

DEPARTMENT OF HUMAN SERVICES
SOCIAL SERVICES DIVISION
CHILD WELFARE SERVICES BRANCH

NOTICE OF REQUEST FOR PROPOSAL

The State of Hawaii, Department of Human Services is procuring the following service:

**Domestic Violence Services for Families – Statewide
RFP SSD-15-POS-2050**

The new contracts are expected to begin on July 1, 2015.

As of April 19, 2015, interested parties may review the following RFP located on the State Procurement Office website at www.spo.hawaii.gov and see Procurement Notices/Bidding Opportunities.

The Department will conduct a meeting live in Honolulu and via video conference for the neighbor islands to discuss the RFP and answer questions from the community. If you would like to attend please call Ms. Kenwyn Kaahaaina at (808) 586-5706 or email her at kkaahaaina@dhs.hawaii.gov by **12:00 Noon on Wednesday, April 29, 2015** and provide your name, agency, telephone number, email address, and location where you will be attending the meeting.

The RFP Video Conference meeting will be held as follows. All addresses are the offices of the DHS Benefit, Employment, and Support Services Division (BESSD):

Date:	Thursday, April 30, 2015
Time:	1:00 p.m. to 4:00 p.m.
Locations:	
Oahu (Honolulu):	Haseko Center, 820 Mililani Street Suite #606
East Hawaii (Hilo):	Kinoole Shopping Center, 1990 Kinoole Street
West Hawaii (Kailua-Kona):	Kona Center, 75-5722 Hanama Place Suite #1105
Maui (Wailuku):	Waiehu Beach Center, 270 Waiehu Beach Road Suite #107
Kauai (Lihue):	Dynasty Court, 4473 Pahee Street Suite G

If you would like to participate in the meeting but cannot be present at one of the video conference centers listed above, please contact Ms. Kenwyn Kaahaaina at (808) 586-5706 and provide your name, phone number, and the agency you are with so that you may participate via phone.

Preliminary written questions will be accepted until 4:30 p.m. on Tuesday, April 28, 2015. Please direct written submissions to Ms. Kenwyn Kaahaaina by email to kkaahaaina@dhs.hawaii.gov, by fax to (808) 586-5700, or by mail to 810 Richards St., Suite 400, Honolulu, Hawaii 96813. It is strongly recommended that all comments, suggestions, and questions be submitted in writing even if they are discussed with the Department prior to or during the RFP Video Conference meeting.

PLEASE NOTE: The RFP Video Conference meeting is for informational purposes. Participation in the meeting is optional and not required in order to respond to the RFP. Neither the Department nor any interested party responding to the RFP has any obligation under this process.

State of Hawaii
Department of Human Services
Social Services Division

Request for Proposals (RFP)

SSD-15-POS-2050

**DOMESTIC VIOLENCE SERVICES
FOR FAMILIES**

STATEWIDE

RFP Posting Date: April 19, 2015

**RFP Proposal Submission Deadline:
May 18, 2015, 4:30 p.m.
Hawaii Standard Time**

NOTE: *It is the Applicant's responsibility to access the Public Procurement Notices for Solicitations for Health and Human Services on the State Procurement Office (SPO) website or to contact the RFP Contact Person identified in this RFP regarding any subsequently issued addenda for this RFP. The State shall not be responsible for an incomplete proposal submitted as a result of the Applicant's not knowing about issued addenda, including additionally requested information or attachments, regarding this RFP.*

DAVID Y. IGE
GOVERNOR



RACHAEL WONG, DrPH
DIRECTOR

PANKAJ BHANOT
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
810 Richards Street, Suite 400
Honolulu, Hawaii 96813

MEMORANDUM

TO: RFP Proposal Applicants

FROM: Mona Maehara, Division Administrator
Social Services Division

SUBJECT: DEPARTMENT OF HUMAN SERVICES (DHS)
SOCIAL SERVICES DIVISION (SSD)
REQUEST FOR PROPOSALS (RFP)

The State of Hawaii, Department of Human Services, Social Services Division, is currently soliciting proposals from qualified Applicants to provide On-Call Shelter Services. The attached Request for Proposals (RFP) SSD-15-POS-2050 to provide this service is being issued under Hawaii Administrative Rules (HAR) and Hawaii Revised Statutes (HRS) Chapter 103F. Please see the following "Proposal Submission Information Sheet" for important proposal submission information.

An RFP Orientation will be held on April 30, 2015, 1:00 p.m. to 4:00 p.m. Hawaii Standard Time (HST). See 1.7 Orientation, Section 1 of this RFP for further information. All prospective Applicants are encouraged to attend the Orientation. For further information about the Orientation, to participate by phone via teleconference, or for special accommodations, please contact Ms. Kenwyn Kaahaaina, POS Specialist/RFP Contact Person, at (808) 586-5706 or at kkaahaaina@dhs.hawaii.gov.

For questions regarding this RFP see 1.8 Submission of Questions, Section 1 of this RFP for information on the question and answer process.

Thank you for your interest. The DHS looks forward to receiving and reviewing your proposals.

PROPOSAL SUBMISSION INFORMATION SHEET
PROPOSAL SUBMISSION DEADLINE:
MAY 18, 2015, 4:30 P.M., HAWAII STANDARD TIME.

PLEASE READ CAREFULLY AS THE PROPOSAL SUBMISSION INFORMATION HAS BEEN REVISED.

THE APPLICANT IS REQUIRED TO SUBMIT:

ELECTRONIC COPIES OF THE PROPOSAL (ONE (1) IN PORTABLE DOCUMENT FORMAT (PDF) AND ONE (1) IN WORD/EXCEL FORMAT)

AND

PRINTED COPIES OF THE PROPOSAL (ONE (1) ORIGINAL AND ONE (1) COPY).

THE COMPLETE PROPOSAL SUBMISSION SHALL CONSIST OF ELECTRONIC COPIES OF THE PROPOSAL (ONE (1) IN PORTABLE DOCUMENT FORMAT (PDF) AND ONE (1) IN WORD/EXCEL FORMAT) AND PRINTED COPIES OF THE PROPOSAL (ONE (1) ORIGINAL AND ONE (1) COPY) RECEIVED BY THE SPECIFIED DATE AND TIME.

If both the electronic and printed copies of the proposal are not received by the specified date and time, the proposal submission shall be considered incomplete and SHALL NOT BE ACCEPTED for consideration. All proposal submissions shall become the property of the DHS.

1. The electronic copies of the proposal shall be received by **MAY 18, 2015, 4:30 P.M. HAWAII STANDARD TIME (HST)**. NO EXCEPTIONS SHALL BE MADE. The electronic copies shall be submitted as follows:
 - a. in person to the DHS office
 - b. by private mail carrier (e.g. FedEx or United Parcel Service (UPS)) or by United States Postal Service (USPS)
 - c. by email to the POS mailbox

If the electronic copies are submitted in person, by private mail carrier, or by USPS they shall be on a UNIVERSAL SERIAL BUS (USB) FLASHDRIVE/THUMBDRIVE OR A COMPACT DISC (CD) and be readable by a personal computer system (PCS). The USB or CD shall be received at the address listed below.

If the electronic copies are submitted by email they shall be sent to the email address listed below.

The Applicant bears the complete responsibility for the submission of the electronic copies including assuring their complete, correctly formatted, and timely submission and the risk that the electronic copies may not be readable by the DHS.

2. The printed copies of the proposal shall be received by **MAY 18, 2015, 4:30 P.M. HAWAII STANDARD TIME (HST)**. **NO EXCEPTIONS SHALL BE MADE.** The printed copies shall be submitted as follows:
 - a. in person to the DHS office
 - b. by private mail carrier or by USPS
3. All proposal submissions submitted in person, by private mail carrier, or by USPS shall be enclosed in a sealed envelope identified with the RFP number and the Applicant's name on the outside and a cover sheet on the inside with the RFP number, the Applicant's name, the envelope's contents, and the number of proposal submission pages.

All proposal submissions submitted via email shall include in the email the RFP number, the Applicant's name, the proposal submission attachments, and the number of proposal submission pages. All attachments shall be identified with the RFP number, the Applicant's name or initials, and the attachment's content (e.g. SSD-15-POS-1050, XYZ, proposal application or 15-1050, XYZ, budget).

DROP-OFF ADDRESS:

**Department of Human Services
Social Services Division
Purchase of Services Unit
810 Richards Street, Suite 400
Honolulu, Hawaii 96813**

EMAIL ADDRESS:

ssdposmailbox@dhs.hawaii.gov

RFP CONTACT PERSON:

Ms. Kenwyn Kaahaaina, POS Specialist
Phone: (808) 586-5706
Email: kkaahaaina@dhs.hawaii.gov

PLEASE BE ADVISED:

1. Proposal submissions attempted after **May 18, 2015, 4:30 p.m. Hawaii Standard Time (HST)** shall **not** be accepted.
2. Any private mail carrier or USPS proposal submissions with a date stamp of **May 18, 2015, 4:30 p.m. Hawaii Standard Time (HST)** but received after **May 18, 2015, 4:30 p.m. Hawaii Standard Time (HST)** shall **not** be accepted.
3. All Applicants are **strongly encouraged** to submit the electronic copies of the proposal submission in advance of the proposal submission deadline. This will allow the Applicant the opportunity to: a) assure that they have been received by the DHS in a timely manner, and b) assure that the DHS can read them.
4. Proposals sent by facsimile (fax) shall **not** be accepted.
5. It is the Applicant's responsibility to access the Public Procurement Notices for Solicitations for Health and Human Services on the State Procurement Office website or to contact the RFP Contact Person identified in this RFP regarding any subsequently issued addenda for this RFP which may include a revision to the proposal submission deadline.

