general/procurement-notice-for-solicitations">http://hawaii.gov/spo/general/procurement-notice-for-solicitations</a>
3	Hawaii Revised Statutes (HRS) and Hawaii Administrative Rules (HAR) for Purchases of Health and Human Services	<a href="http://hawaii.gov/spo/general/statutes-and-rules/procurement-statutes-and-administrative-rules">http://hawaii.gov/spo/general/statutes-and-rules/procurement-statutes-and-administrative-rules</a>
4	Forms	<a href="http://hawaii.gov/spo/statutes-and-rules/general/spo-forms">http://hawaii.gov/spo/statutes-and-rules/general/spo-forms</a>
5	Cost Principles	<a href="http://hawaii.gov/spo/health-human-svcs/cost-principles-for-procurement-of-health-and-human-services">http://hawaii.gov/spo/health-human-svcs/cost-principles-for-procurement-of-health-and-human-services</a>
6	Standard Contract -General Conditions, AG103F13	<a href="http://hawaii.gov/spo/general/gen-cond/general-conditions-for-contracts">http://hawaii.gov/spo/general/gen-cond/general-conditions-for-contracts</a>
7	Protest Forms/Procedures	<a href="http://hawaii.gov/spo/health-human-svcs/protestsreqforreconsideration/protests-requests-for-reconsideration-for-private-providers">http://hawaii.gov/spo/health-human-svcs/protestsreqforreconsideration/protests-requests-for-reconsideration-for-private-providers</a>

### 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>)

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

## 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 by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

## 1.4 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.

## 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:

**Office of Community Services  
Department of Labor and Industrial Relations, State of Hawaii  
830 Punchbowl Street, Room 420  
Honolulu, Hawaii 96813  
Phone: (808) 586-8675 Fax: (808) 586-8685**

## 1.6 RFP Point of Contact

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.

Denise M. Pierson  
Phone: (808) 586-8675  
Fax: (808) 586-8680  
[Email: Denise.M.Pierson@hawaii.gov](mailto:Denise.M.Pierson@hawaii.gov)

## 1.7 Orientation

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

**Date:** January 7, 2015      **Time:** 11:00 a.m.  
**Location:** 830 Punchbowl St. Rm. 420, Honolulu 96813

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 Section 1.8, Submission of Questions.

## 1.8 Submission of Questions

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

Deadline for submission of written questions:

**Date:** January 22, 2015      **Time:** 4:30 p.m. HST

State agency responses to applicant written questions will be provided

by: **Date:** January 29, 2015

## 1.9 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 Section 1.2, Website Reference. Refer to the Section 5, Proposal Application Checklist for the location of program specific forms.

1. **Proposal Application Identification (Form SPOH-200).** Provides applicant proposal identification.
2. **Proposal Application Checklist.** The checklist provides applicants specific program requirements, reference and location of required RFP proposal forms, and the order in which all proposal components should be collated 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 SPOH-200A).** Applicant shall submit comprehensive narratives that address all proposal requirements specified in Section 3, Proposal Application Instructions, including a cost proposal/budget, if required.

## **B. Program-Specific Requirements**

Program-specific requirements are included in Sections 2 and 3, as applicable. Required Federal and/or State certifications are listed on the Proposal Application Checklist in Section 5.

## **C. Multiple or Alternative Proposals**

Multiple or alternative proposals shall not be accepted unless specifically provided for in Section 2.

**D. 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 **Section 1.2, Website Reference**, for HCE's website address.

**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 Section 1.2, Website Reference for DOTAX and IRS website address.)

**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 Section 1.2, Website Reference for DLIR website address.)

**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. More information is on the DCCA website. (See Section 1.2, Website Reference for DCCA website address.)

**E. Wage 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 Section 1.2, Website Reference for DLIR website address.)

**F. 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 Section 1.2, Website Reference for Campaign Spending Commission website address.)

## **G. 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.

*The State will not be bound by an applicant's claims of confidentiality, but will make an independent assessment of any such claims.*

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

## **H. 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, or as amended. 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, or as amended. Proposals shall be rejected when:

1. Postmarked after the designated date; or
2. Postmarked by the designated date but not received within 10 days from the submittal deadline; or
3. 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.

## **1.10 Discussions with Applicants Prior to Submittal Deadline**

Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.

### **A. 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 with HAR §3-143-403.

## **1.11 Opening of Proposals**

Upon the state purchasing agency's receipt of a proposal 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.

## **1.12 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.

## **1.13 RFP Amendments**

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

## **1.14 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 final revised proposal. *The applicant shall submit only the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPOH-200).* After final revised proposals are received, final evaluations will be conducted for an award.

## **1.15 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 interest of the State.

## **1.16 Costs for Proposal Preparation**

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

## **1.17 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 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 §§3-142-202 and 3-142-203.

## **1.18 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:

- A. Rejection for failure to cooperate or deal in good faith. (HAR §3-141-201)
- B. Rejection for inadequate accounting system. (HAR §3-141-202)
- C. Late proposals (HAR §3-143-603)
- D. Inadequate response to request for proposals (HAR §3-143-609)
- E. Proposal not responsive (HAR §3-143-610(a)(1))
- F. Applicant not responsible (HAR §3-143-610(a)(2))

## **1.19 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.

## **1.20 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 Section 1.2, 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.

