

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 (Refer to Section 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 (Not to exceed 2 pages)

Applicant shall give a brief overview to orient evaluators as to the program/services being offered. Include:

1. Location of the services
2. How proposed services align with Applicant's mission and vision;
3. Description of the goals and objectives related to the service activity; and
4. How the proposed services will meet the needs and impact the development of the target population.

3.2 Experience and Capability (Not to exceed 5 pages)

A. Necessary Skills

The Applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services. If the Applicant intends to use subcontractors, subcontractors experience shall also be included.

B. Experience

The Applicant shall demonstrate the minimum number of years of experience in providing services requested in the RFP, in addition to providing a description of current projects/contracts pertinent to the proposed services (previous projects/contracts may be considered if relevant). The Applicant shall include points of contact, addresses, e-mail/phone numbers. The State reserves the right to contact references to verify experience. If the Applicant intends to use subcontractors, the experience of the identified subcontractors must also be included.

C. Quality Assurance and Evaluation

The Applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology. The quality assurance plan shall indicate how the applicant will monitor compliance with the terms of the agreement and adherence to internal policies and procedures, and shall include how corrective action will occur. The evaluation plan shall address the effectiveness of program delivery (process evaluation).

D. Coordination of Services

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

If the Applicant intends to use subcontractors, draft Memorandums of Agreement shall be included in the proposal.

E. Facilities

The Applicant shall provide a description of the program site facility 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 will meet ADA requirements, as applicable, and special equipment that may be required for the services.

3.3 Project Organization and Staffing (Not to exceed 3 pages)

E. 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 Section 2, Service Specifications, as applicable.)

2. Staff Qualifications

The Applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. Attach position descriptions and resumes for the Applicant's administrative staff (director, deputy, chief financial position, program administrator, etc.) in addition to position descriptions for the proposed program staff. (Refer to the qualifications in the Service Specifications, as applicable.)

F. 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 (Not to exceed 20 pages)

Applicant shall include a detailed discussion of the approach to applicable service activities and management requirements found in Section 2, Item III. - Scope of Work for the service area that the applicant is proposing services.

The discussion of the proposed service delivery shall include:

1. A brief summary of the organization's philosophy and service framework and describe how the framework reflects/ relates to the OYS philosophy regarding the delivery of services for youth.
2. A work plan of all activities and tasks to be completed, related work assignments, responsibilities, and service plan that clearly articulates the overall service flow from program entry to program completion, as appropriate.
3. A timeline / schedule of steps to be taken in planning and implementing the required services and related activities.
4. Details of how the proposed work plan and service activities are consistent with the outcomes and objectives, service framework, principles of program delivery and characteristics of effective programs.
5. A summary of pertinent risk and protective factors and community needs, assets, and resources that relate to or address the proposed service delivery.

The description shall also include adequate information to address and/or identify the following, as appropriate:

1. The evidence-based model/s or strategy/s to be used;
2. The justification for selecting the model/s;
3. The assessment instrument/s that will be used;
4. Training that will be provided for staff;
5. Curriculum that will be used for the program delivery;
6. The target behavior that the program activity will change;
7. The measure/s the applicant will use to determine change of behaviors, attitudes, and/or skills of program participants; and/or
8. The arrangements for evaluation to assess the program effectiveness and impact on the target population.

3.5 Financial

A. Pricing Structure

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

All budget forms, instructions and samples are located on the SPO website (see Section 1, paragraph II Websites referred to in this RFP). The following budget form(s) shall be submitted with the Proposal Application:

SPO-H-205	Budget
SPO-H-206A	Personnel - Salaries & Wages
SPO-H-206B	Personnel - Payroll Taxes and Fringe Benefits
SPO-H-206C	Travel - Inter-Island*
SPO-H-206D	Travel - Out-of-State*
SPO-H-206E	Contractual Services-Administration
SPO-H-206F	Contractual Services-Subcontracts
SPO-H-206G	Depreciation
SPO-H-206H	Program Activities
SPO-H-206H	Equipment Purchase*
SPO-H-206J	Motor Vehicle

*Expenditures require justification and prior approval.

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:

- a. Latest Single Audit Report of Financial Audit.
- b. Cost Allocation Plan, which demonstrates Applicant's expenditures are allocated based on a plan that is reasonable, appropriate, and lawful.

2. Accounting Personnel

- a. Applicant must state which staff positions are responsible for maintaining accounting records and fiscal reporting and approximately the number of hours a week that are devoted to this function.

- b. Applicant shall describe what accounting qualifications are required for each of these positions if not detailed in the submitted Section III: Personnel: Project Organization and Staffing.
- c. Applicant shall state which staff positions will be responsible for filing timely expenditure reports and invoices required by this RFP.

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>	N/A
<i>Proposal Application</i>	100 Points
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

a. Application Checklist

b. Certificate of Vendor Compliance

NOTE: If applicant has not registered with Hawaii Compliance Express, the Applicant must provide a *Tax Clearance Certificate* and a *Certificate of Good Standing*.

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)

Ensure that each section is answered completely and thoroughly. Each section shall be scored individually and separately from another section. Applicants are responsible to place the appropriate information in each section to be scored.