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Section 1

Administrative Overview

Section 1 Administrative Overview

The Applicant is highly 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 this specific RFP.

1.1 Procurement Timetable

Note: The Procurement Timetable represents the State's best estimated schedule. If an activity on this schedule is delayed, the rest of the schedule will likely be shifted by the same number of days. Contract start dates may be subject to the issuance of a Notice to Proceed.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	4/19/2015
Distribution of RFP	4/19/2015
RFP Orientation	4/30/2015
Applicants' submission of written questions for written responses deadline	1:00 p.m. - 4:00 p.m.
State purchasing agency's response to Applicants' written questions deadline	5/6/2015 4:30 p.m.
Discussions with Applicants prior to proposal submission (optional)	5/11/2015
Proposal submission deadline	As needed
Discussions with Applicants after proposal submission (optional)	5/18/2015
Final revised proposals deadline (optional)	4:30 p.m. HST
Proposal evaluation period	As needed
Provider selection	As needed
Statement of Findings and Decision (Notice of Award)	5/19/2015 – 5/30/2015
Contract start date	6/1/2015
	7/1/2015

1.2 Website Reference

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

	For:	Website:
1	Procurement Notices for Solicitations (RFP) website	http://spo3.hawaii.gov/notices/notices
2	Procurement of Health and Human Services	http://hawaii.gov/spo2/health/rfp103f/
3	Hawaii Revised Statutes (HRS) and Hawaii Administrative Rules (HAR) for Purchases of Health and Human Services	http://spo.hawaii.gov/references/
4	Standard Contract – General Conditions (AG103F13)	http://hawaii.gov/forms/internal/department-of-the-attorney-general/ag-103f13-1/view
5	Cost Principles	http://spo.hawaii.gov/for-vendors/vendor-guide/methods-of-procurement/health-human-services/competitive-purchase-of-services-procurement-method/cost-principles-table-hrs-chapter-103f-2/
6	Forms	http://spo.hawaii.gov/all-forms/
7	Protest Procedures/Forms	http://spo.hawaii.gov/for-vendors/vendor-guide/protests-for-health-and-human-services/

Non-SPO websites

Note: Website addresses may change from time to time. If a link is not active, try the State of Hawaii website at <https://portal.ehawaii.gov/>

	For:	Website:
8	Hawaii Compliance Express (HCE)	https://vendors.ehawaii.gov/hce/splash/welcome.html
9	Department of Taxation	http://tax.hawaii.gov/
10	Department of Commerce and Consumer Affairs, Business Registration	http://cca.hawaii.gov/ Click on “Business Registration”
11	Wages and Labor Law Compliance, HRS §103-055	http://www.capitol.hawaii.gov/hrscurrent/Vol02_Ch0046-0115/HRS0103/HRS_0103-0055.htm
12	Campaign Spending Commission	http://ags.hawaii.gov/campaign/
13	Internal Revenue Service	http://www.irs.gov/

1.3 Authority

This RFP is issued under the provisions of Hawaii Administrative Rules (HAR) and Hawaii Revised Statutes (HRS) Chapter 103F. The Applicant is charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid

executed proposal by the Applicant shall constitute admission of such knowledge on the part of the Applicant.

1.4 RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview: Provides the Applicant with an overview of the procurement process.

Section 2, Service Specifications: Provides the Applicant with a general description of the tasks to be performed, delineates the Provider's 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 shall be evaluated by the State purchasing agency.

Section 5, Attachments: Provides the Applicant with information and forms necessary to complete the proposal Application.

1.5 Contracting Office

The Contracting Office is responsible for overseeing the contracts resulting from this RFP including systems operations, fiscal agent operations, and monitoring and assessing the Provider's performance. The Contracting Office is:

Department of Human Services
Social Services Division
Purchase of Services Unit
810 Richards St, Suite 400
Honolulu, Hawaii 96813

1.6 RFP Contact Person

From the release of this RFP until the full execution of the contracts for the awarded Providers, any communication regarding this RFP shall be directed to the sole point-of-contact identified below unless otherwise directed:

Ms. Kenwyn Kaahaaina
Purchase of Services Unit
Phone: (808) 586-5706
Email: kkaahaaina@dhs.hawaii.gov

1.7 Orientation

An RFP Orientation for Applicants regarding this RFP shall be held as follows:

Date:	April 30, 2015	Time:	1:00 p.m. – 4:00 p.m.
Department of Human Services, Benefits, Employment, and Support Services Division (BESSD) Video Conferencing Center (VCC) locations as follows:			
Locations:	Honolulu, Oahu, HI:	Haseko Center, 820 Mililani St., Suite 606	
	Hilo, Hawaii, HI:	Kinoole Shopping Center, 1990 Kinoole St.	
	Kona, Hawaii, HI:	Kona Center, 75-5722 Hanama Pl., Suite 1105	
	Wailuku, Maui, HI:	Waiehu Beach Center, 270 Waiehu Beach Rd., Suite 107	
	Lihue, Kauai, HI:	Dynasty Court, 4473 Pahee St., Suite G	

The Orientation shall be held live at the Honolulu location listed above and via videoconference at the other locations. To attend the Orientation the Applicant shall contact Ms. Kaahaaina at (808) 586-5706 or kkaahaaina@dhs.hawaii.gov as soon as possible and provide their name, agency, telephone number, and email address as well as the number of people planning to attend the meeting.

If the Applicant would like to attend but is unable to participate at one of the video conferencing centers listed above, the Applicant shall contact Ms. Kaahaaina at (808) 586-5706 or kkaahaaina@dhs.hawaii.gov at least two days before the Orientation and provide the same information detailed above to participate via teleconference.

1.8 Submission of Questions

The Applicant is encouraged to submit written questions to Ms. Kaahaaina at kkaahaaina@dhs.hawaii.gov prior to the Orientation. The Applicant shall have the opportunity to ask questions at the Orientation and answers will be provided at the State purchasing agency's discretion. However, answers provided at the Orientation are intended only as general responses and may not fully represent the State purchasing agency's position. To ensure an answer to an oral question from the Orientation, or to a question that arises after the Orientation, the Applicant shall submit the question in writing after the Orientation but no later than the Applicants' submission of written questions deadline. Formal official responses to the Applicants' written questions shall be provided in writing by the State purchasing agency via an addendum to the RFP.

The Applicants' submission of written questions deadline is **May 6, 2015, 4:30 p.m. Hawaii Standard Time.**

The State purchasing agency's response to the Applicants' written questions deadline is **May 11, 2015.**

1.9 Submission of Proposals

A. Forms/Formats

Forms, with the exception of program specific forms, may be found on the SPO website (see 1.2 Website Reference, Section 1 of this RFP). For program specific forms see the Proposal Application Checklist, Section 5 of this RFP.

1. Proposal Application Identification Form (SPOH-200)

This form provides the Applicant's proposal identification.

2. Proposal Application Checklist

This checklist provides the program specific requirements, the reference and location of required forms, and how the proposal components shall be ordered and submitted to the State purchasing agency.

3. Table of Contents

This sample format is meant to be a guide (see Section 5 of this RFP).

4. Proposal Application (SPOH-200A)

This form provides a framework within which the Applicant shall submit comprehensive narratives to address the requirements specified in Proposal Application Instructions, Section 3 of this RFP, including a complete budget.

B. Program specific requirements

See Service Specifications, Section 2 and Proposal Application Instructions, Section 3 of this RFP. For required State and/or federal certifications see Proposal Application Checklist, Section 5 of this RFP.

C. Multiple and alternate proposals

Multiple proposals shall be accepted but alternate proposals shall not be accepted (see Service Specifications, Section 2 of this RFP).

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 on-line 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 an annual registration fee for the service (currently \$12.00). The HCE's on-line "Certificate of Vendor Compliance" provides the registered Provider's current compliance status as of the Certificate's issuance date and is accepted for both contracting and final payment purposes. See 1.2 Website References, Section 1 of this RFP for the HCE website address.

1. Tax clearance

Pursuant to HRS §103-53, as a prerequisite to entering into a contract of \$25,000.00 or more the Provider shall be required to have a tax clearance from DOTAX and the IRS. See 1.2 Website References, Section 1 of this RFP for the DOTAX and the IRS website addresses.

2. Labor law compliance

Pursuant to HRS §103-55, the Provider shall be in compliance with all applicable laws of the State and federal governments relating to Payment of Wages, Safety, Workers' Compensation, and Unemployment Compensation. See Section 1, 1.2 Website Reference of this RFP for the DLIR website address.

3. DCCA business registration

Prior to entering into a contract, the owner of any entity doing business in the State, except the owner of a sole proprietorship, charitable organization, unincorporated association, or foreign insurance company, shall be registered and in good standing with the DCCA, Business Registration Division. Also, a foreign insurance company must register with the DCCA, Insurance Division. See 1.2 Website References, Section 1 of this RFP for the DCCA website address.

E. Wages law compliance

By submitting a proposal the Applicant certifies that it is in compliance with HRS §103-55 Wages, Hours, and Working Conditions of Employees of Contractors Performing Services. See 1.2 Website References, Section 1 of this RFP for the DLIR website address.

F. Campaign contributions by State and county providers/contractors

HRS §11-355 prohibits campaign contributions from certain State and county government providers/contractors during the contract term if the providers/contractors are paid with funds appropriated by a legislative body. See 1.2 Website Reference, Section 1 of this RFP for the Campaign Spending Commission website address.

G. Confidential information

If the Applicant believes any portion of a proposal contains information that should be withheld as confidential, the Applicant shall request in writing for non-disclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note: Expenditure/Item costs are not considered confidential and will not be withheld.