<b>Head of State Purchasing Agency</b>	<b>Procurement Officer</b>
Name: Mila Kaahanui	Name: Denise M. Pierson
Title: Executive Director	Title: Contract, Performance, and Evaluation Administrator
Mailing Address: 830 Punchbowl Street, Rm. 420 Honolulu, Hawaii 96813	Mailing Address: 830 Punchbowl Street, Rm. 420 Honolulu, Hawaii 96813
Business Address: Same	Business Address: Same

### **1.21 Availability of Funds**

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

### **1.22 General and Special Conditions of Contract**

The general conditions that will be imposed contractually are on the SPO website. (See Section 1.2, Website Reference for website address.) Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

### **1.23 Cost Principles**

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 SPOH-201, which is available on the SPO website. (See subsection 1.2 Website Reference for website address.) 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**

### **2.1 Introduction**

#### **A. Overview, Purpose or Need**

The past several decades have seen a significant increase in the number of people in poverty and immigrants from Asia and the Pacific region. Many of these recent immigrants are limited English proficient (LEP), which affects their ability to access services that promote success in the workforce, economic self-sufficiency, and social adjustment. Continued growth in the numbers of these LEP individuals will affect the social landscape and economic conditions of Hawaii into the foreseeable future.

For Hawaii to compete nationally and globally with domestic and foreign producers of goods and services, employers require workers with appropriate communication, literacy, cultural proficiency, and occupational skills. A substantial proportion of the immigrants lack the information to access available services, resources, and benefits. The resulting demand for a coordinated, multidisciplinary approach to facilitate access for this target population to health, social, employment and educational services is generating new challenges for the State and non-profit service providers.

The purpose of this procurement is to contract Immigrant Resource Center (IRC) services statewide to provide easy access for new immigrants to a variety of coordinated, integrated services that promote economic self-sufficiency and social adjustment. OCS envisions the IRC(s) in each county as an entry point or a “door” to publicly administered health and human services, including employment and training programs, citizenship training, legal, financial literacy, asset development, and acculturation services. OCS further envisions the IRC as a cross-cultural hub and a safe place for linguistically and culturally challenged individuals to seek assistance in navigating the system of public and private sector information resources and other services.

IRC services include, but are not limited to, outreach, intake, assessment/case management, supportive counseling, information and referral services, and acculturation training. Priority is given to new arrivals.

#### **B. Planning Activities Conducted In Preparation for this RFP**

Besides the ongoing work that OCS does in maintaining contact with its service providers and the communities that they serve, OCS conducted a series of community needs assessment meetings which were attended by members of disadvantaged communities. These meetings were held in Hilo on May 16, 2012, Honolulu on June 18, 2012, Kahului on June 21, 2012, and Lihue on July 9, 2012. OCS also conducted a statewide meeting of government and non-profit sector service agencies at the State Capitol on June 27, 2012.

OCS engaged in a detailed review of the published literature on poverty in Hawaii, and on the social and economic situations faced by the Micronesian, Filipino, and Hispanic communities in Hawaii, and on the Native Hawaiian community. (These studies by OCS have been briefly summarized in its report entitled “New Day Plan for Improving Lives and Strengthening Communities,” published in September 2012, and available on the OCS website, [www.hawaii.gov/labor/ocs](http://www.hawaii.gov/labor/ocs).)

OCS issued a Request for Information (RFI), pursuant to HAR §3-142-202, on July 27, 2012 and conducted RFI meetings during the week of August 20, 2012. From these meetings, OCS issued its first set of RFPs for this program in early 2013, and contracts were issued thereafter.

It has now been nearly two years since this program was launched. To help update the program and address emerging service issues, OCS issued a Request for Information (RFI), pursuant to HAR §3-142-202, on November 3, 2014 and conducted an RFI meeting on November 13, 2014. The provisions of this RFP take into account information provided in the responses to the RFI.

**C. Description of the Service Goals**

The goal of the services provided under this program is to promote economic self-sufficiency and reduce barriers to social adjustment for immigrants by improving their ability to access appropriate services, resources, and benefits.

**D. Description of the Target Population to Be Served**

The target population for these services comprises low-income immigrants, COFA migrants, and refugees whose household income is below 200% of the Federal Poverty Guidelines for Hawaii.

**E. Geographic Coverage of Service**

The geographic coverage of service for this RFP is Statewide. Applicants must be able to demonstrate the area they propose to serve contains significant amounts of the target populations. Applicants may propose to serve one or more counties. Applicants must specify the counties, and the geographic areas within those counties, that they are proposing to serve.

**F. Probable Funding Amounts, Source, and Period of Availability**

Subject to availability of funds, \$700,000 in State General Funds is suggested for each year of \State Fiscal Biennium 2016 and 2017, for all five centers. Funding is anticipated to be from State sources, although the source of funding may be subject to change prior to the effective date and over the life of the contract.

The suggested funding for Honolulu is based on the expectation that there will be at least two IRCs within that county which will share the funds available for

Honolulu. The actual funding by county may differ from the suggested funding amounts. The applicant is encouraged to apply for the funding amount it determines is needed to provide the required services in the areas for which it applies.

## **2.2 Contract Monitoring and Evaluation**

Contracts under this RFP will be monitored on-site and from the office. Monitoring activities will include reviews of all reports, interviews with staff and clients, and fiscal reviews including invoice testing and internal control supports. Monitoring will be based on activities in each of the following areas:

### **A. Performance/Outcome Measures**

Activities will include comparison of reported outcomes and service activities to documentation substantiating claims, interviews with clients to ensure reported services were received, and other such measures.

### **B. Output Measures**

Activities will include comparisons of sign-in sheets to reports or other documents to substantiate accurate numbers of people, or other documents such as Intake documents and surveys to assure accuracy.

### **C. Quality of Care/Quality of Services**

Activities will include interviews with clients to ensure product satisfaction, as well as interviews with staff to gauge internal capacity to assess and improve services.

### **D. Financial Management**

Activities will include risk assessment through examination of fiscal policies and procedures, and reconciling payment claims to actual service activities.

### **E. Administrative Requirements**

Activities will include compliance testing, review of practices and costs to applicable cost principles, statutes, etc., and use of State funds for lobbying or other prohibited expenditure categories.

