

State of Hawaii
Department of Labor and Industrial Relations
Workforce Development Division

Request for Proposals

RFP No. LBR 111-PY15 (SCSEP) Part-Time Community Service Training Opportunities for Older Individuals

February 2, 2015

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.*

February 2, 2015

REQUEST FOR PROPOSALS

PART-TIME COMMUNITY SERVICE TRAINING OPPORTUNITIES FOR OLDER INDIVIDUALS RFP No. LBR 111-PY15 (SCSEP)

The Department of Labor and Industrial Relations, Workforce Development Division, is requesting proposals from qualified applicants to operate Senior Community Service Employment Program (SCSEP) subprojects in the State of Hawaii which will foster and promote useful part-time opportunities in community service activities for unemployed, low-income persons fifty-five (55) years of age or older with poor employment prospects. Participation in SCSEP also serves to promote individual economic self-sufficiency through the benefits of unsubsidized employment. Program services shall include, but are not limited to: Outreach and recruitment, eligibility determination, orientation, assessment, individual employment plan development, counseling and case management, development of community service assignments, training, job search/job placement assistance, and follow-up services. Multiple contracts will be awarded under this request for proposals.

Proposals shall be mailed, postmarked by the United States Postal Service on or before March 20, 2015, and received no later than 7 days from the submittal deadline. Hand delivered proposals shall be received no later than 4:30 p.m., Hawaii Standard Time (HST), on March 20, 2015, at the drop-off site designated on the Proposal Mail-in and Delivery Information Sheet. Proposals postmarked or hand delivered after the submittal deadline shall be considered late and rejected. **There are no exceptions to this requirement.**

The Department of Labor and Industrial Relations, Workforce Development Division will conduct an orientation on February 17, 2015, from 1:30 p.m. to 3:30 p.m. HST, at the Princess Ruth Keelikolani Building, 830 Punchbowl Street, Room 310, Honolulu, Hawaii. All prospective applicants are encouraged to attend the orientation.

The deadline for submission of written questions is 4:30 p.m., HST, on February 24, 2015. All written questions will receive a written response from the State on or about March 10, 2015.

Inquiries regarding this RFP should be directed to the RFP contact person, Traci Paige at 830 Punchbowl Street, Room 329, Honolulu, Hawaii 96813, telephone: (808) 586-8814, Fax: (808) 586-8822, email: Traci.M.Paige@hawaii.gov

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: 4

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN March 20, 2015 and received by the state purchasing agency no later than 7 days from the submittal deadline.

All Mail-ins

Department of Labor & Industrial Relations
Workforce Development Division
830 Punchbowl Street, Room 329
Honolulu, Hawaii 96813

DLIR/WDD RFP COORDINATOR

Traci Paige
For Further Information or Inquiries
Phone: (808) 586-8814
Fax: (808) 586-8822
E-Mail: Traci.M.Paige@hawaii.gov

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

Drop Off Site

Department of Labor and Industrial Relations
Workforce Development Division
830 Punchbowl Street, Room 329
Honolulu, Hawaii 96813

RFP Table of Contents

Section 1 Administrative Overview

1.1	Procurement Timetable.....	1-1
1.2	Website Reference	1-2
1.3	Authority.....	1-2
1.4	RFP Organization	1-3
1.5	Contracting Office	1-3
1.6	RFP Contact Person.....	1-3
1.7	Orientation	1-3
1.8	Submission of Questions	1-4
1.9	Submission of Proposals.....	1-4
1.10	Discussions with Applicants.....	1-6
1.11	Opening of Proposals.....	1-6
1.12	Additional Materials and Documentation.....	1-7
1.13	RFP Amendments	1-7
1.14	Final Revised Proposals.....	1-7
1.15	Cancellation of Request for Proposals.....	1-7
1.16	Costs for Proposal Preparation	1-7
1.17	Provider Participation in Planning.....	1-7
1.18	Rejection of Proposals	1-8
1.19	Notice of Award	1-8
1.20	Protests.....	1-8
1.21	Availability of Funds	1-9
1.22	General and Special Conditions of the Contract.....	1-9
1.23	Cost Principles	1-9

Section 2 - Service Specifications

2.1	Introduction	
A.	Overview, Purpose or Need	2-1
B.	Planning activities conducted in preparation for this RFP.....	2-1
C.	Description of the Service Goals	2-2
D.	Description of the Target Population to be Served.....	2-2
E.	Geographic Coverage of Service	2-4
F.	Probable Funding Amounts, Source, and Period of Availability.....	2-4
2.2	General Requirements.....	2-5
A.	Specific Qualifications or Requirements	2-5
B.	Secondary Purchaser Participation	2-6
C.	Multiple or Alternate Proposals	2-6
D.	Single or Multiple Contracts to be Awarded	2-6
E.	Single or Multi-Term Contracts to be Awarded	2-6

2.3.	Scope of Work	2-7
	A. Service Activities	2-7
	B. Management Requirements	2-11
	C. Facilities.....	2-19
2.4.	Compensation and Method of Payment.....	2-19
2.5.	Pre-Award Responsibility Review.....	2-20

Section 3 - Proposal Application Instructions

	General Instructions for Completing Applications	3-1
3.1.	Program Overview.....	3-1
3.2.	Experience and Capability.....	3-2
	A. Necessary Skills.....	3-2
	B. Experience.....	3-2
	C. Quality Assurance and Evaluation.....	3-2
	D. Coordination of Services.....	3-2
	E. Facilities.....	3-2
3.3.	Project Organization and Staffing	3-3
	A. Staffing	3-3
	B. Project Organization.....	3-3
3.4.	Service Delivery	3-3
3.5.	Financial	3-4
	A. Pricing Structure.....	3-4
	B. Other Financial Related Materials.....	3-5
3.6.	Other	3-5
	A. Litigation	3-5
	B. Federal Assurance and Certifications.....	3-5

Section 4 – Proposal Evaluation

4.1.	Introduction.....	4-1
4.2.	Evaluation Process.....	4-1
4.3.	Evaluation Criteria.....	4-2
	A. Phase 1 – Evaluation of Proposal Requirements.....	4-2
	B. Phase 2 – Evaluation of Proposal Application	4-2
	C. Phase 3 – Recommendation for Award.....	4-6

Section 5 – Attachments

- Attachment A. Proposal Application Checklist
- Attachment B. Sample Proposal Table of Contents
- Attachment C. Sample Cost Proposal Forms with Program Specific Modifications
- Attachment D. Program Specific Forms
- Attachment E. Sample Reporting Forms
- Attachment F. Federal Assurances and Certifications
- Attachment G. References