H. **Proposal Submission**

FOR PROPOSAL SUBMISSION INFORMATION REGARDING THIS RFP PLEASE REFER TO THE PROPOSAL SUBMISSION INFORMATION SHEET AT THE BEGINNING OF THIS RFP.

1.10 **Discussion with the Applicant**

- A. **Prior to the proposal submittal deadline:** Discussion may be conducted with an Applicant to promote understanding of the State purchasing agency's requirements.
- B. **After the proposal submittal deadline:** Discussion may be conducted with an Applicant whose proposal is determined to be reasonably susceptible of being selected for award, however, a proposal may be accepted without discussion per HAR §3-143-403.

1.11 **Opening of Proposals**

Upon the State purchasing agency's receipt of a printed, USB, and/or CD proposal copy at the designated location (including any modifications to and withdrawals of a proposal), a verification of receipt shall be date-stamped and, if possible, time-stamped for the Applicant's and the State purchasing agency's records.

Upon the State purchasing agency's receipt of an emailed proposal copy at the designated location, a verification of receipt shall be emailed to the Applicant as soon as possible after receipt but no later than May 18, 2015, 5:00 p.m. for the Applicant's and the State purchasing agency's records.

All received printed, USB, CD and/or emailed proposal copies shall be secured by the State purchasing agency and not examined for evaluation purposes until after the proposal submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and fully executed.

1.12 **Additional Materials and Documentation**

Upon request from the State purchasing agency, the Applicant shall submit any additional documentation/materials reasonably required by the State purchasing agency for its evaluation of the proposal.

1.13 RFP Amendments

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

1.14 Final Revised Proposals

If requested of the Applicant, a final revised proposal shall be submitted in the manner and by the date and time specified by the State purchasing agency. If the final revised proposal is not submitted, the previously submitted proposal shall be the Applicant's final revised proposal. The Applicant shall submit only the section/s of the proposal requiring revision as well as the Proposal Application Identification Form (SPOH-200) (see 1.2 Website Reference, Section 1 of this RFP). After the final revised proposals are received, final evaluations shall be conducted for the contract awards.

1.15 Cancellation of Request for Proposal

This 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 cost incurred by the Applicant in preparing or submitting a proposal is the Applicant's sole responsibility.

1.17 Provider Participation in Planning

Applicants awarded a contract resulting from this RFP shall be required to participate in the State purchasing agency's future development of a service delivery plan pursuant to HRS §103F-203.

The Providers' participation in the State purchasing agency's efforts to plan for or to purchase Health and Human Services prior to the release of an RFP, including the sharing of information about community needs, best practices, and the Providers' resources, shall not disqualify the 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 only those proposals submitted in accordance with all requirements set forth in this RFP, which comply with the service specifications, and which demonstrate an understanding of the problems involved as acceptable. A proposal offering any other set of terms and/or conditions may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

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

1.19 Notice of Award

A Statement of Findings and Decision (Notice of Award) shall be provided by mail (USPS) to all responsive and responsible Applicants for the award or non-award of a contract upon completion of the evaluation of all proposals. The Statement shall provide information regarding only the individual Applicant, not all of the Applicants, as well as the name of the Applicant that the contract was awarded to.

Any contract resulting from this RFP is subject to the approval of the State Department of the Attorney General (DAG) as to form and to all further approvals, including the approval of the Director, as required by statute, rule, regulation, order, or other directive.

No work is to be undertaken by a Provider awarded a contract prior to the contract start date unless otherwise agreed between the State and the Provider (e.g. via a Notice to Proceed). The State is not liable for any costs incurred prior to the official contract start date without such an agreement.

1.20 Protests

Pursuant to HAR Chapter 148 and HRS §103F-501, an Applicant aggrieved by an award of a contract may file a protest. For the Notice of Protest form (SPOH-801) and related forms see 1.2 Website Reference, Section 1 of this RFP. Only the following matters may be protested:

- A. A State purchasing agency's failure to follow any procedure established by HRS Chapter 103F.
- B. A State purchasing agency's failure to follow any rule established by HRS Chapter 103F.
- C. A State purchasing agency's failure to follow any requirement, procedure, or evaluation criterion in the RFP issued by the State purchasing agency.

The Notice of Protest shall be postmarked by the USPS or hand delivered to: 1) the Head of the State purchasing agency (HOPA) conducting the procurement, and 2) the procurement officer conducting the procurement within five (5) working days of the postmark of the Statement of Findings and Decision (Notice of Award) sent to the Applicant protestor. If delivery services other than the USPS are used they shall be considered hand delivery and the Notice of Protest shall be considered submitted on the date received by the State purchasing agency.

Head of State Purchasing Agency and Procurement Officer
Director of the Department of Human Services

Mailing Address: Department of Human Services P.O. Box 339 Honolulu, Hawaii 96809-0339
Business Address: Department of Human Services 1390 Miller Street, Room 209 Honolulu, Hawaii 96813

1.21 Availability of Funds

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

1.22 General and Special Conditions of Contract

Both General and Special Conditions shall be contractually required (see 1.2 Website Reference, Section 1 and Section 5 of this RFP).

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 shall utilize standard Cost Principles (SPOH-201) (see 1.2 Website Reference, Section 1 of this RFP). The State Cost Principles shall not exempt the Provider from complying with any cost principles under federal law.

Section 2

Service Specifications

Section 2 Service Specifications

2.1 Introduction

A. Overview and purpose

The Department of Human Services (DHS), Child Welfare Services (CWS) is seeking proposals statewide to provide Domestic Violence Services for Families. These services shall provide supportive and advocacy services to afford survivors the opportunity to break the cycle of violence in their lives and address the impact of domestic violence on their children. Services for children shall support their emotional wellbeing and strengthen their resilience. Services shall also afford batterers the opportunity to make behavioral changes allowing them to discontinue the use of violence and control tactics in their relationships and in their lives.

B. Planning activities conducted in preparation for this RFP

- Information from funders (legislature, federal agencies, private foundations, etc.) on funding terms and conditions.
- Information from other state agencies on services to the same target group.
- Views of service recipients and community advocacy groups on conditions affecting achievement of desired goals.
- Views of Provider organizations on how to improve service specifications; a request for information (RFI) process may have been used for this purpose.
- Information from POS monitoring and other reports for current contracts.
- Other data (socio-economic and health trends, waiting lists for services, client satisfaction surveys, etc.).

X A Request for Information (RFI) was posted on the State Procurement Office (SPO)/Procurement Notices System website on February 19, 2015, and an RFI meeting was held on February 27, 2015, to gather information and assist in the development of this RFP.

Planning information may be obtained from Kenwyn Kaahaaina, POS Specialist and RFP contact person, by email at kkaahaaina@dhs.hawaii.gov.

C. Description of the service goals

The service goals and interventions are designed to ensure and promote survivors' safety and independence, strengthen children's resilience, and engage and hold batterers accountable to make positive behavioral changes to end violence. The goals and guiding principles include:

1. Survivors' and children's safety is the overarching goal of the services and interventions. Survivors' and children's safety and independence shall be enhanced through services and support.
2. Children shall remain safely, and together, with the survivor, as appropriate. This is the strongest assurance of nurturance, healing from trauma, and stability for children.
3. Assuring the safety of survivors increases safety for the children.
4. Children shall receive services that support their healing from exposure to, and the impact of, domestic violence and their emotional wellbeing.
5. Services for children help reduce the possibility of the children becoming survivors or batterers in the future.
6. Batterers shall be held accountable for their actions. They shall be engaged to make concrete behavioral changes to eliminate violence against survivors and end the adverse impact on children.
7. Ending batterers' violence through treatment and monitoring interventions increases the safety of survivors, children, and the community.
8. Service activities shall be comprehensive, coordinated, and collaborative and provided in all designated geographic areas under the contract.
9. Service activities shall be evidenced based/evidence informed/best practice/promising practice and provide clear and attainable goals and objectives.
10. Service activities shall be individualized and responsive to the strengths,

needs, values, and preferences of survivors, children, and batterers. They shall be linguistically appropriate and consider the individual's cultural and community ties.

D. Description of the target population to be served

Services shall be provided to families referred by CWS, Voluntary Case Management Services (VCM), or Family Strengthening Services (FSS) who are in need of services to address domestic violence. Services shall continue to be provided to the family when the CWS, VCM, or FSS case is closed, as needed.

For the purposes of this RFP:

1. Domestic violence is a course of conduct or a pattern of assaultive and/or coercive behaviors, including physical, sexual, psychological, and emotional abuses, as well as economic coercion that adults use against their intimate partners to gain power and control in the relationship.
2. Domestic violence is more than the physical assault. The controlling tactics batterers use are reinforced by societal and cultural stereotypes and institutions that overall give more status and power to the batterer. Cultural norms stress the importance of the survivor staying in the relationship regardless of the consequences.
3. Domestic violence is not limited to obvious physical violence. Domestic violence can also mean endangerment, criminal coercion, kidnapping, unlawful imprisonment, trespassing, harassment, and stalking.
4. Domestic violence is present in all ethnic cultures, socio-economic classes, and religions. It is important to understand, however, that beliefs affect a person's perception and reaction to domestic violence and the seeking out and utilization of services.
5. Domestic violence has a long-term impact on survivors and children and services should support their healing, wellbeing, and independence even after immediate safety has been achieved.
6. Alcohol abuse, legal/illegal drug abuse, and mental illness can be co-morbid with domestic violence and present additional challenges in its elimination.