OCS reserves the right to conduct additional monitoring based on contract

performance. **2.3 GENERAL REQUIREMENTS**

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

1. The applicant shall hold all licenses, permits and accreditations, and meet all standards required by applicable federal, state and county laws, ordinances, codes and rules to provide services. The applicant shall also be in good standing with required licensing bodies, and in compliance with professional standards and requirements.
2. The applicant shall have a minimum of one-year experience in Hawaii providing assistance to low-income persons, and/or immigrants.
3. The applicant shall comply with Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201, which can be found on the SPO website (Subsection 1-2, Website Reference).
4. The applicant must provide reasonable accommodations to assure capacity to deliver services to participants with physical limitations.

**B. Secondary Purchaser Participation**

(Refer to HAR §3-143-608)

After-the-fact secondary purchases will be allowed subject to the approval of the State.

Planned secondary purchases

NONE

**C. Multiple or Alternate Proposals**

(Refer to HAR §3-143-605)

Allowed                       Unallowed

**D. Single or Multiple Contracts to Be Awarded**

(Refer to HAR §3-143-206)

Single                       Multiple                       Single & Multiple

Criteria for multiple awards: When advantageous to the State, multiple awards may be made. These may be awarded when a single proposal is insufficient to cover the entire geographic area, when multiple proposals with different treatment modalities are deemed meritorious, or when the total cost of the service is lower or number of outcomes is greater than in a single proposal.

**E. Single or multi-term contracts to be awarded**

(Refer to HAR §3-149-302)

The term of contract will be July 1, 2015 through June 30, 2017 contingent on availability of funding, with no options to extend. The contract term will not exceed two (2) years.

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

## **2.4 Scope of Work**

The scope of work encompasses the following tasks and responsibilities:

### **A. Service Activities (Minimum and/or Mandatory Tasks and Responsibilities)**

The applicant shall describe in detail the target area(s), target population(s), need(s) of the target population(s) in the proposed service area(s), and how the applicant would provide the required services.

At a minimum, applicants shall provide, either directly or through partnerships, services in the following categories:

**Outreach; Intake and Needs Assessment; Information and Acculturation; Referral to Community Services; Interpretation and Translation; Solution-Focused Counseling; and Advocacy.**

- 1. Outreach.** Outreach services include, but are not limited to, locating, identifying, encouraging, and informing target population(s) of IRC services; distributing outreach materials translated into at least three of the most prevalent non-English languages spoken by the particular target population in Hawaii; conducting community awareness programs through local ethnic print and broadcast media; providing information on a one-on-one basis; and conducting informational meetings in coordination with community-based groups.

Providers shall develop and submit an Outreach Plan, describing the specific methodology for (a) promoting community awareness of services; and (b) identifying, locating, and engaging target population. Outreach shall not be limited to a single visit to a given community organization or community group. Instead, the provider shall conduct, at appropriate intervals, periodic repeat outreach visits to all community organizations and groups within its geographic area of service where a significant number of immigrants congregate. This includes, but is not limited to, church congregations of all relevant religious denominations, community health centers, Department of Human Services offices, food assistance distribution events, county housing and immigrant services offices, unemployment insurance and Workforce Development offices, homeless camps, and the district offices of the Community Action Agencies in the area of service. The IRC staffs are expected to develop and maintain cooperative working relationships with the staffs of all of the foregoing organizations and offices.

Outreach services must be delivered in a culturally competent and linguistically appropriate manner.

2. **Intake and Needs Assessment.** Unless otherwise agreed, the provider shall keep the IRC open for eight hours per day, Mondays through Fridays, excluding holidays. The IRC shall be staffed at all such times by at least one person, with a second person either also present at the facility or working on outreach and other service-related matters off-site. Intake services include, but are not limited to, determining eligibility for services and assessing clients' needs, resources, strengths and barriers. It often includes assisting clients to set goals, priorities and develop realistic plans.

Whenever appropriate, services will include development of an Individualized Service Plan (ISP) for enrolled participants.

### 3. **Information and Acculturation**

This service provides guidance and information to clients regarding the skills required to meet everyday needs, including housing, banking, shopping, access to employment, social and health services, and their rights and obligations in Hawaii. Acculturation services shall be provided in individual and group settings by the applicant and/or other public and private agencies.

The applicant must have familiarity with and access to a comprehensive database of public and private resources that are available to participants.

To assist clients in learning how to use the internet and having actual working internet access, each IRC shall be equipped with not less than three up-to-date, functioning computers that are connected to the internet, and the IRC staff shall actively assist clients in using the computers for internet access, preparation of resumes, filling forms and submitting them to relevant service agencies, and other matters relevant to the clients' resource needs.

The applicant must have an acculturation curriculum at the time of contracting. The applicant shall detail in its proposal the acculturation programs that it expects to conduct and it shall provide realistic estimates of the numbers of persons it anticipates will attend them.

### 4. **Referrals to Community Services**

The IRC functions as a connector between clients and the services they need. A core component of the IRC involves referring clients to resources in the community related to the clients' immediate needs, such as job training and job search services, health care, legal services, financial literacy and asset building training, and other services. Providers are cautioned to avoid developing a routine of simply referring clients out to other service agencies without attempting to actually provide services in-house. Services may also include assisting clients in completing applications for public benefits, and attending appointments with clients.

**5. Interpretation and Translation**

This service shall provide oral interpretation or written translation related to the essential or immediate needs of the clients with a limited capacity to speak, read, and understand English.

**6. Solution-Focused Counseling**

This service assists clients in problem solving by helping them to define their problems and identifying the resources available to them. It may also include helping clients articulate their problems clearly enough to find appropriate referrals, to mobilize provider or client informal networks, or to clarify issues relating to clients becoming economically self-reliant and socially adjusted.

**7. Advocacy**

This activity involves assisting service agencies and the broader community to understand and serve immigrants and low-income persons. For example, a service provider might join a committee at a local hospital to improve the admitting procedures for clients with a limited capacity to speak, read, and understand English. Advocacy may be undertaken on a one-to-one basis (e.g. with landlords), or groups (e.g. police officers or health care workers). This includes cultural sensitivity training to public and private agencies.