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.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	<u>02/02/2015</u>
Distribution of RFP	<u>02/02/2015</u>
RFP orientation session	<u>02/17/2015</u>
Closing date for submission of written questions for written responses	<u>02/24/2015</u>
State purchasing agency's response to applicants' written questions	<u>03/10/2015</u>
Discussions with applicant prior to proposal submittal deadline (optional)	<u>03/13/2015</u>
Proposal submittal deadline	<u>03/20/2015</u>
Discussions with applicant after proposal submittal deadline (optional)	<u>04/02/2015</u>
Final revised proposals (optional)	<u>04/10/2015</u>
Proposal evaluation period	<u>04/10/2015 to</u> <u>04/24/2015</u>
Provider selection	<u>05/01/2015</u>
Notice of statement of findings and decision	<u>05/08/2015</u>
Contract start date	<u>07/01/2015</u>

1.2 Website Reference

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

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

Non-SPO websites

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

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

1.3 Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS) Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal 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:

Department of Labor and Industrial Relations
Workforce Development Division
830 Punchbowl Street, Room 329
Honolulu, Hawaii 96813

1.6 RFP Contact Person

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

Traci Page
Phone: (808) 586-8814 Fax: (808) 586-8822 Email: Traci.M.Paige@hawaii.gov

1.7 Orientation

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

Date: Tuesday, 02/17/2015 **Time:** 1:30 – 3:30 p.m.
Location: Princess Ruth Keelikolani Building
830 Punchbowl Street, Room 310
Honolulu, Hawaii

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the subsection 1.8, Submission of Questions.

1.8 Submission of Questions

Applicants may submit 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: Tuesday, 02/24/2015 **Time:** 4:30 p.m. HST

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

Date: 03/10/2015

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 subsection 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 Alternate Proposals.** Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. **Hawaii Compliance Express (HCE).** All providers shall comply with all laws governing entities doing business in the State. Providers shall register with HCE for online compliance verification from the Hawaii State Department of Taxation (DOTAX), Internal Revenue Service (IRS), Department of Labor and Industrial Relations (DLIR), and Department of Commerce and Consumer Affairs (DCCA). There is a nominal annual registration fee (currently \$12) for the service. The HCE's online "Certificate of Vendor Compliance" provides the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes. Refer to **subsection 1.2, Website Reference**, for HCE's website address.
- **Tax Clearance.** Pursuant to HRS §103-53, as a prerequisite to entering into contracts of \$25,000 or more, providers are required to have a tax clearance from DOTAX and the IRS. (See subsection 1.2, Website Reference for DOTAX and IRS website address.)
 - **Labor Law Compliance.** Pursuant to HRS §103-55, providers shall be in compliance with all applicable laws of the federal and state governments relating to workers' compensation, unemployment compensation, payment of wages, and safety. (See subsection 1.2, Website Reference for DLIR website address.)
 - **DCCA Business Registration.** Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations, unincorporated associations and foreign insurance companies shall be registered and in good standing with the DCCA, Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See subsection 1.2, Website Reference for DCCA website address.)
- E. **Wages Law Compliance.** If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS §103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to HRS §103-55, at the Hawaii State Legislature website. (See subsection 1.2, Website Reference for DLIR website address.)
- 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 subsection 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.

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 7 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.

Faxed proposals and/or submission of proposals on diskette/CD or transmission by e-mail, website or other electronic means are not acceptable.

1.10 Discussions with Applicants

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

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

1.19 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 subsection 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.

Head of State Purchasing Agency	Procurement Officer
Name: Dwight Takamine	Name: Norman Ahu
Title: Director	Title: Business Management Officer
Mailing Address: 830 Punchbowl St., Room 321 Honolulu, Hawaii 96813	Mailing Address: 830 Punchbowl St., Room 309 Honolulu, Hawaii 96813
Business Address:	Business Address:

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 subsection 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

Title V of the Older Americans Act Amendments of 2006 establishes the Senior Community Service Employment Program (SCSEP). SCSEP provides eligible, unemployed, low-income individuals who are 55 years of age and older and who have poor employment prospects, an opportunity to engage in useful, part-time community service activities at public or 501(c)(3) nonprofit agencies through which they may gain the skills and abilities they need to transition into unsubsidized employment. The program offers participants individualized assessment, individual employment plan development, counseling, case management, on-the-job training, supportive services and other services that will enable them to enhance their economic self-sufficiency.

Based on the U.S. Census estimates of the Resident Population by Single-Year of Age and Sex in the United States data, over 28% of Hawaii's population in 2013 was 55 years of age or older. The 2013 estimates indicated that approximately 2.3% of these older individuals are below the poverty level. Between 2000 and the 2013 estimate the number of individuals 55 and above is expected to increase by 49% while the total population increased by on 16%. With the aging of the baby boomer population, by the year 2030, it is estimated that over 33% of individuals in Hawaii's population will be 55 years of age and older. In addition, Hawaii's life expectancy remains the highest in the nation.

An increasing number of seniors are finding that their retirement income is not sufficient. Some of these individuals have long relied on the income and support of a spouse and have little or no employment history. The current economic situation of the state and the nation has also wreaked havoc on many seniors' retirement plans as they have seen their investment nest egg shrink or practically disappear. The assurance of economic security has been listed as one of the primary needs of older adults and the lack of such assurance places these individuals at a greater risk of physical and mental health decline.

As the number of older individuals and their need for financial support increases, the State will need to develop additional means of providing older individuals access to training, employment and re-employment opportunities. Through participation in SCSEP, older individuals can gain self-esteem, dignity, and additional economic support.

B. Planning activities conducted in preparation for this RFP

The Department of Labor and Industrial Relations published a Request for Information (RFI) Notice on the State Procurement Notice website on January 23, 2015. The RFI requested information, comments and input from

current providers and interested parties as to 1) how program participants may be able to address community needs thru their participation in SCSEP, 2) how the project may increase the recruitment of eligible low-income older individuals with low employment prospects, 3) how program participants may be trained to address the worker shortages within the State. Input was also requested from the members of the Policy Advisory Board for Elder Affairs (PABEA), the advisory board of the State Executive Office on Aging. No responses were received from the RFI that was published from PABEA.