The RFP Review Committee shall use the scale in the table below to rate each section from the RFP from “Not Addressed” to “Very Satisfactory”. The percentage for the rate level will be multiplied by the maximum number of points for that item. For example, if an item is worth 6 points and the reviewer rated it as a “3 Satisfactory”, the score for that item would be 3.6 (60% (.06) x 6 = 3.6)

0	1 (20%)	2 (40%)	3 (60%)	4 (80%)	5 (100%)
Not addressed	Unsatisfactory	Somewhat satisfactory	Satisfactory	More than satisfactory	Very satisfactory

Rating scale definitions:

Not Addressed: The required information was not present in the proposal.

Unsatisfactory: A major item was not addressed or was addressed incorrectly, or was addressed in the wrong category.

Somewhat Satisfactory: A somewhat adequate response was presented. Applicant appears to have restated the requirements in the RFP.

Satisfactory: All major items were addressed. Applicant provided an adequate response.

More than satisfactory: Applicant provided a strong response that was more than adequate, all major items were addressed.

Very satisfactory: Applicant thoroughly addressed all items in an exceptionally clear, concise, or original manner.

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 in response to the Request for Proposals. The Applicant shall highlight the agency's mission and vision and the goals and objective of the proposed service activity relative to the assessed needs and available resources of the target population and geographic region identified for the service delivery.

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** **3**
 - Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services.
 - Demonstrate skills, abilities and capacity to deliver proposed services in the identified geographic region for the target population

- B. Experience** **5**
 - Demonstrate minimum three (3) years' experience delivering services related to request for services.
 - Demonstrate experience successfully delivering services for the target population. Document evidence such as awards, certificates, and outcomes.
 - Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.

- C. Quality Assurance and Evaluation** **4**
 - Sufficiency of quality assurance and corrective action, including methodology.
 - Sufficiency of evaluation plans to assess program implementation, fidelity to program model, and youth participation and success in the service program.

- D. Coordination of Services** **3**
 - Demonstrated capability to coordinate services with other agencies and resources in the community. Past Memorandum of Agreements/Understanding, letters document this ability.
 - Sufficiency of collaboration and coordination plans related to implementation of proposed services.
 - Documented support and involvement of agencies and community for proposed services. Draft MOA/MOUs with proposed sub-contractors.

E. Facilities **5**

- Adequacy of facilities relative to the proposed services.
- Facilities meet ADA requirements, as applicable.

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 **4**

- **Proposed Staffing:** That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services. **4**
- **Staff Qualifications:** Job descriptions and minimum qualifications (including experience) for staff assigned to the program are included. The number of program service positions is sufficient to ensure effective program/service delivery.
- Proposal includes resumes of key staff that list experience with related or similar services and target population

B. Project Organization **4**

- **Supervision and Training:** Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. **3**
- **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 Instructions and **Section 2. III-Scope of Work** for each service area (a-c) of the RFP. It is recommended that applicants review the evaluation criteria for the service delivery section of the specific service they are proposing to deliver.

- Service Framework includes the Native Hawaiian Educational Council’s seven guiding themes and trauma informed care. **4**
- Basic components incorporated into the proposed program includes: a coordinated approach, community involvement, building community relations, cultural awakening and identity, youth involvement, age-, gender-, and developmentally-appropriate for the target population and is responsive to the target population **6**
- Comprehensive description of services to be provided includes healthful and safe environment; supervision; screening for program appropriateness; risk and needs assessment; behavioral management plan; family involvement/family strengthening; education; culturally appropriate placed based education; recreation and leisure time management; cognitive behavioral training; life skills building; positive peer relationships; case management; relapse prevention; substance abuse services; transitional planning and follow-up services; referral to appropriate resources; and, participation in meetings with representatives of the Hawaii Youth Correctional Facilities (HYCF) Family Court (FC), Departments of Human Services (DHS), Education (DOE), and Health (DOH) and other pertinent agencies. **10**
- Service activity supports the service goals and addresses risk and protective factors and aspects of youth development, as well as identifies the areas of competencies to be developed and/or enhanced. **5**
- The engagement of and planned service activity for the target population is described and appropriate. **5**
- The service activity is consistent with the required service framework and principles for effective program delivery. **5**
- The provision of major meals, beverages, and snacks, and transportation to court hearings, medical, dental, and other appointments in the community. **3**
- Performance measures (targets and milestones) have been established for participants. **3**
- Sample curriculum and materials provide evidence the planned activity and service delivery are based on effective practices. **3**
- The work plan for the major service activities clearly articulates the overall service flow from program entry to program completion with tasks that are **4**

logical and includes clarity in work assignments and responsibilities and realistic timelines and schedules, as applicable

- The program design includes plans to assess the impact of the services and the process for modifying the program design based on the assessment. 5
- The staffing ratio, youth safety and supervision, and reporting of significant incidents are identified. 2

5. Financial (10 Points)

- Cost proposal and required support documentation and justification included. 1
- Personnel costs are reasonable and comparable to similar positions in the community. 2
- Non-personnel costs are reasonable and adequately justified. 1
- Proposed budget fully supports the service activity and requirements of the RFP. 3
- Adequacy of accounting system (evidence of valid tax clearance, recent audit, and cost allocation plan). 1
- Positions and personnel responsible for fiscal operations and reporting identified and qualified. 1
- Staff responsible for maintaining accounting records and filing required expenditure reports identified. 1

B. 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.