E. Geographic coverage of service

Services shall be provided statewide to the geographic areas listed below:

1. East Hawaii
2. West Hawaii
3. Kauai
4. Lanai
5. Maui
6. Molokai
7. Central Oahu
8. Leeward Oahu
9. Windward Oahu

For the purposes of this RFP, the geographic areas on Hawaii and Oahu are further defined as:

Hawaii:

1. East Hawaii: Honoka'a to Na'alehu, including Volcano and Pahala.
2. West Hawaii: Kapa'au, Hawi, Kohala, Waimea, Kamuela, Waikoloa, Kailua-Kona, Keauhou, Kealahou, Captain Cook, Honaunau, Ka'u, and Ocean View.

Oahu:

1. Central Oahu: Hawaii Kai to Kalihi, Salt Lake to Pearl City, Waipio, Mililani, Whitmore, Wahiawa, and Schofield.
2. Leeward Oahu: Waipahu, Ewa, Makakilo, and Kapolei to Makaha.
3. Windward Oahu: Waimanalo to Waialua.

The Provider shall be responsible for provision of the full range of contracted services for survivors, children, **and** batterers throughout the contracted area/s, including service capacity and staffing.

F. Period of availability, probable funding amounts, and sources

The contracts shall be awarded for an initial term of two (2) years with the possibility of two (2) extensions for two (2) years each thereafter, subject to the availability of State and federal funds and the satisfactory performance of services by the Provider as determined by the DHS. The maximum contract term shall not exceed six (6) years, July 1, 2015 through June 30, 2021.

Total funding is anticipated to be \$1,754,000 per year, allocated as follows:

Geographic Areas	Maximum Annual Contract Amounts
East Hawaii	\$220,000
West Hawaii	\$120,000
Kauai	\$185,000
Lanai	\$50,000

Maui	\$293,000
Molokai	\$50,000
Central Oahu	\$281,000
Leeward Oahu	\$350,000
Windward Oahu	\$205,000

Funding increases and decreases shall also be subject to the availability of State and federal funds, changes in the service specifications (e.g. the target population to be served, the geographic location's needs, utilization increases/decreases, service activities, and service delivery), and satisfactory performance by the Provider as determined by the DHS.

Funding for any given year or for the contract as a whole may increase up to 300% of the original amount without being considered a fundamental change per Hawaii Administrative Rules (HAR) §3-149-303(d).

2.2 Contract Monitoring and Evaluation

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

- A. **Quality of Care/Quality of Services**
- B. **Output Measures**
- C. **Performance/Outcome Measures**
- D. **Financial Management**
- E. **Administrative Requirements**

2.3 General Requirements

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

The Provider shall comply with the following requirements as well as the General and Special Conditions, which include further requirements of this contract (see Section 5 of this RFP).

1. The Provider shall provide services in concurrence with Hawaii Revised Statutes (HRS) Chapters 346, 350, and 587; HAR; Code of Federal Regulations, Title 45 – Public Welfare, Part 1340 – Child Abuse and Neglect Prevention and Treatment (45 CFR 1340); and DHS policies and procedures.
2. The Provider shall be a private non-profit organization.
3. The Provider shall be qualified as well as certified, licensed, and/or accredited, as applicable, to perform the services solicited in this RFP.

4. The Provider shall not impose any income eligibility standard on families, survivors, and batterers as a basis for receiving services provided through this contract.
5. Disagreements may occur between the Provider and the DHS regarding various issues (e.g. the performance of service activities within contracted specifications). The DHS shall make every effort to resolve these disagreements in a manner acceptable to both parties. However, if a disagreement is unable to be resolved acceptably to both parties after significant communication between them has occurred, the DHS shall prevail. If the Provider fails to comply with the DHS' directive, it may be deemed cause for corrective action and/or potential contractual remedies, including contract termination.
6. The contract shall be modified, as necessary, to include changes in the service specifications (e.g. the target population to be served, the geographic location's needs, utilization increases/decreases, service activities, and service delivery), State or federal statutes or rules, and/or the requirements of applicable funding sources. In this event, the DHS shall notify the Provider in writing about the necessity of the change/s and what the proposed change/s will be. The Provider shall have the opportunity to discuss the change/s prior to its/their implementation.
7. The Provider shall participate in quality assurance/improvement projects for research and evaluation purposes as requested by the DHS. Such activities shall include one Child and Family Service Review (CFSR) per year/per qualified staff as arranged by the DHS. Qualifications of the Provider's staff to participate in the CFSR shall be determined by the DHS.

Other quality assurance/improvement activities that the Provider may participate in shall include data collection and requests related to current DHS initiatives, programs, and activities. The DHS may request that the Provider provide records for review for these purposes.

B. Secondary purchaser participation

(Refer to HAR §3-143-608)

After-the-fact secondary purchases shall be allowed.

Planned secondary purchases shall not be allowed.

C. Multiple or alternate proposals

(Refer to HAR §3-143-605)

Multiple proposals shall be allowed.

Alternate proposals shall not be allowed.

D. Single or multiple contracts to be awarded

(Refer to HAR §3-143-206)

Single Multiple Single & Multiple

Single contracts shall be awarded for each geographic area. However, multiple contracts may be awarded to one Applicant for different geographic areas.

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)

Initial contract term:

Two (2) years from July 1, 2015 through June 30, 2017.

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

Number of possible extensions: Two (2) extensions

Length of extensions: Two (2) years

Maximum contract term:

Six (6) years from July 1, 2015 through June 30, 2021, subject to the Option to Extend provision of the contract (see #17, Special Conditions, Section 5 of this RFP).

Conditions for extension:

1. Ongoing need for the service as determined by the State.
2. Availability of funding.
3. Acceptable utilization as determined by the State.
4. Satisfactory performance as determined by the State.
5. Satisfactory compliance with the terms and conditions of the contract as determined by the State.
6. Must be in writing, shall allow 30 calendar days for consideration and approval, and shall be executed prior to the contract expiration date.

F. Subcontracting

(Refer to #3.2 General Conditions, Section 5 of this RFP)

Subcontracting shall be allowed with the prior written approval of the DHS and is encouraged to provide an array of services to families, including culturally specific programming.

Prior to the start of the contract, the Provider shall submit its subcontracts with other agencies to the DHS for review. The Provider shall ensure that its subcontractors comply with **all** of the contract requirements of this RFP. The Provider shall submit documentation of its subcontractor's compliance with the contract requirements as requested by the DHS.

2.4 Scope of Work

The Provider shall provide Domestic Violence Services to Families in compliance with and including all of the following tasks and responsibilities detailed below:

A. Service delivery

Services to survivors, children, and batterers shall utilize evidence based/evidence informed/best practice/promising practice approaches. Services shall be provided using a trauma informed approach, meaning attending to an individual's emotional as well as physical safety, including understanding how trauma affects the life of the individual receiving services.

Services shall be linguistically appropriate, including individuals with Limited English Proficiency (LEP), considerate of any physical limitations, and culturally appropriate.

Services shall be provided to female and male survivors, children, and female and male batterers and include those who identify as LGBTQ. The Provider shall use gender neutral language in its program and prohibit harassment and discrimination of survivors, children, and batterers based on gender, gender identity or expression, and sexual orientation.

The Provider shall make every reasonable effort to make certain that the available services are provided in a flexible manner to families, survivors, and batterers so as to best meet their specific needs, including the times service activities are scheduled, such as in the evenings or on the weekends, so as to accommodate parents' work schedules.

Services shall be provided for up to 12 months. Extensions may be made on a case by case basis based on the individual need of the survivor, child, or batterer with the prior written approval of the DHS.

The Provider shall assure and be responsible for the continuity of services in the event of staff illness, medical emergencies, vacancies, or other situations that result in reduced program resources that are less than contracted.

1. Survivors' services

Services shall be provided in an environment that is welcoming, inclusive, de-stigmatizing, and not re-traumatizing. Services shall be client-

centered, designed to meet the unique needs of the individual and build on their strengths to promote and enhance their safety and independence.

Services shall:

- a. Facilitate survivors' increased access to physical safety, economic resources, and legal protections and support them in facing any barriers to receiving services.
- b. Assist survivors in strengthening their psychological ability to deal with the multiple and complex issues they face in accessing safety, recovering from the traumatic effects of domestic violence and other abuse, and rebuilding their lives.
- c. Strengthen the relationship bond between survivors and their child/ren and enhance survivors' ability to provide nurturance, safety, and support for them.
- d. Not burden survivors with unnecessary services.

2. Children's services

Service delivery for children exposed to domestic violence shall build on their strengths and focus on safety. Services shall primarily be provided to children ages four and older, unless documented that the child does not have the capacity to understand, participate in, or benefit from services. Service and safety planning for children under four and for children four and older who do not have the capacity to understand or participate in developing a safety plan shall be completed with the survivor and staff facilitation. Services shall:

- a. Be age and developmentally appropriate.
- b. Assist children who have experienced or are experiencing domestic violence in strengthening their resilience by reducing risk factors and increasing protective factors, such as building competence/self-esteem, strengthening the relationship and bond between survivors and children, and promoting pro-social activities in the school and the community.

3. Batterer Intervention Programs (BIPs) and batterers' services

Services for batterers shall be designed to hold the batterer accountable and promote positive behavioral changes to end violence. Services shall assist the batterer in identifying and addressing stressors, barriers, and behaviors that contribute to domestic violence. The primary mode of intervention shall be group services.

The Provider shall monitor and coordinate services for batterers to promote survivor and child safety.

B. Service activities

Service referrals shall be made by CWS/VCM/FSS. Families, survivors, and batterers shall be allowed to select a Provider from a Provider list that includes a summary of a Provider's services, their location/s, and their services schedules. If a Provider is not selected, a referral for the family, survivor, and/or batterer shall be made to a Provider in the same geographic area or a Provider deemed to be the most advantageous to the family, survivor, and/or batterer.