C. **Description of the service goals**

The goals of the project(s) are as follows:

- To contribute to the general welfare of the community, especially in the provision of services to the elderly;
- To increase the employment opportunities for eligible older individuals, especially individuals with poor employment prospects;
- To provide training that is necessary to make the most effective use of the skills and talents of the participants who are enrolled in the program;
- To provide eligible individuals subsidized employment opportunities in community services at facilities/projects that are operated by public or private nonprofit 501 (c)(3) entities;
- To provide training for jobs in growth industries or jobs reflecting new technological skills;
- To provide services and activities in a manner which is sensitive to the learning styles and needs of older individuals;
- To provide services and activities which will result in increased employment and earnings, increased educational and occupational skills and decreased welfare dependency;
- To provide opportunities for participants to engage in community service activities which are in the community in which they reside or in nearby communities;
- To serve the needs of eligible individuals who are of a minority race, have limited English-speaking capabilities, and/or who have the greatest economic needs;
- To provide the services and activities which will result in meeting or exceeding the annually established performance standards; and
- To promote the hiring of older individuals.

D. **Description of the target population to be served**

Selected program operators shall be responsible for determining participant eligibility based on the following criteria:

- a. **Unemployed:** An individual who is without a job and who wants and is available for work.

- b. **Age:** Program participants shall be no less than 55 years of age. No upper age limit shall be imposed for initial and continued enrollment.
- c. **Low-Income:** The income of the program applicant's family during the twelve (12) months or six (6) months period prior to application on an annualized basis shall not be more than 125% of poverty guidelines for the State of Hawaii that has been established and is periodically updated by the U.S. Department of Health and Human Services for the family size. Family shall be defined as: 1) Husband and wife, 2) husband, wife and dependent children, or 3) parent or guardian and dependent children who are living in the same residence. A person with a disability may be treated as a "family of one" for income eligibility purposes. Exception: If the applicant is claimed as a dependent on the Federal income tax return of another family member with whom they reside, family shall mean a group of two or more individuals related by birth, marriage or adoption and residing together. In such cases, the income of all family members shall be included when determining income eligibility.
- d. **Place of Residence:** The program applicant shall reside in the State of Hawaii and within the service area where the project is authorized.

Enrollment Priorities: Enrollment priorities shall apply to vacant positions and not be interpreted to require the termination of any eligible participant. Should there be a waitlist of eligible individuals waiting to be enrolled into the program, eligible veterans and qualified spouses of veterans under the Jobs for Veterans Act will have priorities in the order of characteristics below. Non-veterans on the waiting list will be served in the same order:

1. Are 65 years of age or older
2. Have a disability
3. Have limited English proficiency or low literacy skills
4. Reside in a rural area
5. Are veterans or eligible spouses of veterans
6. Have low employment prospects
7. Have failed to find employment after using services provided through the Title 1 of the Workforce Innovation and Opportunity Act of 2014, or
8. Are homeless or at risk of homelessness.

* A qualified spouse of a veteran is defined as the spouse of a veteran who died of a service-connected disability; the spouse of a member of the Armed Forces on active duty who has been listed for a total of more than 90 days as missing in action, captured in the line of duty by a hostile force, or forcibly detained by a foreign government or power; the spouse of any veteran who has a total disability resulting from a service-

connected disability; and the spouse of any veteran who died while a disability so evaluated was in existence.

The selected program operator should develop outreach, recruitment, and selection methods which, to the extent feasible, results in the enrollment of eligible individuals who are of minority ethnicity, individuals who are limited English-speaking, individuals who are American Indian, and individuals who have the greatest economic need, at least in proportion to their numbers in the area, taking into consideration their rates of poverty and unemployment.

E. Geographic coverage of service

Services for this RFP shall be 1) the City and County of Honolulu, 2) the County of Hawaii, and 3) the County of Maui. Respondents to this RFP may apply for one or all of these areas. Respondents must be able to demonstrate their capacity to provide the required services in all service areas for which they apply. (Kauai Branch of DLIR Workforce Development Division will continue to operate the program on County of Kauai.)

The services, including the physical location of the project(s) and the hours of operation, must be accessible to the target population residing in the State of Hawaii and be available in areas where high concentrations of the target population reside. Awards of multiple contracts may be considered if it is in the best interest of the State.

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

All of the funds available for this RFP are contingent upon federal appropriations to the State. No portion of the funds for this RFP will be from State sources. The available SCSEP funds are allocated to the four county service areas on an equitable distribution basis utilizing the census data of eligible older individuals residing in each county. The anticipated funding amounts and the allocated SCSEP positions by county are based on our current year's funding and allocations:

County	Anticipated Allocation	Allocated Positions
County of Hawaii	\$ 362,999.00	39
City and County of Honolulu	\$ 1,071,315.00	114
County of Maui	\$ 194,792.00	20
TOTAL	\$ 1,629,106.00	173

Subject to the availability of funds, the initial contract period is planned for July 1, 2015 to June 30, 2016. At the discretion of DLIR/WDD, the contract may be extended for up to five (5) additional twelve-month periods beginning July 1, 2016, subject to the continuing availability of federal funds and the satisfactory performance of the contractor. All funding levels are subject to Congressional appropriation. In addition, failure to meet satisfactory performance levels for two consecutive years may result in sanctions, reduced funding or loss of contract.

Funds must be allocated within the following cost categories and remain within the following cost limits:

<u>Cost Category</u>	<u>Cost Limitation</u>
Administration	Not more than 9%
Program-Participant Wages and Fringe	Not less than 75%
Program-Other Participant Costs	Remaining Funds

The cost categories are defined in Section III. Scope of Work below.

Increases or decreases in funding levels in succeeding years are subject to federal appropriation of funding to the State of Hawaii for the purpose of the operation of Title V, Older Americans Act projects.

2.2 General Requirements

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

- The applicant must be a federal, state or local public agency or a private nonprofit entity with a 501(c)(3) designation from the Internal Revenue Service.
- The applicant must adapt their provision of services to meet the needs of the target population in an effective and sensitive manner.
- Compliance with Public Law 109-234: Public Law 109-234 sets a limit on the salaries and bonuses at a rate equivalent to not more than Executive Level II on the Federal Office of Personnel Management Website (www.opm.gov) under Federal Salaries and Wages. No individual funded through this grant may receive a salary plus bonus that exceeds the Executive Level II rate. This limitation affects all individuals funded through the award, including individuals who are paid through subcontracts.

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

After-the-fact secondary purchases

Will be allowed.

Planned secondary purchases

There are no planned secondary purchases.

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: Separate contracts will be awarded based on planned service areas. In addition, multiple contracts may be awarded in the City and County of Honolulu to expand the availability of services to program participants.

E. Single or multi-term contracts to be awarded
(Refer to HAR §3-149-302)

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

Contract terms:

Initial term of Contract: July 1, 2015 to June 30, 2016
Length of Each Extension: Twelve Months
Number of Possible Extensions: Five
Maximum Length of Contract: Six Years

Contracts will be awarded on a yearly basis as federal funds for this program is generally appropriated on a single program year basis from July 1 to June 30. The initial period shall commence on the contract start date or Notice to Proceed, whichever is later.