**B. Management Requirements (Minimum and/or Mandatory Requirements)**

- 1. Personnel.** The applicant shall demonstrate that its personnel possesses the necessary knowledge, skills, and abilities to effectively deliver the proposed services. As is also stated below, each staff member who will be rendering services at the IRCs shall have the skills, experience, and knowledge required to provide advice and guidance to immigrants in the subject-matter areas that are likely to be presented in the Immigrant Resources Center setting. These subject areas include understanding, at a minimum, (1) the subjects outlined in the *Hawaii Handbook for Immigrants* published by Hawaii OCS in 2014, (2) the requirements for applying for Medicaid (for those who are eligible) and for health insurance services through the Hawaii Health Connector, (3) the Hawaii State Domestic Workers’ Bill of Rights law; and (4) how to teach basic computer and internet skills to clients.\

The applicant shall have written descriptions for each position, requirements and qualifications, and policies and procedures to ensure that all employees are fully qualified to engage in activities and perform the services required.

- 2. Administrative.** Written policies and procedures are required for all services, including personnel standards, operating procedures, determination of client eligibility, documentation, record-keeping, data gathering, reporting, financial administration, quality assurance, monitoring and evaluation.

The applicant is required to have a written outcome-based program plan, and an on-going planning and evaluation process for these services.

- 3. Quality Assurance and Evaluation Specifications.** The applicant shall have a written quality assurance plan, including procedures to assure that its services are provided in conformance with all federal, state, and county requirements, the requirements of this RFP and POS contracts. The plan shall include procedures on how the applicant will monitor management, fiscal and program operations for compliance with all requirements. The plan shall also provide for procedures to determine whether clients receive consistent, high quality services. The quality assurance plan shall identify staff and participant's roles and responsibilities for on-going implementation.

The applicant must also indicate the specific measurement tool(s) and/or procedures that will be utilized to document and verify that each proposed program output and outcome was accomplished.

Annual contract monitoring by OCS will include on-site visits with comprehensive evaluation of several areas of performance. These may include review of conformance with standard contractual requirements, agency files, accounting practices, and case record keeping. In addition, on-going contract monitoring shall include a review of required reports and periodic assessment of program effectiveness.

The applicant must maintain, throughout the term of the contract, a system of self-appraisal and program evaluation to track and validate effectiveness of the activities provided. The evaluation process must include tools to identify client barriers that are relevant to client outcomes and include a process for making improvements or taking corrective action based upon the evaluation findings.

- 4. Output and Performance/Outcome Measurements.** The applicant shall propose the number of people to be served for the dollar amount requested. Output and Outcome measurements shall include but are not limited to the following (see also the requirements for Quarterly Program Progress Reports, below):

*Outputs:*

- Number of outreach events, activities conducted
- Number of persons provided intake and assessment services
- Number of Individualized Service Plans developed
- Number of persons provided solution-based counseling
- Number of persons provided information and acculturation services
- Number of persons referred to employment core services
- Number of persons referred to legal services
- Number of persons referred to financial literacy services
- Number of persons assisted in applying for public benefits
- Number of persons receiving exit interviews

- Number of persons provided oral interpretation or written translation services
- Number of advocacy activities undertaken

*Outcomes:*

- Number of persons who completed acculturation training at the IRC or through referral by the IRC to another program
- Number of persons who completed job training or placed in jobs through referral by the IRC to another program
- Number of persons who received legal services through referral by IRC to another program
- Number of persons who completed financial literacy services at the IRC or through referral by the IRC to another program
- Number of persons who obtained public benefits through referral by the IRC to another program
- Number of who reported a positive change in their condition/situation through services provided by the IRC staff or through referral by the IRC to another program
- Number of persons who reported achieving their ISP goals within the contract period.

**5. Experience.** The applicant shall have at least one year of experience in providing low-income and/or immigrant services in the State of Hawaii.

The applicant must demonstrate that the persons it expects to assign as IRC staff members and supervisors of the IRCs have the necessary skills, abilities, knowledge, 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. The listing should include the the contracting agency, contact person, address, telephone number and/or e-mail address, contract/program title, contract period, funding amount, and performance outcomes. OCS reserves the right to check the references.

Because this contract requires services that are culturally and linguistically appropriate for the target population, the applicant must demonstrate that it has the expertise and personnel to deliver linguistically and culturally specific outreach and intervention services relevant for the target population or community to whom assistance is to be provided. The applicant must also have the capacity to link to existing services in the community tailored to the needs of the culturally specific populations.

**6. Coordination of Services.** The applicant shall demonstrate its capability to coordinate the proposed services with relevant agencies and resources in the community. Specifically, the applicant shall provide examples of how relationships/agreements with other agencies, community groups, employers, etc. assist in achieving program goals and objectives. See Section 3.2.D of this RFP below.

The applicant shall provide, as attachments to its proposal in response to this RFP, letters of intent, memoranda of agreement, and/or memoranda of understanding for other named agencies with which the applicant plans to work in performing the contract. Such letters and/or memoranda should outline as clearly as practical the nature of the work to be performed by the collaborating agency, and should outline the allocation of responsibilities and the compensation to be given to each party.

- 7. Reporting Requirements for Program and Fiscal Data.** Quarterly program progress and fiscal reports are required within thirty calendar days after the last day of each quarter. Final reports are required within sixty calendar days after the last day for the contract period.

Reports shall be submitted in an OCS-approved format, and include progress toward each of the outputs and outcomes, as well as challenges and best practices during implementation. Fiscal reports shall contain line item breakdown of expenses outlined on application budget forms.