The Provider shall establish and implement written procedures for admission/non-admission, provision of service activities, and completion/termination of services (discharge). The Provider shall document applicable criteria for survivors/children/batterers that are denied or terminated from services and will notify the referring worker in writing within three (3) working days of the denial or termination.

Services for children may require contact with survivors or adults responsible for their care and supervision, such as relatives or resource caregivers.

Services may be provided at program facilities, the homes of survivors/children/batterers, if determined safe and appropriate by referring workers and the Provider, or other safe places in the community. The selected location shall provide for safe, confidential, and appropriate interactions between survivors/children/batterers and staff.

1. Intakes

The Provider shall receive all referrals and have a process to contact referring workers to obtain information, as necessary, and complete intakes with survivors/batterers. Intakes may be completed over the phone.

- a. The Provider shall initiate contact with survivors/batterers within three (3) working days of the receipt of the referral in order to complete intakes and schedule assessments. If this timeline is not met, the Provider shall document its efforts and the reasons, such as the lack of response by a survivor/batterer, and notify referring workers in writing.
- b. If the Provider has difficulty locating or contacting a survivor/batterer, the Provider shall request the assistance of the referring worker.
- c. Intake documentation shall be maintained in the case file.
- d. In the event of a crisis, the referring worker may request and facilitate an expedited assessment appointment by contacting the Provider by telephone in the presence of a survivor/batterer. The written referral shall be submitted to the Provider on the same day.

2. Assessments

- a. Comprehensive, face-to-face, domestic violence assessments shall be completed for all referred survivors/children/batterers within two (2) weeks of receipt of the service referral. If this timeline is not met, the Provider shall document its efforts and the reasons, such as the cancellation of an appointment by a survivor/batterer, and notify the referring worker in writing.
- b. Assessments shall evaluate an individual's strengths and needs to inform service and safety planning. These assessments shall include a dangerousness assessment for survivors and a lethality assessment for batterers.
- c. The Provider may be required to use specific assessment tools as determined by the DHS.
- d. Assessments shall be sent to referring workers within one (1) week of assessment appointments and copies will be maintained in case files.

3. Services

Services determined appropriate in assessments shall commence within one (1) week of assessment appointments. If this timeline is not met, the Provider shall document its efforts and the reasons, such as the cancellation of an appointment by a survivor/batterer, and notify the referring worker in writing. Services shall include:

- a. Individual services
 - 1) Crisis intervention services shall be provided as needed and will include, but not be limited to, emergency safety planning and "warm" linkages to recommended services, such as domestic violence shelters, medical/mental health programs, Temporary Restraining Order (TRO) assistance, and legal services.
 - 2) Written safety plans shall be completed with survivors and child/ren within two (2) weeks of assessments. Safety planning shall be comprehensive to address the needs of survivors and child/ren either as a unit or individually, as appropriate. Written safety plans shall be provided to survivors and child/ren in a manner which supports their safety. Copies shall be maintained in case files.

Emergency safety planning shall be completed at the time of intakes or assessments, as applicable.

- 3) Individualized service plans shall be completed for all referred survivors/children/batterers based on their assessments, needs identified in their referrals, and individual input. Service plans shall be completed within two (2) weeks of assessments and be reviewed and updated monthly or as necessitated by changes in individual circumstances. Service plans shall be sent to referring

workers and copies will be maintained in case files.

- 4) Written discharge plans shall be completed for all referred survivors/children/batterers within two (2) weeks of completion/termination of services and will include a summary of services provided and community agencies and supports in place upon discharge. Discharge plans shall be sent to referring workers and copies shall be maintained in case files.
 - 5) Individual services may be utilized as necessary to augment group curriculum and/or to address crisis or other individual situations that impede an individual's achievement of identified goals.
- b. Group services
- 1) Survivor groups shall provide:
 - a) A safe place for survivors to share and understand their experiences.
 - b) Evidence-based curriculum on the dynamics of domestic violence, including, but not limited to, the cycle of abuse, power and control indicators, the impact on survivors and children, and how to support children through their trauma.
 - c) Safety planning concerns and strategies.
 - d) Education on child development, as appropriate.
 - e) Information on supportive services and community resources.
 - 2) Children's groups shall help children understand:
 - a) That domestic violence is not a child's responsibility.
 - b) The physiological (e.g., agitation, hyper-vigilance, or nervousness) and emotional effects of trauma and what children can do to deal with them.
 - c) The meaning of safety planning and what children can do to be safe.
 - d) The importance of positive social interactions with peers and others and what children can do to develop and maintain them.
 - e) The importance of sharing feelings, needs, and experiences with others and what children can do to improve communication.
 - f) Dating violence indicators and interventions for youth, as appropriate.
 - 3) BIPs groups shall, at minimum, be conducted for two (2) hours per week for 24 weeks. Groups shall be facilitated by two (2) facilitators, one of each gender, and will ideally have no more than 16 - 18 participants unless otherwise designated or approved by the DHS. In groups with only one facilitator, the recommended maximum number of participants shall be 12-14 participants. BIPs groups shall:
 - a) Increase the safety of survivors and children by providing batterers the knowledge and skills needed to reduce and eliminate coercive, dominating, controlling, and violent behaviors.

- b) Help batterers learn socially acceptable alternatives to violence through effective communication, coping strategies, problem solving, and behavioral management skills.
- c) Provide batterers opportunities for skills practice.
- d) Address batterers' violence and its negative impact on survivors and children.
- e) Focus on batterers' behaviors and not blame survivors.
- f) Follow the guidelines in the current "Hawaii Batterers Program Standards" (http://www.ncdsv.org/images/HI_BIPS-Standards_December2010.pdf). All BIPs shall utilize recognized effective "best-practice" interventions based on current knowledge and research and be presented in gender relevant and culturally appropriate ways. Services shall include identification of batterers' criminogenic risks/needs; these risks/need will be addressed in the curriculum.

All BIPs shall include a component to address the safety of survivors and children. This includes contact with survivors to determine risk and provide program information, enhance survivors' safety, and provide referrals to survivors' support and other services, as needed.

c. Support services

These services shall be provided to survivors/children/batterers to enhance survivors' and children's safety and to promote positive behavioral changes by batterers. Services shall include:

- 1) Case management, including referral/linkage to community agencies and supports such as medical/mental health services, substance abuse services, housing, financial supports, employment, child care, TRO application assistance, legal assistance, education/training programs, etc.
- 2) Transportation (e.g. bus fare, bus pass, physical transport, etc.) to access the Provider's and/or other necessary services and supports if transportation is not otherwise accessible.
- 3) Childcare to allow survivors/batterers access to the Provider's services and/or other necessary services and supports if childcare is not otherwise accessible.
- 4) Supervised child/ren exchanges/visitation.
- 5) Advocacy to support and empower survivors/children/batterers in achieving their goals.
- 6) Assistance for survivors with completing a TRO application if assistance is not otherwise available.
- 7) If determined by referring workers and the Provider that intensive services are not required, survivors/children/batterers may be recommended to participate in Outreach services including, but not limited to:

- a) Regular visits in the home.
- b) Hands-on parenting instruction, as necessary.
- c) Practical life skills such as nutrition, budgeting, etc.
- d. Therapeutic/Clinical counseling services
These services shall be provided on a short-term basis as determined by referring workers and the Provider. Counseling shall enable survivors/children/batterers to gain insight into their feelings and behaviors, enhance their coping strategies, facilitate behavioral changes, and improve their relationships. Services shall include:
 - 1) Individual counseling
 - 2) Family counseling as determined appropriate by referring workers and the Provider and when survivors/children feel safe. This may be appropriate upon a batterer's successful completion of a BIP, when a family is intact, and/or when reunification is planned. Family counseling may also occur between children and parents, including strengthening bonding between infants/toddlers and parents.
 - 3) Therapeutic visitation shall be provided by a qualified counselor as a component of family counseling to support appropriate interactions between children and parents.

4. Service coordination

The Provider shall collaborate with other community agencies that provide appropriate services and supports to help meet the needs of survivors/children/batterers. This includes, but is not limited to, domestic violence shelters, housing assistance programs, financial assistance programs, health/mental health service providers, survivor service providers, BIPs, and domestic violence coalitions and task forces.

Services provided under this contract shall not duplicate service activities being provided under any other contract without the prior written approval of the DHS.

5. Referrals for survivors/children/batterers to health/mental health care services shall be facilitated, as appropriate. If there are costs for services, survivors'/children's/batterers' medical insurance, if applicable, or other resources shall be explored to assist in paying for them. The Provider shall assist survivors/batterers in understanding what kind of medical insurance the proposed health/mental health care providers accept and what the survivor's/batterer's medical insurance covers, including coverage for children, by facilitating their contact with the health/mental health and medical insurance providers, as needed.
6. The Provider shall participate in educating and training the community about domestic violence and services related to

survivors/children/batterers. Presentations shall include a description of the primary services available in the geographic area/community serviced and be culturally sensitive to the various ethnicities/cultures within the geographic area/community.

7. The Provider shall provide case status reports (e.g. verbal updates, quarterly summaries, etc.) to referring workers as requested.
8. The Provider shall ensure appropriate service transitions for survivors/children/batterers to other Providers, community agencies, and supports, as applicable, when the contract ends.

C. Administrative/Management requirements

1. Experience

The Provider shall have a verifiable history of a minimum of two (2) years within the most recent five (5) years of experience with contracts or projects providing domestic violence services to survivors/children/batterers, particularly those who may have experienced child abuse, neglect, or threatened harm.

2. Ability

The Provider shall have the necessary abilities, skills, and knowledge relating to the delivery of the contracted services.