All extensions must be in writing.

F. RFP contact person

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

Traci Paige
Department of Labor and Industrial Relations
Workforce Development Division
830 Punchbowl Street, Room 329
Honolulu, HI 96813
Phone: (808) 586-8814 Fax: (808) 586-8822
[Email: Traci.M.Paige@hawaii.gov](mailto:Traci.M.Paige@hawaii.gov)

2.3 Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities

(Minimum and/or mandatory tasks and responsibilities)

The services/activities of the project must be determined to be necessary and reasonable to achieve the objectives of the project. The services/activities are allocated into three cost categories—Administration; Participant Wages and Fringe Benefits; and Other Program Costs. Services/activities shall include, but are not limited to, the following:

1. Administrative Costs and Functions

- a. The costs of performing overall general administrative functions and providing for the coordination of functions such as:
 - 1) Accounting, budgeting, financial, and cash management functions;
 - 2) Procurement and purchasing functions;
 - 3) Property management functions;
 - 4) Personnel management functions;
 - 5) Payroll functions;
 - 6) Coordinating the resolution of findings arising from audits, reviews, investigations, and incident reports;
 - 7) Audit functions;
 - 8) General legal services functions;
 - 9) Developing systems and procedures, including information systems, required for these administrative functions;
 - 10) Preparing administrative reports; and

- 11) Other activities necessary for the general administration of government funds and associated program.
- b. The costs of performing oversight and monitoring responsibilities related to administrative functions.
- c. The costs of goods and services required for administrative functions of the program, including such costs as rental or purchase of equipment, utilities, office supplies, postage, and rental and maintenance of office space.
- d. The travel costs incurred for official business in carrying out administrative activities or overall management.
- e. The costs of information systems related to administrative functions (for example, personnel, procurement, purchasing, property management, accounting, and payroll systems) including the purchase, systems development, and operating costs of such systems.
- f. Cost of technical assistance, professional organization membership dues and evaluating results obtained by the project against stated objectives

2. Program Costs and Activities

- a. Program Costs-Participant Wages and Fringe Benefits (including physical examinations).
 - 1) Participants in community service assignments shall receive wages at a rate not less than the federal or state minimum wage, whichever is higher. In addition, the service provider shall also ensure that each participant receives all fringe benefits required by law, including workers compensation and unemployment compensation benefits.
 - 2) Not less than 75% of the funds available under this award shall be used to pay wages and fringe benefits for program participants unless a request for waiver has been approved to reduce the amount of funds used for participant wages and fringe benefits to not less than 65%.
 - 3) Each participant shall be provided an opportunity to receive a physical examination within 60 days of placement into a community service assignment and annually thereafter during enrollment. The participant has the option of whether to provide the results of the physical examination to the program operator. Participants not accepting the opportunity to receive the physical examination will be required to sign a waiver to that effect. The physical examination is a benefit and not a requirement.
 - 4) SCSEP is a federal work-training program. As such, while no paid vacation, sick, or holiday leave may be provided, participants will be allowed to work additional hours within the next two pay periods, to make up lost participation time which

results from sickness or agency closure due to federal holidays. Such adjustment can only be made if the revised schedule can be accommodated by the host agency where the participant performs his/her community service. Participants will only be compensated for time actually worked. Payment into a retirement plan or pension benefits is not allowed.

b. Program-Other Costs

Program-Other Costs shall include, but are not limited to, the following:

- 1) **Outreach/Recruitment:** Contacting or informing potentially eligible older individuals about the available services.
- 2) **Screening:** Initial interview with applicants to determine appropriateness and the ability of the agency to meet the applicant's needs.
- 3) **Certification/Recertification:** Annually verifying eligibility of applicants/participants through the review of documents and the preparation and signing of necessary enrollment forms. Insuring enrollment follows the priorities listed under I.D. Target Population above.
- 4) **Orientation:** Providing each participant with a formal orientation regarding the nature and objectives of the project, potential employment opportunities, and supportive services that the program can provide. Each participant shall also be informed of his/her rights, responsibilities, benefits, and privileges under the program.
- 5) **Assessment/Evaluation:** In-depth interviewing, testing, and observations which provide an examination of the capabilities, needs and vocational potential of participants. Such assessment shall be done at enrollment and at least twice a year thereafter. All appropriate information shall be recorded.
- 6) **Service Planning:** Developing a comprehensive individual case management plan that reflects the participant's employment goal(s), appropriate achievement objectives, supportive service needs, sequence of services, and timetable for attaining goals.
- 7) **Supportive Counseling:** Providing emotional support and employment counseling services to program participants.
- 8) **Information and Referral:** Providing information and referring applicants/participants to other appropriate resources, as needed, including the services of the One Stop.
- 9) **Community Service Assignments:** Developing appropriate community service opportunities and placement of participants into community service assignments that will contribute to the general welfare of the community and/or provide services to the

elderly. The community service assignments should make the most effective use of the each participant's skills, interests and aptitudes.

- 10) **Host Agency Agreements:** Providing an orientation to public or nonprofit agencies that are willing to become host agencies to program participants in the provision of their community service assignments. Developing worksite agreements with each host agency to ensure that participants receive adequate orientation and instruction during their assignment. Such orientation and instruction should provide the participant with a clear understanding of their responsibilities and enable them to perform as productive and effective workers. The host agency agreement should clearly specify the rights and responsibilities of the host agency.
- 11) **Training Activities:** Providing or referring participants to classroom training, as necessary, to acquire or improve skills applicable to the participant's community service assignment or placement into unsubsidized employment.
- 12) **Supportive Services:** Providing supportive services that will alleviate the participant's barriers and which will allow successful participation in the program and transition into unsubsidized employment.
- 13) **Job Development and Placement Services:** Providing labor market information; individual and/or group job search skills training; and referral and placement services through the development of unsubsidized job opportunities that fits a participant's skills and interests. Promoting the hiring of older workers in the community.
- 14) **Reassessment:** Regular review and adjustment of employability plans, as needed, to reflect the progress made and/or the continuing needs of the participant.
- 15) **Follow-Up Services:** Providing follow-up services to participants who have entered unsubsidized employment for not less than one year after placement into unsubsidized employment. Follow-up services may include counseling and supportive services which that will alleviate problems and result in increased job retention.
- 16) **Limitation on Participation:** Effective July 1, 2007, participants will be limited to an aggregate number of participation of not more than 48 months (whether or not consecutive). The average participation rate shall be 27 months of participation.