The Quarterly Program Progress Reports are composed of a Statistical Part and a Narrative Part. Using forms and instructions provided by OCS, the provider will detail in each of its Quarterly Program Progress Reports: (1) identifying outreach activities, including but not limited to visits to community organizations, radio and other media outreach, and visits to other service providers; (2) workshops conducted and attendance; (3) numbers of persons who receive, respectively, casual services, major services, and referrals, categorized by types of matters; (4) identification of clients by country of origin; (5) changes in staffing; new staff training; changes in facilities; (6) maintaining hours of operation; specifying the number of hours actually spent in providing advice and counseling, and the number of hours actually spent in outreach and in administrative work essential to the IRC program, building relationships with other agencies and with immigrant communities; (7) major challenges and barriers; (8) major successes; (9) plans for changes and improvements; (10) disparities between goals and expectations versus actual outcomes; (11) general and specific recommendations for the IRC program going forward; (12) usage and relevance of the *Hawaii Handbook for Immigrants*; (13) financial issues; and (14) other matters of concern relating to the IRCs and/or the contract for servicing the IRCs.

## **C. Facilities**

The applicant shall provide facilities as necessary to effectuate the purposes of the program and provide adequate services. IRC facilities must be accessible by public transportation. Facilities must comply with all applicable Federal, State, and local laws and regulations pertinent to the type of facility and clientele, such as ADA. If a facility is not currently being utilized, the applicant describes its plan to acquire a facility. If the applicant believes facilities are not necessary to carry out the program, they may suggest and explain in the proposal.

Each facility shall prominently display a large banner-type sign identifying the facility as an OCS-sponsored Immigrant Resource Center. (OCS shall specify the signage details.) Unless otherwise agreed, each facility shall be open not less than forty hours per week, holidays excluded, and the hours of operation shall be prominently posted at the entrance to the IRC.

## **2.5 Compensation and Method of Payment**

The method of payment for CRC services is based on a cost reimbursement pricing structure in which the STATE reimburses the provider for budgeted agreed-upon costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation.

The applicant shall furnish a cost proposal of total services to be provided, persons to be served, and total dollars to be spent on IRC service activities. The cost proposal shall be on appropriate budget forms listed in Section 3.V that are provided on the SPO website (See Section 1, page 1-2, Website Reference) and other financial requirements as stated in Section 3.5. The cost proposal shall be in accordance with Chapter 103F, HRS, Cost Principles for purchases of Health and Human Services in forms, SPO-H-201 provided on the SPO website.

As compensation, OCS shall advance one-eighth of the total amount of administrative costs proposed by the applicant, with additional payments for administrative costs being on a reimbursement basis thereafter starting at the end of the second quarter.

It is important to note that OCS's appropriation is made on a yearly basis. Therefore, assuming no budget cuts or restrictions, only fifty (50) percent of the two-year contract amount may be available for payment in the first year of the contract. Any amount earned and requested by the applicant in the first year of the contract, in excess of fifty (50) percent of the two-year contract amount, will be subject to the availability of funds in the following year.

## **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 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 an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPOH-200A) is available on the SPO website (see subsection 1.2 Website Reference). However, the website 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 is composed of the following sections:

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

### 3.1 Program Overview

Applicant shall give a brief overview to orient evaluators as to the program/services being offered. Include a brief description of the applicant's organization, a statement of the problem, the goals and objectives related to the service activities proposal, and how the proposed services are designed to address the problem/need identified in the service specifications.

## 3.2 Experience and Capability

### A. Necessary Skills and Experience

The applicant shall identify and demonstrate its capability to perform the services that are likely to be needed by prospective clients at the Immigrant Resource Centers.

Each staff member who will be rendering services at the IRCs shall have the skills, experience, and knowledge required to provide advice and guidance to immigrants in the subject-matter areas that are likely to be presented in the Immigrant Resources Center setting. These subject areas include understanding, at a minimum, (1) the subjects outlined in the *Hawaii Handbook for Immigrants* published by Hawaii OCS in 2014, (2) the requirements for applying for Medicaid (for those who are eligible) and for health insurance services through the Hawaii Health Connector, (3) the Hawaii State Domestic Workers' Bill of Rights law; and (4) how to teach basic computer and internet skills to clients.

Since the applicant is applying for funding for culturally and linguistically specific services, it must demonstrate that it has expertise in developing community-based, linguistically and culturally specific services relevant to the specific communities to whom assistance would be provided.

The applicant shall also describe what specific staff, if any, have these skills if such staff are to be assigned to the IRC, and describe the skills and experience that each such staff person has.

The applicant shall provide a description of projects/contracts pertinent to the proposed services which substantiate the provision of related services for the minimum of one year period.

The applicant shall provide a brief description and listing of past and current programs and/or contracts pertinent to providing required services under this RFP, that includes all of the following information: the contracting agency, contact person, address, telephone number and/or e-mail address, contract/program title, contract period, funding amount, and performance outcomes. In addition, the applicant shall provide a copy of relevant reports or information relating to contract/program performance.

The applicant shall identify key staff members who will be involved in the management, administrative, and program functions needed to provide and support the services required by this RFP. The applicant shall also provide resumes, employment history, responsibilities, program experience, and significant accomplishments for each staff member.

OCS reserves the right to contact references to verify skills, experience, and other relevant matters.

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

The applicant shall demonstrate that it has a written evaluation plan that effectively measures, monitors and evaluates program performance and detects and addresses issues/problems in a timely manner. (Refer to the quality assurance and evaluation requirements in Section 2, Service Specifications.)

Written policies and procedures are required for all of the services including personnel standards, operating procedures, determination of client eligibility, documentation, record keeping, data gathering, reporting, financial administration, quality assurance, monitoring and evaluation.

The applicant is required to have a written outcome-based program plan, and an on-going planning and evaluation process for these services.

Specifically, the applicant must provide: (1) a written quality assurance plan sufficient to assure consistent and high quality administration and services, and (2) a written evaluation plan to effectively measure, monitor, and evaluate program performance and timely detect and resolve program problems. The applicant shall describe what evidence or documentation will be used to verify program accomplishments. These plans may be program-specific or agency-wide, but must be sufficient to adequately address the quality and evaluation needs of the program and to help ensure that the projected service outcomes are met.