3. Personnel

The Provider shall ensure that all staff, volunteers, and contracted personnel have the educational qualifications, work experience, necessary training, and appropriate certification/license, as applicable, to fulfill their job position requirements and provide the contracted service activities.

The Provider shall assure that:

- a. All staff, volunteers, and contracted personnel are at least 18 years old.
- b. All staff, volunteers, and contracted personnel have experience and training in working with families who have experienced issues such as domestic violence, child abuse, neglect, or threatened harm, and substance abuse and who are willing to work with parents that may present safety issues.
- c. All staff, volunteers, and contracted personnel demonstrate a willingness to work with others, including clients coping with multiple issues and co-workers as part of a team.
- d. Program supervision, including supervision of staff, volunteers, and contracted personnel, shall be provided by staff with, at a minimum, a master's degree in social work, psychology, or a related field from an

accredited institution and two (2) years of experience. Supervision shall include, but not be limited to, individual staff, volunteer, and contract personnel supervision, case reviews, periodic observation of service delivery, and ongoing evaluation of program effectiveness and outcome measures.

- e. Therapeutic/Clinical counseling services shall be provided by staff with, at a minimum, a master's degree in social work, psychology, or a related field from an accredited institution and two (2) years of experience.
- f. Individual and group services shall be provided by staff with, at a minimum, a bachelor's degree in social work, psychology, or a related field from an accredited institution and two (2) years of experience.
- g. Support services shall be provided by staff with, at a minimum, a high school degree or General Equivalency Diploma (GED) and two (2) years of experience.
- h. Volunteers shall be under the control and direction of the Provider even though they are not paid staff or contracted personnel.
- i. If a job applicant does not meet the education, work experience, and/or training qualifications for a specific job position but the Provider still recommends hiring the applicant, a request for a waiver of the qualifications shall be submitted to the DHS in writing via email. The request shall include:
 - 1) The name of the applicant and their qualifications.
 - 2) The reason for the Provider's request and their justification for hiring the applicant (e.g. the applicant may not have the required education but may have adequate years of experience and/or training that demonstrates their ability to adequately perform the job position's duties).
 - 3) The Provider's plan for the supervision and training to be provided to the applicant if they were hired.

The DHS shall respond in writing via email asking for more information or approving/disapproving the waiver, including noting any conditions, such as a probationary plan, that need to be implemented in order to hire the applicant.
- j. No job applicant who does not meet the minimum qualifications for a job position shall be hired for work under the contract without written approval from the DHS.
- k. Verifications of education, work experience, certification/license, and waiver as well as job performance information will be maintained and updated in the staff, volunteers, and contracted personnel files.
- l. The Provider will comply with the following criminal history requirements:
 - 1) The Provider shall conduct an initial criminal history record check and sex offender check as well as submit a consent form to the DHS Licensing Unit for a CWS Central Registry Check for all staff, volunteers, and contracted personnel job applicants who

apply to work under the contract, especially those who will be providing direct services as this necessitates close proximity to children.

The Provider shall search www.ecrim.hawaii.gov/ahewa/ (Adult Criminal Conviction Information System, Hawaii Criminal Justice Data Center) and search www.nsopr.gov (National Sex Offender Registry) prior to hiring staff, volunteers, or contracted personnel.

- 2) Conditional employment in a non-direct service position may be offered to an applicant for a period not to exceed 30 days pending the receipt of the results of the checks.
- 3) The Provider shall have an established procedure to address any criminal conviction results with an applicant. If after such results have been received and the Provider has discussed the results with the applicant and still recommends hiring the applicant, a request for a waiver shall be submitted to the DHS in writing. The request shall include:
 - a) The name of the applicant and their qualifications.
 - b) The reason for the Provider's request and their justification for hiring the applicant (e.g. the conviction was a misdemeanor which occurred several years before and the applicant's record has been clean since then), including the basis for the determination that such a criminal conviction does not pose a risk to the health, safety, or well-being of children.
 - c) The Provider's plan for the supervision to be provided to the applicant if they were hired.

The DHS shall respond in writing via email asking for more information or approving/disapproving the waiver, including noting any conditions, such as a probationary plan, that need to be implemented in order to hire the applicant.

- 4) The DHS Licensing Unit receives the complete results of the CWS Central Registry Check and sends the Provider a copy of the results which includes only limited information.

If an applicant has a CWS Central Registry history which may/may not pose a risk to the health, safety, or well-being of children, the Licensing Unit will contact the applicant and may work with the applicant and the Provider in gathering more details and reviewing the information. The Licensing Unit shall contact the applicant and the Provider with the results of the review.

- 5) No job applicant with a criminal and/or CWS Central Registry history which may/may not pose a risk to the health, safety, or well-being of children shall be hired for work under the contract without written approval from the DHS.
- 6) All three checks shall be completed again one (1) year after hire and again every two (2) years thereafter.

- 7) The results of all checks and copies of all consent forms shall be maintained and updated in the staff, volunteers, and contracted personnel files.

See "CRIMINAL HISTORY RECORD CHECK STANDARDS and PROTECTIVE SERVICES CENTRAL REGISTRY CHECK STANDARDS (Revised 4/18/13)", Section 5 of this RFP.

4. Training plan

- a. The Provider shall have in place both an initial and an annual training plan for staff, volunteers, and contracted personnel which shall identify the specific trainings to be provided and the time frames in which they will be provided. The initial trainings shall be completed before staff, volunteers, and contracted personnel may provide direct services without direct supervision.
- b. All staff, volunteers, and contracted personnel shall complete an initial, required training of a minimum of 25 hours, at least 15 hours of which are specific to domestic violence, including:
 - 1) An agency orientation, including, but not limited to, policies and procedures addressing:
 - a) Intakes, assessments, service and safety planning, and discharge planning.
 - b) Documentation requirements.
 - c) Confidentiality and ethics.
 - d) Security and safety provision.
 - e) Emergency response and disaster preparedness procedures.
 - 2) Trauma informed care.
 - 3) Domestic violence specific training such as, but not limited to, the dynamics of domestic violence, crisis intervention, safety planning, and dating violence.
 - 4) Child development and the impact of domestic violence on children.
 - 5) An overview of CWS/VCM/FSS, including mandated reporter responsibilities.
 - 6) Services offered by the DHS Benefit, Employment & Support Services (BESSD) and Med-QUEST Divisions and how to access them.
 - 7) Community resources available to support client safety, wellbeing, and independence such as, but not limited to, housing resources, financial/employment resources, health/mental health services, child care services, and legal/advocacy services.
- c. All staff, volunteers, and contracted personnel shall complete annual trainings of a minimum of 12 hours of relevant training.
- d. A training record shall include the training topics completed, the length of the trainings, the trainings completion dates, and the trainings

facilitators and will be maintained and updated in the staff, volunteers, and contracted personnel files.

5. The Provider shall have a process for hearing and resolving grievances of staff, volunteers, and contracted personnel.
6. Client files
 - a. Client files shall be kept per family with child/ren and parent/s information kept together. Files shall contain basic client information such as name, gender, birthdate, race/ethnicity, address, phone number, marital status (as applicable), language spoken and any LEP concerns, and any physical/mental conditions or special needs. Files shall also contain copies of all assessments, plans, and reports and any other documentation, such as case notes and service referrals.
 - b. Files shall be maintained and updated for all survivors/children/batterers serviced during the period they are receiving services.
 - c. Files shall be kept strictly confidential.
 - d. The Provider shall retain client files for six (6) years after the last service date.
7. Reporting requirements for program and fiscal data
 - a. The Provider shall be responsible for the following required program reports:
 - 1) The Provider shall complete the monthly Client Eligibility List (CEL) and Quarterly Activity Report (QAR) in the formats provided by the DHS. The Provider shall report individual information about the survivors/children/batterers served as well as the numbers of survivors/children/batterers served, service units completed, program activities completed, accomplishments of the program objectives and outcomes, problems encountered, any program recommendations, and proposed future activities. The QAR shall also document any staffing changes.
 - 2) The CEL shall be submitted to the DHS via email by the 15th of the month following the reporting period.
The QAR shall be submitted to the DHS by the last day of the month following the reporting period.
 - b. The Provider shall be responsible for the following required fiscal reports:
 - 1) The Provider shall complete the annual Budget and monthly Expenditure Report in the formats provided by the DHS. The Provider shall summarize its annual projected program and personnel expenditures as well as report the expenditures of contract funds received during the reporting period. The reports shall also list other sources of funding used for the contract, the

amounts, and how they were expended, and document all staff and contracted personnel that work under the contract.

- 2) The annual Budget shall be due by April 30 of the current fiscal year for the following fiscal year.

The Expenditure Report shall be submitted by the 15th of the month following the reporting period.

- c. See Attachments, Section 5 of this RFP for samples of the program and fiscal reports.

8. Output and performance and outcome measurements

- a. The Provider shall maintain the capacity to deliver services throughout the contract term as specified in the Performance Measurement Forms A, B, and C, Section 2 of this RFP.
- b. The effectiveness of the contract shall be evaluated according to the utilization of the services, the numbers of the various service activities provided, and the outcomes achieved.
- c. Unless otherwise agreed to in writing, the number of clients to be served and the numbers of the various service activities to be provided shall change in proportion to any funding changes.
- d. See the Performance Measurement Forms A, B, and C at the end of this Section 2 of this RFP.

9. Quality assurance and evaluation specifications

- a. The Provider shall maintain throughout the contract term a system of self-appraisal for on-going evaluation of the performance effectiveness and quality of its program services.
- b. The evaluation process shall use credible and tested measurement tools or instruments.
- c. The Provider shall collect data on the impact of services on the child/ren and parent/s including identifying indicators of change, which are relevant to outcomes.
- d. The Provider shall include a process for implementing improvements and taking corrective action based upon the evaluation's findings.
- e. The Provider shall provide a copy of its evaluation documentation to the DHS upon request.