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

1. Personnel

The respondent must have sufficient staff to administer and operate the proposed program. At a minimum, the agency must have staff capable of performing in the following capacities:

- a. **Program Administration:** Overall administration of all aspects of program management including the development and implementation of all program services and activities, the compliance with federal/state statutes and regulations, the accurate and timely submission of program and fiscal data and reports and the appropriate expenditures of funds.
- b. **Staff Supervision:** Oversight and approval of all actions of line staff in their dealings with program participants, host agencies, employers, and/or service providers.
- c. **Case Management:** Provision of case management services to program participants, including the assessment of participant's skills, knowledge, abilities; the identification of barriers to employment; the referral to supportive services and the development of a service plan for each participant.
- d. **Employment Counseling/Job Development:** Provision of vocational counseling and support, referral to appropriate basic skills/literacy training, occupational skills training, work experience training, on-the-job training, and job search skills training. Promoting the hiring of program participants and older workers, in general, to employers.
- e. **Fiscal Support:** Overall administration of all aspects of fiscal management, including the proper allocation of funds, and the preparation and maintenance of accurate financial records and reports.

The minimum qualifications for individuals in the above capacity are: 1) graduation from an accredited college or university, 2) a minimum of at least twelve months of experience in employment and training or related fields, and 3) an understanding of the needs of older individuals.

Progressively responsible administrative, professional, technical, analytical, or investigative work experience may be substituted for education on a year-to-year basis.

2. **Administrative**

The respondent must ensure that they are able to perform the following administrative services/activities:

a. Case Recordation, Data Collection, and Reporting

The respondent shall ensure that it will keep records that:

- 1) are sufficient to permit the preparation of required reports,
- 2) are sufficient to permit the tracing of funds to a level of expenditure adequate to ensure that the funds have not been spent unlawfully, and
- 3) contain all information requested by the State or the federal funding agency.

As the program data are input into an internet-based computer system, the respondent must have access to computer(s) with the following specifications:

- Operating System of Windows 7.0 or better
- A browser that supports HTML and Java Script (preferably Internet Explorer 8.0 or better)
- Email capabilities and
- High-speed internet transmission.

The computer(s) utilized for the SCSEP data collection must have sufficient security protection to ensure only authorized personnel will have access to the database. If selected, the respondent must also take measures to ensure that the program participants' personal privacy information (hard copies as well as in electronic files) will be protected and kept confidential.

b. Audit

The respondent must conduct an independent audit according to the policies and guidelines of the federal Office of Management and current Budget Circular A-133 and 29 Part 96 CFR -Single Audit Act.

c. Grievance Procedures

The respondent must establish and maintain grievance procedures for grievances and complaints about its program and activities from

participants, subgrantees, subcontractors, employees and other interested parties.

d. Coordination and Linkages

The respondent must develop linkages and coordinate its services and activities with appropriate agencies and training facilities including the local workforce investment boards and One-Stop Centers in their area of service. Such linkages should help to ensure that program participants receive necessary services without the duplication of effort and expense. SCSEP is a mandatory partner of the One-Stop delivery system established under the Workforce Innovation and Opportunity Act and should develop a memorandum of understanding stating how program services/activities will be coordinated with the One-Stop.

e. Standard Operating Procedures

The respondent must establish and implement standardized policies and procedures for the provision of services to the target population.

f. No additional fees

The respondent must agree that project services and activities will be provided at no additional charge to eligible participants unless otherwise permitted in writing by the Director of Labor and Industrial Relations. In any event, the inability of a participant to pay the additional fees shall not be used as the basis for non-participation of the participant who is otherwise qualified and eligible.

g. Over-enrollment/Temporary Positions

Should attrition of funding adjustments prevent project funds to be fully utilized, the respondent shall develop a system that allows the utilization of temporary enrollees when the anticipated number of participants to be placed into community service assignments exceeds the number of authorized positions.

h. Nondiscrimination

The respondent must ensure compliance with Title VI of the Civil Rights Act of 1964, Americans with Disabilities Act Amendments Act, Age Discrimination Act, Age Discrimination in Employment Act and the provisions of 29 CFR Parts 31, 32 and 37.

i. Political Patronage and Activities

The respondent must ensure that the selection of participants, service providers and/or host agencies shall not be based on political affiliations or beliefs. The applicant shall also ensure that no participant or staff person engages in partisan or nonpartisan political activities during the hours for which they are paid with SCSEP funds.

Nepotism

The respondent shall develop policies to ensure that neither they nor one of their host agencies may be a worksite for a person who works in an administrative capacity, staff position, or community service position funded through this procurement if a member of that person's immediate family is engaged in a decision-making capacity (whether compensated or not) for the project or host agency.

k. Maintenance of Effort

The applicant shall ensure that program participants shall not be used to displace other employed workers, including a partial displacement, workers on layoff; or private contracts.

l. Compliance with Federal Debarment/Suspension, Drug Free Workplace and Lobbying Rules

The applicant shall ensure that they will comply with the Federal Debarment/Suspension, Drug Free Workplace, and Lobbying Rules.

m. Compliance with Federal Cost Principles and Uniform Administration Requirements

The applicant shall ensure that they will comply with all applicable Federal Cost Principles and Uniform Administrative Requirements.

n. Compliance with the Federal Funding Accountability and Transparency Act of 2006 (Public Law 109-282 and its amendments

If selected for award, the respondent must provide the Department of Labor and Industrial Relations with additional information regarding the names and compensation rates of their top five executives to comply with the Federal Accountability and Transparency Act of 2006 and its amendments.

3. **Quality assurance and evaluation specifications**

The applicant shall establish procedures for the monitoring of grant management, program management, and financial management of the program. The procedures shall include on-site and desk reviews which assess the following:

- Overall compliance with contract terms
- Compliance with the statutes and regulations of Title V of the Older Americans Act
- Achievement of project performance goals
- Accuracy and completeness of the documentation in case records and fiscal files
- Timely and accurate input into the SCSEP database
- Adherence to standard operating procedures and personnel rules and practices
- Timely submission of required reports
- Assessment of the effectiveness and efficiency of the program including an analysis of its performance, impact, program design and administration
- Sound administrative and financial management practices

4. **Output and performance/outcome measurements**

a. **Outputs:** At a minimum, the project shall measure the following outputs:

- 1) The number of hours of community service employment;
- 2) The number of participants who enter into unsubsidized employment;
- 3) The number of participants who retain unsubsidized employment for a minimum of six months;
- 4) The amount of earnings earned in unsubsidized employment in the second, third and fourth quarters after exit;
- 5) The number of eligible individuals served, including the number of individuals who are low income (at or below the poverty level), the number of individuals who are 65 and older, the number of individuals who have a disability, the number of individuals who have limited English proficiency or have low literacy skills, the number of individuals who reside in rural areas, the number of individuals who have low employment prospects, the number of individuals who failed to find employment after utilizing services provided under Title I of the Workforce Innovation and Opportunity Act of 2014, the number of individuals who are homeless or at risk for homelessness, the number of individuals

who have a severe disability, are frail or age 75 years or older, meet the eligibility requirement related to age but do not receive benefits under Title II of the Social Security Act, or live in an area with persistent unemployment and are individuals with severely limited employment prospects.