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

Coordination of services is absolutely essential in the IRC program. The applicant shall demonstrate that it is ready and willing, as well as able, to coordinate services with other agencies and resources in the community. The applicant shall describe proposed or actual partnerships or cooperative agreements with other public or private agencies that will assist the applicant in providing the services required in this RFP.

If letters of support are submitted, include only letters that establish a specific commitment of time, money, personnel, space, or resources to the program by the agency supporting the program. Include only letters that are absolutely necessary to support your proposal or that will enhance the program.

Selected agencies shall be required to submit a Letter of Intent (LOI) to coordinate services with named agencies signed by all parties.

### **E. Facilities**

The applicant shall provide a description of its facilities and demonstrate its facilities adequacy in relation to the proposed services. This should include identification of the facility by name and street address, and it should describe what other activities are ongoing at that facility. If the applicant does not currently have facilities that it would use for this program, the applicant should describe in detail its plans to secure such facilities. The applicant should also describe how the

facilities meet applicable Americans with Disabilities Act (ADA) requirements and special equipment that may be required for the services. The applicant shall also describe the accessibility of the facility to public transportation. (See also the requirements of Section 2.4 C, above.)

### 3.3 Project Organization and Staffing

#### A. Staffing

1. **Proposed Staffing.** The applicant shall describe the proposed staffing pattern, participant/staff ratio and proposed caseload capacity appropriate for the viability of the services. The applicant shall demonstrate that applicant's assignment of staff would be sufficient to effectively administer, manage, supervise, and provide the required services. (Refer to the personnel requirements in the Service Specifications, as applicable).
2. **Staff Qualifications.** The applicant shall provide the minimum qualifications (including experience and training) for staff assigned to the program. As stated above, the applicant shall also provide resumes, employment history, responsibilities, program experience, and significant accomplishments for each staff member.

#### 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.

The applicant shall explain how the program organization and assignment of personnel are sufficient for the effective administration, management, supervision, and provision of services to meet the projected requirements of this RFP.

The applicant shall propose a clear plan for reviewing the qualifications and effectiveness of existing qualified staff, and qualified sub-recipient agencies and/or referral partners.

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.)

The applicant shall provide an "Organization-wide" chart that shows the program placement of the required services within the overall agency, and a "Program" organization chart that shows the lines of communication between program administration and staff. Written explanations of both organization charts shall be included.

The applicant shall demonstrate that the applicant's proposed organization would be sufficient to effectively administer, manage and provide the required services.

The applicant is responsible for ensuring that all staff who work on the IRC program are made clearly aware of the applicant's programmatic and contractual responsibilities, including especially scope of services and service delivery and reporting responsibilities.

### **3.4 Service Delivery**

The applicant shall include a detailed discussion of the applicant's approach to applicable service activities and management requirements from Section 2, Item 2.4., 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.

If the applicant is new to this program, the applicant shall provide a detailed start-up plan for any services not currently being provided, as well as implementation timelines for partnerships not currently developed.

The applicant shall identify geographic areas and target population groups, and demonstrate, using demographic data and other documentation, that the area(s) it proposes to serve contain significant numbers of the target population of the RFP, current services available are insufficient to fill the need, and services proposed will effectively address the needs. Since the applicant is applying for funding for culturally and linguistically specific services, it must identify specifics of the target population.

The applicant shall describe its or its partners ability to perform the following services, as well as methodology involved in:

#### **A. Outreach**

The applicant shall describe its ability to provide outreach services in a linguistically and culturally appropriate and effective manner.

The applicant shall provide, as part of its proposal, an Outreach Plan/Methodology. If the applicant has previously employed its Outreach Plan/Methodology, either for an IRC or other program, it shall describe how the plan succeeded and/or what adaptations or revisions it intends to use for the present program. The applicant is expected to reach out to community organizations, such as church congregations, on an ongoing basis, and to ensure that immigrant communities are made fully aware of the services that the IRCs provide.

#### **B. Intake and Needs Assessment**

The applicant shall describe a basic assessment of the client's eligibility, English language capabilities, needs, resources, strengths, and barriers to economic self-sufficiency and social adjustment.

*Information and Acculturation:*

The applicant shall describe its ability to provide guidance and information to clients regarding the skills required to meet everyday needs, including housing, banking, shopping, access to social and health services, and their rights and obligations in Hawaii.

The applicant shall describe available acculturation training modules or submit curriculum summaries to substantiate the capacity of the agency to provide the acculturation curriculum that is required in Section 2.4, Scope of Work.

The applicant shall describe the prioritization process for referring clients to services, and record-keeping strategies.

**C. Referral to Community Services**

The applicant shall describe the referral process and knowledge of community resources. The applicant shall also describe its policies and procedures for determining which services to provide in-house, and which ones to refer out. The applicant is reminded that the IRCs are not simply to function as referral services.

**D. Interpretation and Translation**

The applicant shall describe how language assistance will be provided to clients with limited English proficiency.

**E. Solution-Focused Counseling**

The applicant shall describe the process of assisting clients define their problems and identify the resources available to them, including helping them to articulate their problems clearly enough to search out appropriate referrals, and mobilizing their informal networks.

**F. Advocacy**

The applicant shall describe advocacy activities to be undertaken, either individually or on a group basis. The applicant shall describe all advocacy work that it has undertaken in the past five years, and describe whether and to what extent the applicant plans to adapt and/or incorporate such prior advocacy work into advocacy for IRC clients.

**G. Service Coordination**

The applicant shall demonstrate its expertise and organizational capacity to successfully undertake significant levels of coordination and collaboration to effectively deliver services.

The applicant shall demonstrate a commitment to service coordination through Letters of Intent, Memoranda of Agreement, or other legal documentation delineating the responsibilities of all parties involved.