10. Insurance requirements (see 1.4, General Conditions, Section 1 and #2. Special Conditions, Section 5 of this RFP)

- a. The Provider shall maintain throughout the contract term the following insurance coverage:
 - 1) General Liability Insurance of no less than \$1 million per occurrence and \$2 million annual aggregate for bodily injury and property damage.

- 2) Automobile Liability Insurance of no less than \$1 million per accident for any auto, non-owned autos, and hired autos.
- 3) Professional Liability Insurance (Errors and Omissions) of no less than \$1 million per claim and \$2 million annual aggregate.
- b. The State of Hawaii shall be named as an additional insured on the Certificate of Insurance.
- c. The Provider shall include any subcontractor as additional insured under its policies or provide to the DHS separate Certificates of Insurance and endorsements for each subcontractor. Any subcontractor shall comply with the same insurance requirements as the Provider.
- d. The DHS reserves the right to amend insurance requirements in order to maintain all contracts in compliance with the most current State requirements.

11. Hawaii Compliance Express (HCE)

The Provider shall be compliant with all statutes and administrative rules. Per HRS §103D-310(c), HRS Chapter 103F, and HAR §3-120-112, the Certificate of Vendor Compliance provided by the HCE is acceptable verification of the Provider's good standing as a vendor doing business in the State of Hawaii. The Provider shall be an HCE member with compliant status.

12. All contracts shall be monitored by the DHS in accordance with requirements set forth by HRS Chapter 103F. Ongoing contract monitoring shall include review of program and fiscal reports and periodic assessment of service delivery and program effectiveness. In addition, annual contract monitoring may include site visits with a comprehensive evaluation of several areas, including review of the Provider's compliance with contractual requirements, agency personnel files, client files, and accounting practices.

D. Facilities

The Provider shall obtain and maintain adequate facilities for the satisfactory delivery of contracted services. The Provider's facilities shall meet American Disabilities Act (ADA) requirements, as applicable, and provide any special equipment necessary for service provision. The facilities can be shared but must be available statewide for every island. The facilities shall be operational by the contract start date.

2.5 Compensation and Method of Payment

The Provider shall comply with HRS Chapter 103F, Purchases of Health and Human Services Cost Principles (see the SPO website) in the development of its budget and its

expending of contract funding.

Unless otherwise proposed and agreed between the Provider and the DHS, the pricing structure for these services is as checked below. The pricing structure may be revised by mutual agreement throughout the contract term.

- Cost reimbursement where the State pays the Provider up to a maximum annual contract amount for budgeted costs actually expended in the delivery of contracted services.
- Fixed rate cost where the State pays the Provider up to a maximum annual contract amount a service unit rate for the delivery of a set number of service units.
- Base cost/Fixed rate cost combination where the State pays the Provider a base cost (60% of the maximum annual contract amount) for operations plus a fixed rate cost for delivered units (up to 40% of the maximum annual contract amount).
- Negotiated rate where the State determines a set number of service units needed and negotiates with the Provider a delivery cost for the service units. The cost divided by the number of units needed determines a service unit rate.

A. Units of service

The units specified in Performance Measurement Forms A, B, and C are relevant to service delivery and capacity.

B. Method of compensation and payment

The Provider shall be compensated per the established unit rate for the service activities described in 2.4, B., Section 2 of this RFP, specifically:

1. Individual services
2. Group services
3. Support services
4. Therapeutic/Clinical counseling services

A monthly invoice for a total of the unit rates for the service activities delivered in the invoice period (a portion of the fixed rate cost) shall be submitted in a format specified by the DHS. The invoice shall be submitted by the 15th of the month following the invoice period. See Section 5 of this RFP for a sample of the invoice.

A quarterly invoice for the base cost shall be submitted in a format specified by the DHS. The invoice shall be submitted within the applicable quarter of the invoice period. See Section 5 of this RFP for a sample of the invoice.

Payments shall be made after receipt and preliminary approval of invoices, reports, and any other documents required by the DHS. All client costs shall be

supported by documentation indicating who services were provided to, when services were provided, and what services were provided.

- C.** The Provider shall not require any additional fees for services provided through this contract without the prior approval of the State.
- D.** The Provider shall not use funds received through this contract for:
 - a. Direct payments to any domestic violence survivors/children/batterers.
 - b. Services and costs for which it received compensation from other State, federal, or other sources.

FORM A: PEOPLE TO BE SERVED	ANNUAL GOAL FOR CONTRACT YEAR			
	Survivors	Children	Batterers	TOTAL
A. Number of people served				
1. Total # of people served by geographic area (unduplicated)				
a. East Hawaii	48	58	25	131
b. West Hawaii	23	35	15	73
c. Kauai	45	54	12	111
d. Lanai	10	12	7	29
e. Maui	62	78	50	190
f. Molokai	10	12	7	29
g. Central Oahu	70	85	28	183
h. Leeward Oahu	85	105	38	228
i. Windward Oahu	50	61	20	131
2. # of people served by gender (unduplicated)				
a. Female				
b. Male				
c. LGBTQ				
3. # of people served by age group (unduplicated)				
a. 0-4 years				
b. 5-11 years				
c. 12-17 years				
d. 18-24 years				
e. 25-59 years				
f. 60+ years				
g. Unknown				
4. # of people served by ethnicity (duplicated)				
a. American Indian/Alaskan Native				
b. African-American/Black				
c. Caucasian/White				
d. Chinese				
e. Filipino				
f. Hawaiian/Part-Hawaiian				
g. Hispanic/Latino				
h. Japanese				
i. Korean				
j. Melanesian (Fijian, New Guinean, Solomon Islander, etc.)				
k. Micronesian (Chamorro, Marshallese, Chuukese, Palauan, Kosraean, Pohnpeian, etc.)				
l. Multiple ethnicities (Not Part-Hawaiian & Not Part-Hispanic)				

<u>FORM A: PEOPLE TO BE SERVED</u> <u>(Continued)</u>	ANNUAL GOAL FOR CONTRACT YEAR			
	Survivors	Children	Batterers	TOTAL
m. Other Pacific Islander				
n. Samoan				
o. Tongan				
p. Southeast Asian (Cambodian, Laotian, Thai, Vietnamese, etc.)				
q. Other ethnicity not listed above				
r. Unknown				

FORM B: SERVICE ACTIVITIES	ANNUAL GOAL FOR CONTRACT YEAR			
	CWS	VCM	FSS	TOTAL
A. Service Activities				
1. # of referrals received				
2. # of assessments completed timely (within 2 weeks of referral)				
3. # of safety plans completed timely (within 2 weeks of assessment)				
4. # of service plans completed timely (within 2 weeks of assessment)				
5. # of discharge plans completed timely (within 2 weeks of program completion/termination)				
6. # of groups provided				
a. # of people who received group services				
7. # of support services provided:				
a. Referral and linkage for:				
1) Housing services or advocacy				
2) Financial support				
3) Employment				
4) Medical/mental health services				
5) Substance abuse services				
6) Child care assistance				
7) TRO assistance				
8) Legal services				
9) Educational/vocational services				
10) Other				
b. Advocacy				
c. Transportation				
d. Child care				
e. Supervised visitation				
f. Outreach services				
8. # of counseling services provided				
a. Individual				
b. Family				
c. Therapeutic visitation				

FORM C: OUTCOMES	ANNUAL GOAL FOR CONTRACT YEAR			
	CWS	VCM	FSS	TOTAL
A. Service outcome data				
1. % of survivors who received an assessment within 2 weeks of referral	95%	95%	95%	95%
2. % of children (age 4 and older) who received an assessment within 2 weeks of referral	95%	95%	95%	95%
3. % of batterers who received an assessment within 2 weeks of referral	95%	95%	95%	95%
4. % of survivors who developed a safety plan	100%	100%	100%	100%
5. % of children (age 4 and older) who developed a safety plan	100%	100%	100%	100%
6. % of survivors who received individual services	80%	80%	80%	80%
7. % of children (age 4 and older) who received individual services	80%	80%	80%	80%
8. % of batterers who received individual services	80%	80%	80%	80%
9. % of survivors who attended groups	80%	80%	80%	80%
10. % of children (age 4 and older) who attended groups	80%	80%	80%	80%
11. % of batterers who attended BIP groups	100%	100%	100%	100%
12. % of batterers who completed BIPs groups	80%	80%	80%	80%
13. % of survivors who received support services	80%	80%	80%	80%
14. % of children (age 4 and older) who received support services	80%	80%	80%	80%
15. % of batterers who received support services	80%	80%	80%	80%
16. % of survivors who received counseling services	80%	80%	80%	80%
17. % of children (age 4 and older) who received counseling services	80%	80%	80%	80%
18. % of batterers who received counseling services	80%	80%	80%	80%
19. % of survivors who reported they were not involved in domestic violence during program participation	90%	90%	90%	90%
20. % of batterers who reported they were not involved in domestic violence during program participation	90%	90%	90%	90%
21. % of survivors who demonstrate increased knowledge and skills related to domestic violence	95%	95%	95%	95%

<u>FORM C: OUTCOMES</u> <u>(Continued)</u>	ANNUAL GOAL FOR CONTRACT YEAR			
	CWS	VCM	FSS	TOTAL
22. % of children who demonstrate increased knowledge and skills related to domestic violence.	95%	95%	95%	95%
23. % of batterers who demonstrate increased knowledge and skills related to domestic violence	95%	95%	95%	95%
24. % of batterers who demonstrate positive behavioral changes	95%	95%	95%	95%