- 6) The number of participants served who are from minority groups;
- 7) The number of participants who retain unsubsidized employment for a minimum of one year.

b. **Performance Measures:** Program performance is measured by the following indicators of performance. The first six are core indicators for which performance goals are annually negotiated with USDOL and for which corrective actions must be taken should the aggregated performance for all core indicators fall below 80%. In addition to these core indicators, there are currently two additional indicators for which no numeric goals are set but for which performance must be reported. The performance goal on the core indicators are based on our currently negotiated performance goals.

- 1) **Entered Employment:** The number of participants who are employed in the first quarter after exit divided by total who exit in the quarter. Only those who were not employed on the date of enrollment are included in this measure. Participants whose exit or failure to remain employed was due to death, health/medical reasons, family care or institutionalization are excluded from this measure. PY 14 goal is 37.6%
- 2) **Service Level:** The number of participants who were active during the reporting period or who exited during the reporting period divided by the allocated number of community service positions for the project. PY 14 Goal is 153%
- 3) **Retention:** The number of participants who are employed in both the 2nd and 3rd quarters after exit divided by the number who exit during the quarter. Only those who were employed in the 1st quarter after exit are included in this measure. Participants whose exit or failure to meet retention was due to death, health/medical reasons, family care or institutionalization are excluded from this measure. PY 14 Goal 68.7%.
- 4) **Community Service Hours:** The total number of paid community service hours performed by program participants in the reporting period divided by the number of community service hours funded by the grant . Goal: PY 14 Goal 75%.
- 5) **Earnings:** Of those who were employed in the first, second and third quarters after exit, the sum of the earnings for the 2nd and 3rd quarters after exit divided by the number of participants who exited during the quarter. PY 14 Goal \$7,320.
- 6) **Most-in-Need:** The total number of the following characteristics

- for all participants divided by the number of participants served: a) Have a severe disability, b) Are Frail, c) Are age 75 or older, d) Meet the eligibility requirements related to age for, but do not receive, benefits under title II of the Social Security Act, e) Live in an area with persistent unemployment and are individuals with severely limited employment prospects; (f) Have a limited English proficiency, g) Have low literacy skills, h) Have a disability, i) Reside in a rural area, j) Are veterans, k) Have low employment prospects, l) Have failed to find employment after utilizing services provided under title I of the Workforce Innovation and Opportunity Act of 2014, and m) Are homeless or at risk of homelessness. PY 15 Goal: 2.49 barriers/participant
- 7) Additional Indicators: The following two additional indicators do not have specific numeric goals established, but will need to be reported:
- a) Long Term Retention: Of those who were employed in the first quarter after exit, the number of participants who are employed in unsubsidized employment in the fourth quarter after exit divided by the number of participants who exit during the quarter.
 - b) Customer Satisfaction: The number of participants, employers, and host agencies who express satisfaction with the experiences and services of the program.
- c) **Continuous Improvement:** The established goals shall be designed to promote continuous improvement in performance for the program. As such the performance goals may be adjusted annually.
- d) **Sanctions for Failure to Achieve Performance Measures:** If the Provider fails to achieve their established performance measures in the first year of the Agreement, the Provider shall, no later than 90 days after the end of the program year, submit to the State a corrective action plan describing how they plan to correct their performance. The State and/or the USDOL may provide technical assistance and training, if required. If the Provider fails to achieve the required performance measures after two years, the State may reduce the amount of funds allocated to the project. If the Provider fails to achieve the required performance measures for three consecutive years, the State may terminate the Agreement. Should such termination occur, the State may competitively procure another project operator(s).
- e) **Contingency Plan:** The Provider shall provide to the State a Contingency Plan that they agree to implement to ensure minimal disruption of services to the Provider's participants should the Provider lose some or all of their SCSEP positions. Such plan shall be

submitted no later than 45 days after the start of the Agreement. The Contingency Plan shall include, but is not limited to, the following:

- 1) How and when the participants will be notified;
- 2) If appropriate, what records will be turned over to the new operator;
- 3) What efforts will be made to place program participants into other employment and training opportunities;
- 4) What other services will be provided to ease the transition; and
- 5) How will the final payroll payments be made.

5. Experience

- a. The applicant must have a minimum of one year's experience providing employment and training services or related services to low income individuals.
- b. The applicant must have the ability to work with older individuals with barriers to employment including individuals with limited English proficiency, disabilities, limited work experiences, and poor employment prospects.

6. Coordination of services

The Provider must develop linkages and coordinate its services with the local workforce investment boards and One-Stop entities in the areas of service to ensure participants receive necessary services without the duplication of effort and expenses. SCSEP is a mandatory partner of the One-Stop delivery system established under the Workforce Innovation and Opportunity Act and should develop a memorandum of understanding stating how program services/activities will be coordinated with the One-Stop.

7. Reporting requirements for program and fiscal data

a. Program Data and Reports

The Provider must ensure all data for each program quarter is input into the SCSEP Data Collection System (DCS) no later than thirty (30) calendar days after the end of each program quarter, unless advised differently. Data input should follow the instructions in the SCSEP Data Collection Handbook, as amended. The Provider shall also ensure that all follow-up activities that were due during the Program Year shall be completed and recorded within sixty (60) days from the end of the Program Year.

b. Fiscal Reports

The SCSEP Expenditure Register, the Subrecipient's Request for Advance or Reimbursement, and the SCSEP Program Income and Non-SCSEP Funds Expenditure Reports are due no later than thirty (30) calendar days after the end of each month. The Inventory Listing Report is due no later than thirty (30) days after the end of each report quarter. The Provider shall also submit a completed Closeout package within sixty (60) days after the end of the Agreement. Sample report forms are included in the Section 5.

c. Additional Reports

In addition to the above reports, the Provider, upon request, may be asked to submit additional reports and/or meet with representatives of the State to discuss the progress of their work. While not required, it is also recommended that the applicant report any nonfederal contribution that they plan to make to the project operation. Such contribution may be in cash or in-kind and can include host agency supervisory time and space, supportive services, etc

C. Facilities

Facilities shall be readily accessible to the areas where a large proportion of the target population resides and meet the Americans with Disabilities Act (ADA) requirements. Applicants having access to satellite or remote facilities should also describe the location of such facilities.