*Quality Assurance:*

The applicant shall demonstrate, through procedures and protocols, its quality assurance plan is sufficient to provide quality services. The plan shall include procedures on how the applicant will monitor management, fiscal and program operations for compliance with all requirements. The quality assurance plan shall identify roles and responsibilities for on-going implementation.

*Program Evaluation:*

The applicant shall have a written plan for evaluation of performance in providing the required services, including procedures and methodology to measure, monitor and collect data on outputs and outcomes, and to evaluate the outcomes and other results of its services. The evaluation plan should also include procedures to identify and resolve problems and make improvements to the program as needed. The evaluation plan should identify staff roles and responsibilities for assuring on-going implementation.

The applicant must also indicate the specific measurement tool(s) and/or procedures that will be utilized to document and verify that each proposed program output and outcome has been accomplished.

The applicant must maintain throughout the term of the contract a system of self-appraisal and program evaluation to track and validate effectiveness of the activities provided. The evaluation process must include tools or instruments to identify client barriers, which are relevant to client outcomes and include a process for making improvements or taking corrective action based upon the evaluation findings.

The applicant shall demonstrate the number of outcomes it proposes is reasonable given the service plan, and that outputs and outcomes are achievable through the applicant's service delivery.

The application shall contain proposed outputs and outcomes as suggested in subsection 2.4, Scope of Work under this RFP.

## **3.5 Financial**

### **A. Pricing Structure**

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

The applicant shall indicate how costs included in the proposal are reasonable and necessary in the context of the services proposed. For example, a proposal with two (2) full-time personnel should reflect these costs in the budget proposal.

The proposal shall also be indicative of the compensation and method of payment as outline above.

All budget forms, instructions and samples are located on the SPO website (see subsection 1, page 1-2, Websites References). The following budget form(s) shall be submitted with the Proposal Application:

1. SPO-H-205 Proposal Budget for FY 2016-2017
2. SPO-H-206A Budget Justification – Personnel: Salaries and Wages
3. SPO-H-206B Budget Justification – Personnel: Payroll Taxes, Assessment and Fringe Benefits
4. SPO-H-206E Budget Justification – Contractual Services: Administrative
5. SPO-H-206F Budget Justification – Contractual Services: Subcontracts
6. SPO-H-206H Budget Justification – Program Activities

Plus such other SPO forms as may be appropriate if the applicant expects to incur expenditures in categories other than those covered by the forms listed above.

The applicant shall also utilize and refer to form SPO-H-201, Chapter 103F, HRS, Cost Principles in Purchases of Health and Human Services, in preparing its cost proposal.

In completing the required budget forms, the applicant should consider the evaluation criteria contained in Section 4 of this RFP, whereby the comprehensiveness of the information presented and the justification of all cost items are particularly important factors. If more space is needed to fully explain and justify the proposed cost items, the applicant should attach additional sheets as necessary.

## **B. Other Financial Related Materials**

**Accounting System.** The applicant shall provide, as part of its cost proposal, its most recent independent financial audit, with any accompanying management letter, to demonstrate the adequacy of its accounting system. The requirements letter, to demonstrate the adequacy of its accounting system. The requirements for an adequate accounting system may include, but not be limited to: 1) keeping accurate procurement and financial records required by law, the state purchasing agency, or the State Procurement Office (SPO); 2) providing required cost data in acceptable form and in a timely manner; and 3) compliance with generally accepted accounting principles (GAAP). Other documents may be submitted if relevant.

**Agency-Wide Budget.** The applicant shall submit an agency-wide budget in addition to the program budget showing relative proportions of programs and administrative cost to total agency revenues.

## **3.6 Other**

### **A. Litigation**

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

## **Section 4**

# **Proposal Evaluation**

# Section 4

## Proposal Evaluation

### 4.1 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.

### 4.2 Evaluation Process

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

The evaluation will be conducted in three phases as follows:

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

### Evaluation Categories and Thresholds

<u>Evaluation Categories</u>	<u>Possible Points</u>
<i>Administrative Requirements</i>	
<i>Proposal Application</i>	
Program Overview	0 points
Experience and Capability	25 points
Project Organization and Staffing	15 points
Service Delivery	50 points
Financial	10 Points
<b>TOTAL POSSIBLE POINTS</b>	<b>100 Points</b>

## 4.3 Evaluation Criteria

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

1. **Administrative Requirements.** Applicants shall submit all certifications required for the services proposed in their application. If the applicant proposes a service and is not currently certified, it shall be deemed sufficient for the applicant to indicate plans to achieve certification. However, awards may be contingent upon certification.
  
2. **Proposal Application Requirements**
  - Proposal Application Identification Form (Form SPOH-200)
  - Table of Contents
  - Program Overview
  - Experience and Capability
  - Project Organization and Staffing
  - Service Delivery
  - Financial (All required forms and documents)
  - Program Specific Requirements (as applicable)

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

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

#### 1. *Experience and Capability (25 Points)*

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

- |   |                       |
|---|-----------------------|
| <b>a. Necessary Skills (3 Points)</b>   | <b><u>3</u></b> _____ |
| <input type="checkbox"/> Identified skills, abilities, and knowledge relating to the delivery of the proposed services  | _____                 |
| <input type="checkbox"/> Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services and described what specific staff, if any, have these skills | _____                 |