2.4 COMPENSATION AND METHOD OF PAYMENT

The pricing structure shall be based on a cost reimbursement basis. The cost reimbursement pricing structure reflects a purchase arrangement in which the purchasing agency pays 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 provider shall submit a reimbursement request at the end of each month that is reconcilable to the required monthly expenditure report. All other reimbursement requests must be approved by DLIR.

DLIR may authorize an initial cash advance of not more than 1/12 of the amount of funds allocated in the agreement, if requested, to initially implement the grant. If the

provider can verify that there is insufficient working capital to receive payments on a reimbursement basis, the provider may request cash advances subject to the following conditions:

- The provider shall be limited to the minimum cash needed for accrued expenditures that will be actually disbursed for direct program costs, administration costs, and the proportionate share of allowable indirect costs for administration.
- Cash advances shall be as close as is administratively feasible to the disbursement of funds. This would mean that if the provider has two major disbursements a month (e.g., semi-monthly payrolls), there may be at least two requests for funds per month.
- The provider shall promptly, but at least quarterly, remit interest earned on advances to the State. The provider may keep interest amounts up to \$100 per year for administrative expenses.
- In addition to the interest, the provider shall provide a verifiable report that tracks the cash advance and disbursements for each expenditure transaction that validates the remitted interest.
- Where an internal administrative procedure adversely affects cash management, the provider shall take corrective action to correct or modify the procedure.

2.5 PRE-AWARD RESPONSIBILITY REVIEW

After the issuance of the Statement of Findings and Decision, DLIR will conduct a review of the available records to assess the selected provider(s)'s overall responsibility to administer Federal funds. As part of the review, DLIR may consider any information that has come to its attention and will consider the organization's history with regard to the management of other grants. The failure to meet any one responsibility test except test 1 and 2, does not establish that the organization is not responsible unless the failure is substantial or persistent (for two or more consecutive years). Failure to meet the requirements of the responsibility review may disqualify a potential provider from the award of a contract. The responsibility tests include the review of the following factors:

- A. Unsuccessful efforts by the applicant to recover debts, after three demand letters have been sent, that are established by final agency action, or a failure to comply with an approved repayment plan.
- B. Established fraud or criminal activity of a significant nature within the organization or agency involved.

- C. Serious administrative deficiencies identified by the Department such as failure to maintain a financial management system as required by federal/state rules and/or regulations.
- D. Willful obstruction of the audit process.
- E. Failure to provide services to participants for a current or recent grant or to meet applicable core measures of performance or address applicable indicators of performance.
- F. Failure to correct deficiencies brought to the agencies attention in writing as a result of monitoring activities, reviews, assessments, or other activities.
- G. Failure to return a grant closeout package or outstanding advances within 75 days of the grant expiration date or receipt of a closeout package, whichever is later, unless an extension has been requested and granted.
- H. Failure to submit required reports.
- I. Failure to properly report and dispose of Government property as instructed by DLIR.
- J. Failure to have maintained effective cash management or cost controls resulting in excess cash on hand.
- K. Failure to ensure that a subrecipient or subcontractor complies with Office of Management and Budget Circular A-133 audit requirements. (Sec III.B.2.b)
- L. Failure to audit a subrecipient within the required period.
- M. Final disallowed costs in excess of five percent of the grant or contract award if, in the judgment of the state or federal grant officer, the disallowances are egregious.
- N. Failure to establish a mechanism to resolve a subrecipient or subcontractor's audit in a timely basis.

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPOH-200A) is available on the SPO website (see 1.2 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 is comprised 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.

3.2 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 that reflect their experience providing employment and training or related services to low income individuals. The description should also reflect the applicant's ability to work with older individuals with multiple barriers to employment. The applicant shall identify point(s) of contact for references, addresses, email addresses and/or phone number. The State 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. The plans should include an explanation of how the applicant plans to monitor its progress in meeting reporting requirements and performance goals and how it will ensure compliance with the contract terms.

D. Coordination of Services

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community, especially other employment and training programs and other programs that serve older individuals. The applicant must illustrate their familiarity with resources in their area which may assist them to address the supportive service needs of their participants and their ability to coordinate services with such entities to ensure non-duplication of services. As a mandatory partner of the Workforce Innovation and Opportunity Act One Stop system, the selected provider will also need to coordinate its services and develop a Memorandum of Understanding with the Local Workforce Investment Board in the area in which it serves. Copies of signed MOUs may be required at the point of contracting but are not required at the point of proposal submission.

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. Also describe how the facilities meet

ADA requirements, as applicable, and the special equipment that may be required for the services.

3.3 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. (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)

b. Project Organization

1. Supervision and Training

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

2. Organization Chart

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

3.4 Service Delivery

The Applicant shall include a detailed discussion of their approach to ensure that all applicable mandatory service activities and management requirements from Section 2.3 - Scope of Work will be provided, The discussion should include descriptions of 1) key individual(s) or position(s) that will be responsible for the provision of all identified administrative and program functions and activities, 2) the proposed program design and participant flow of the project, 3) planned coordination activities, 4) its planned tracking, reporting and monitoring activities, and 5) the agency's planned mechanism to track the costs between the three cost categories—administration, participant wages and fringe benefits, and other program costs.

The discussion should also include a description of planned grant management, program management and fiscal management activities to ensure attainment of performance goals and compliance with the Older Americans Act statutes and regulations, and its plans to implement corrective actions, if necessary. For each of the core performance indicators, the applicant should indicate the goals they propose to attain for the project for the year.

3.5 Financial

A. Pricing Structure

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.

All budget forms, instructions and samples are located on the SPO website (see Section 1.2, website referred to in this RFP). NOTE: The budget forms on the SPO website have been modified to include cost categories for this RFP. Please note that the budget forms required for this RFP include special instructions to allocate costs by cost category—Administration, Program-Participant Wages and Fringe Benefits, and Program-Other Costs. See Section 2.3. for the definitions of the cost categories. Samples of the revised budget forms are included in Section 5. Attachments. Key changes on the budget form are indicated in red. The following budget form(s) shall be submitted with the Proposal Application:

SPO-H-205	Budget
SPO-H-206A	Budget Justification-Personnel-Salaries and Wages
SPO-H-206B	Budget Justification-Personnel-Payroll Taxes, Assessment and Fringe Benefits
SPO-H-206C	Budget Justification-Travel-Inter-island
SPO-H-206D	Budget Justification-Travel-Out of State
SPO-H-206E	Budget Justification-Contractual Services-Administrative
SPO-H-206F	Budget Justification-Contractual Services-Subcontracts
SPO-H-206H	Budget Justification-Program Activities
SPO-H-206I	Budget Justification-Equipment Purchases
SPO-H-206J	Budget Justification-Motor Vehicle

Program Specific Forms:

Budget Justification-Program Activities Other Costs Budget
Request Summary Supplement

If the applicant plans to make cash or in-kind contributions to the operation of the project from nonfederal sources, please indicate the amount of the planned contributions in the proposal narrative and/or on the Budget Form SPO-H-205 and list as item (b) Other Non-Federal contribution under Sources of Funding.

B. Other Financial Related Materials

1. Accounting System

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

The Independent Auditor's summary report of the last financial audit conducted for the organization, including any findings and recommendations made by the auditor. In the absence of an Independent Auditor's Audit Report, the applicant shall provide a description of its accounting system, including at a minimum responses to the following questions:

- Is the organization's accounting system a manual or computerized system?
- Is the accounting system operated on a cash or accrual basis?
- Does the organization maintain an overall general ledger?
- Does the organization maintain a separate ledger for each funding source/agreement?
- Does the organization classify any of its costs as indirect?
- Does the organization have a written/formal internal control procedure?

3.6 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.

B. Federal Assurances and Certifications

If selected, the applicant will need to comply with the Federal Assurances and Certifications as reflected in Section 5, Attachment F. Signed certification forms will be required at the point of contracting.

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	20 points
Project Organization and Staffing	15 points
Service Delivery	55 points
Financial	10 Points
TOTAL POSSIBLE POINTS	100 Points

4.3 Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

1. Administrative Requirements

If the applicant is not a public, federal, state or local governmental entity, the agency must include verification that it is a tax exempt organization under section 501(c)(3) of the Internal Revenue Code.

In addition, the applicant should ensure that it has complied with the administrative requirements in Section I of this Request for Proposals.

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 (20 Points)

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

A. Necessary Skills

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services. _____
- Demonstrated ability to work with the target population and provide services and activities in a manner which is sensitive to the learning _____

styles and needs of the older worker.

B. Experience

- A minimum of one year experience providing employment and training or related services to low income individuals.

C. Quality Assurance and Evaluation

- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.
- The plans include adequate program and financial management of the program.
- Demonstrated ability to meet or exceed all reporting requirements and performance goals.

D. Coordination of Services

- Demonstrated capability to coordinate services with other agencies and resources in the community.
- Demonstrated capability to work with other employment and training and social service entities within the state to address the participants' need for supportive services and ensure the non-duplication of services.

E. Facilities

- Adequacy of facilities relative to the proposed services.
- Ability to provide the required services in locations which are accessible to the target population.

2. Project Organization and Staffing (15 Points)

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

A. Staffing

- Proposed Staffing: That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services.
- Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program.
- Assigned staff is familiar with the needs of older workers and available resources in the community.
- Adequate fiscal and administrative support to ensure the proper allocation of funds and the timely preparation and submission of records and reports.

B. Project Organization

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services.
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks.

3. Service Delivery (55 Points)

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

- The planned delivery of services complies with SCSEP statutes and rules.
- All required services and activities shall be provided.
- The design of the services shall meet the needs of the target population to transition into unsubsidized employment.
- The services/activities should be coordinated with the One Stop Centers in the service area that have been developed under the Workforce Innovation and Opportunity Act Programs.
- Design of the program shall be sufficient to ensure timely and accurate reporting of program performance.

- The program design illustrates the agency’s ability to meet or exceed minimum performance goals. _____
- Program design shall include the timely implementation of corrective action plans, if necessary. _____
- Services and activities shall meet the satisfaction of program participants, host agencies and employers. _____

4. Financial (10 Points)

Pricing structure based on cost reimbursement

- Personnel costs are reasonable and comparable to positions in the community _____
- Non-personnel costs are reasonable and adequately justified. _____
- The budget supports the scope of services and the requirements of the Request for Proposal. _____
- Costs are applicable to appropriate cost categories and are within applicable cost limits. _____
- Additional non-federal contributions offered, if applicable. _____
- Adequacy of accounting and financial management systems (see below). _____

Adequacy of accounting system

The respondent must ensure that their own financial systems, as well as those of their subcontractors (if applicable), provide fiscal control and accounting procedures that are in accordance with generally accepted accounting principles and include:

- Accrual base reporting
- Adequate information
- Effective Internal Control
- Comparison of Outlays with Budget
- Proper Charging of Costs and Cost Allocation
- Source Documentation

The financial management system must be sufficient to:

- a. Permit preparation of required reports

- b. Permit the tracing of funds to a level of expenditure adequate to establish that funds have not been used in violation of the applicable restrictions on the use of funds.

A. 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
- C. Sample Cost Proposal Form with Program Specific Modifications
- D. Program Specific Forms
- E. Sample Reporting Forms
- F. Federal Assurances and Certifications
- G. References

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 place "X" for items included in Proposal
General:				
Proposal Application Identification Form (SPOH-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPOH-200A)	Section 3, RFP	SPO Website*	X	
Hawaii Compliance Express Verification Certificate	Section 1, RFP	Hawaii Compliance Express SPO Website*		
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*		
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5		
SPO-H-206A	Section 3, RFP	SPO Website*		
SPO-H-206B	Section 3, RFP	SPO Website*		
SPO-H-206C	Section 3, RFP	SPO Website*		
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*		
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*		
Certifications:				
<i>Federal Certifications</i>		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:				

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

Sample

Proposal Application Table of Contents

1.0	Program Overview	1
2.0	Experience and Capability	1
	A. Necessary Skills	2
	B. Experience.....	4
	C. Quality Assurance and Evaluation.....	5
	D. Coordination of Services.....	6
	E. Facilities.....	6
3.0	Project Organization and Staffing	7
	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	
4.0	Service Delivery	12
5.0	Financial	20
	See Attachments for Cost Proposal	
6.0	Litigation	20
7.0	Attachments	
	A. Cost Proposal	
	SPO-H-205 Proposal Budget	
	SPO-H-206A Budget Justification - Personnel: Salaries & Wages	
	SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments, and Fringe Benefits	
	SPO-H-206C Budget Justification - Travel: Interisland	
	SPO-H-206E Budget Justification - Contractual Services – Administrative	
	B. Other Financial Related Materials	
	Financial Audit for fiscal year ended June 30, 1996	
	C. Organization Chart	
	Program	
	Organization-wide	
	D. Performance and Output Measurement Tables	
	Table A	
	Table B	
	Table C	
	E. Program Specific Requirements	

Organization: _____

RFP No: _____