- |   |          |
|---|----------|
| <b>b. Experience (5 points)</b>   | <u>5</u> |
| <input type="checkbox"/> Application provides description of previous and current programs substantiating the minimum one (1) year experience with all of the following information: Contracting agency, contact person, address, telephone number and/or email address, contract/program title, contract period, funding amount, and performance outcomes, relevant reports relating to performance are attached | _____    |
| <input type="checkbox"/> Identifies key staff members with experience who will be involved with services required by this RFP   | _____    |
| <b>c. Quality Assurance and Evaluation(5 points)</b>  | <u>5</u> |
| <input type="checkbox"/> Demonstrates the possession of written evaluation plans and policies and procedures for services that effectively measures, monitors and evaluates program performance and detects and addresses issues/problems in a timely manner.   | _____    |
| <input type="checkbox"/> Demonstrates a written quality assurance plan sufficient to assure consistent and high quality administration and services.  | _____    |
| <b>d. Coordination of Services (7 points)</b>   | <u>7</u> |
| <input type="checkbox"/> Demonstrated capability to coordinate services with other agencies and resources in the community.   | _____    |
| <b>e. Facilities (5 points)</b>   | <u>5</u> |
| <input type="checkbox"/> Describes facilities and relates adequacy of facilities relative to the proposed services, including technology, accesibility, ADA compliance and other specifics. If a facility is not currently being utilized, applicant describes plan to acquire facility   | _____    |

**2. Project Organization and Staffing (10 Points)**

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

**a. Staffing(5 points)**

5 \_\_\_\_\_

- Proposed Staffing: Describe the proposed staffing pattern, client/staff ratio, and proposed caseload capacity appropriate to insure viability of the services. \_\_\_\_\_
- Demonstrates the applicant’s assignment of staff is sufficient to effectively administer, manage, supervise, and provide the required services. \_\_\_\_\_
- Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program. \_\_\_\_\_
- Demonstrates how minimum qualifications relate to job duties and are sufficient to assure quality services \_\_\_\_\_

**b. Project Organization(5 points)**

5 \_\_\_\_\_

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. \_\_\_\_\_
- Explains clear plan for reviewing the qualifications and effectiveness of existing qualified staff and partners,. \_\_\_\_\_
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks. \_\_\_\_\_
- Explains, through organizational charts, how the program organization and assignment of staff are sufficient for effective service provision \_\_\_\_\_

**3. Service Delivery (50 Points)**

- Discusses, in detail, approach to service activities and management requirements, including recognized tasks, workplans, assignments/responsibilities \_\_\_\_\_
- Provides a detailed start-up plan for any services not currently being provided, as well as implementation timelines for partnerships not currently developed \_\_\_\_\_
- Describes, in detail, the ability of the agency or its partners to perform the following services as described in Section 2.4- Scope of Work, namely Outreach, Intake and Needs Assessment, Referral to Community Services, Interpretation and Translation, Solution-focused Counseling, Advocacy, and Service Coordination \_\_\_\_\_
- Describes, in detail, a self-appraisal and program evaluation system to track and validate effectiveness of the activities provided, including tools and/or instruments \_\_\_\_\_

- to identify client barriers and provide processes for corrective action to improve client outcomes
- Proposes and demonstrates ability to achieve a reasonable number of outcomes, and substantiates, within the context of the service plan, that outcomes and outputs are achievable

**4. Financial (10 Points)**

**a. Pricing Structure (5 points)**

- Demonstrates that applicant’s proposed costs are reasonable and necessary by providing adequate information, such as justification for all cost items, and explanation of applicant’s method of allocation of indirect costs. Demonstrates that the applicant has a need for the amount requested for the proposed services. Demonstrates pricing structure comports with that in the Compensation and Method of Payment section.

**b. Adequacy of Accounting System(5 points)**

- Demonstrates, through narrative and appropriate documentation such as a recent independent audit, the adequacy of applicant’s accounting system and procedures to assure proper and sound fiscal administration of funding such as agency-wide budget and administrative allocation methodology. Explains in sufficient detail applicant’s ability to provide complete, accurate and timely fiscal reports

**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. Return this checklist to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website.

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Applicant to Include in Proposal
<b>General:</b>				
Proposal Application Identification Form (SPOH-200)	Section 1, RFP	SPO Website*	<b>X</b>	
Proposal Application Checklist	Section 1, RFP	Attachment A	<b>X</b>	
Table of Contents	Section 5, RFP	Section 5, RFP	<b>X</b>	
Proposal Application (SPOH-200A)	Section 3, RFP	SPO Website*	<b>X</b>	
Hawaii Compliance Express Verification Certificate	Section 1, RFP	Hawaii Compliance Express SPO Website*		
Cost Proposal (Budget)			<b>X</b>	
SPO-H-205	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5	<b>X</b>	
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5		
SPO-H-206A	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206B	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206C	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206F	Section 3, RFP	SPO Website*		
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*		
SPO-H-206I	Section 3, RFP	SPO Website*		
SPO-H-206J	Section 3, RFP	SPO Website*		
<b>Certifications:</b>				
<b>Federal Certifications</b>		Section 5, RFP	<b>x</b>	
Debarment & Suspension		Section 5, RFP	<b>x</b>	
Drug Free Workplace		Section 5, RFP	<b>x</b>	
Lobbying		Section 5, RFP	<b>x</b>	
Program Fraud Civil Remedies Act		Section 5, RFP	<b>x</b>	
Environmental Tobacco Smoke		Section 5, RFP	<b>x</b>	
<b>Program Specific Requirements:</b>				

\*Refer to subsection 1.2, Website Reference for website address.

## Proposal Application Table of Contents

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<b>2.0 Experience and Capability .....</b>	<b>1</b>
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C. Quality Assurance and Evaluation .....	5
D. Coordination of Services .....	6
E. Facilities .....	6
<b>3.0 Project Organization and Staffing .....</b>	<b>7</b>
A. Staffing .....	7
1. Proposed Staffing .....	7
2. Staff Qualifications .....	9
B. Project Organization .....	10
1. Supervision and Training .....	10
2. Organization Chart (Program & Organization- wide) (See Attachments for Organization Charts	
<b>4.0 Service Delivery .....</b>	<b>12</b>
<b>5.0 Financial .....</b>	<b>20</b>
See Attachments for Cost Proposal	
<b>6.0 Litigation .....</b>	<b>20</b>
<b>7.0 Attachments</b>	
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, 2014	
C. Organization Chart	
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D. Performance and Output Measurement Tables	
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