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing the Proposal Application:

- *The Proposal Application (SPOH-200A) may be found on the SPO website (see 1.2 Website References and 1.9 A. Forms/Formats, Section 1 of this RFP). However, the website form will not include items specific to this RFP. If using the website form, the Applicant shall include **all** of the items listed in this Section 3.*
- *The Applicant is **strongly encouraged** to review the evaluation criteria in Section 4 of this RFP when completing the Application.*
- *A written response shall be required for **each** item in the Application unless otherwise indicated. Failure to answer any of the items shall affect the Applicant's score.*
- *The Applicant shall include a Table of Contents in the Application (see Table of Contents, Section 5 of this RFP).*
- *In the Application the numerical outline, titles/subtitles, the Applicant's name, and the RFP number in the top right hand corner of each page shall be retained. However, the red instructions may be deleted.*
- *12 point font size shall be used.*
- *1 inch margins shall be used.*
- *Page numbering of the Application shall be consecutive beginning with Page One (1) and continuing through for each section (see Table of Contents, Section 5 of this RFP).*
- *The Application may be submitted in a three ring binder.*
- *Tabbing of sections of information is recommended.*

The Proposal Application is comprised of the following sections. The DHS prefers that the Applicant limits the number of pages for the narrative portion of each section to the recommended number below but encourages the Applicant to include any information the applicant deems necessary even if the limits are exceeded (required attachments are not included):

- *Proposal Application Identification Form (1 page)*
- *Table of Contents (2 pages)*
- *Program Overview (1 page)*
- *Experience and Capability (15 pages)*
- *Project Organization and Staffing (8 pages)*
- *Service Delivery (15 pages)*
- *Financial (5 pages)*
- *Other (2 pages)*
 - *Litigation*

3.1 Program Overview

No points are assigned to Program Overview. The intent of this section is for the Applicant to provide the evaluators with a brief overview of the Applicant's mission, the program and services being proposed, and the goals and objectives of the proposed service activities considering the assessed needs and available resources of the specified geographic area.

3.2 Experience and Capability (11 points)

A. Necessary Skills (5 points)

The Applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services. The Applicant may provide service outcome reports and letters of community support. Reports/letters shall be attached to the Application.

B. Experience (4 points)

The Applicant shall have a minimum of two (2) years of verifiable experience within the most recent five (5) years that are pertinent to the service activities detailed in Section 2 of this RFP.

The Applicant has provided information demonstrating the ability and experience of providing services to meet the needs of different individuals, cultures, and communities including individuals who identify as LGBTQ, have Limited English Proficiency (LEP), and/or have physical limitations.

The Applicant shall provide the following information regarding each of its pertinent contracts/projects listed:

1. Contract/project identification number.
2. Contracting agency.
3. Name of contact person, phone number, email address, and mailing address of the contracting agency.
4. Title and a brief description of the service.

This shall document that the contract(s) are pertinent to the service activities detailed in this RFP.

The DHS reserves the right to verify the Applicant's experience.

C. Facilities (2 points)

The Applicant shall provide the street address/es of its facilities, a description of its facilities, and demonstrate its/their adequacy in relation

to the proposed services. The Applicant shall also detail how the facilities meet ADA requirements and describe any special equipment that may be required to deliver the proposed services.

If the facilities are not presently available, the Applicant shall provide detailed plans regarding how the facilities will be secured/prepared to allow for service delivery by the contract start date.

3.3 Project Organization and Staffing (16 points)

A. Staffing

1. Proposed staffing (4 points)

The Applicant shall describe in detail a reasonable staffing pattern, client/staff ratio, and caseload capacity appropriate for the delivery of the proposed services. The Applicant shall justify the proposed staffing pattern taking into account the numbers of people to be served and the levels of service activities to be provided. The Applicant shall list the positions for all management and fiscal staff proposed as full-time or part-time employees under the contract. See Performance Measurement Forms A and B, Section 2 of this RFP, as applicable.

Note: If the Applicant proposes the use of subcontracting, the Applicant shall also include the above information for the proposed subcontracted staff.

2. Staff Qualifications (5 points)

The Applicant shall provide position titles and descriptions that include the minimum qualifications (education and experience) for each staff position budgeted to the contract directly, including back-up staff for direct service staff. Position titles shall match the titles listed on the organization charts detailed below. The Applicant shall also provide clear documentation that all staff has the necessary certifications and licenses, as applicable, to deliver the proposed services. The minimum qualifications must meet the minimum personnel requirements detailed in Section 2 of this RFP and be sufficient to ensure quality program/service delivery.

The Applicant shall have program accommodations to provide services to a multicultural and multilingual population, including immigrants. Staff shall have experience in providing services to this population.

Staff shall also be familiar with the range of community services available for the target population.

Note: If the Applicant proposes the use of subcontracting, the Applicant shall also include the above information for the proposed subcontracted staff.

B. Project Organization

1. Supervision and training (6 points)

The Applicant shall describe its ability and a plan to **supervise, train,** and provide administrative direction to staff relative to the delivery of the proposed services.

2. Organization charts (1 point)

The Applicant shall describe in detail its **approach and rationale** for the structure, functions, and staffing to effectively accomplish the proposed service activities and tasks. The Applicant shall also provide:

- a. An Organization-Wide Chart showing where the proposed program fits within the Applicant's agency.
- b. A Program Specific Chart that details for each staff position budgeted to the contract:
 - 1) The position title.
 - 2) The minimum qualification level (e.g. high school diploma, Bachelor's degree, Master's degree).
 - 3) The full-time equivalency (FTE) to the program.
 - 4) The lines of authority/supervision.

The Organization-Wide and Program Specific Charts shall both be attached to the Application. The position titles in the charts shall match the titles in the position descriptions noted above.

Note: If the Applicant proposes the use of subcontracting, the Applicant shall also include the above information for the proposed subcontracted staff.

3.4 Service Delivery (64 points)

The Applicant shall describe in detail a clear and practical approach to the service activities and delivery and the management requirements described in Section 2 of this RFP, including a fully completed Work Plan detailing all service activities and tasks, work assignments and responsibilities, and timelines/schedules. A

sample Work Plan format shall be included as an Attachment in the RFP posting on the SPO website.

NOTE: The Applicant shall propose to provide services to survivors, children, **and** batterers. The Applicant may propose to provide services to survivors/children/batterers in more than one geographic area. The Applicant may submit only one proposal, however, shall include separate, detailed program information for each service group in each geographic area the Applicant proposes to service. Factors such as each geographic area's population and needs, each proposed program's capacity, the available community resources in each geographic area, and the Applicant's ability to collaborate with community agencies and supports in each area shall be included in the proposal.

Note: It shall not be acceptable for the Applicant to simply repeat language in the RFP when addressing the specific service activities and tasks.

The Applicant shall address the following items listed in the Work Plan:

A. Direct Service Plan Provision (50 points)

1. The Applicant shall provide detailed information on its referral and case closure process, including, but not limited to:
 - a. How a client's referral will be received and processed, including criteria for a client's admission to and exclusion from the program.
 - b. How a client and CWS/VCM/FSS will be notified of the program's response to the referral.
 - c. The criteria and process for a client's completion of/termination from (discharge) the program.
 - d. How a client's case will be closed.
 - e. How a client and CWS/VCM/FSS will be notified of a client's program discharge and case closure.

2. The Applicant shall provide a detailed, comprehensive, and practical plan for the delivery of services in the areas specified below:
 - a. Assessment
 - b. Individual services, including:
 - 1) Crisis intervention
 - 2) Safety planning
 - 3) Service planning
 - 4) Discharge planning
 - c. Group services for survivors/children/batterers
 - d. Support services, including:

- 1) Case management, including referrals and linkages
 - 2) Advocacy
 - 3) Transportation
 - 4) Child care
 - 5) Supervised visitation
 - 6) TRO assistance
 - 7) Outreach
- e. Counseling services, including:
- 1) Individual counseling
 - 2) Family counseling
 - 3) Therapeutic visitation

B. Coordination of Services (5 points)

The Applicant shall provide information that demonstrates its capability of coordinating with the DHS to establish for the client agreed upon services, common service goals, agreed upon outcomes and other agencies/community resources to meet the needs of the target population.

The Applicant shall also demonstrate its active collaborative capability of working with other community agencies/resources to meet the client's needs, as applicable. Verification letters, meeting minutes, with attendees, or other documentation of participation shall be attached to the Application.

C. Performance Measurement Forms A, B, and C (3 points)

The Applicant shall propose reasonable numbers and percentages for the items not specified in Forms A and B. Clear justifications shall be provided for the proposed numbers. The DHS shall have the final determination regarding the numbers for each contract.

D. Quality Assurance and Evaluation (5 points)

The Applicant shall describe a detailed plan for quality assurance, evaluation, and improvement, including **methodology, instruments, and timelines** for the proposed services.

The Applicant shall describe its internal review process to ensure conformance with specified contract requirements, the Administrative Assurances, adequate accounting practices, accurate record keeping and maintenance of agency files, accurate tracking of performance/outcome measures, and program effectiveness. The Applicant shall outline a process for implementing positive changes from the quality assurance data collected to ensure on-going quality service delivery.

E. Grievance and Dispute Resolution Procedures (1 point)

The Applicant shall provide a policy and procedure to positively address grievances/disputes between the client and the Provider, the DHS and the Provider, and other community resources and the Provider.

3.5 Financial (9 points)

NOTE: If the Applicant proposes to provide services to survivors/children/batterers in more than one geographic area, a separate budget shall be submitted for each geographic area.

A. Pricing Structure: Proposed Budget (8 points)

1. The Applicant shall submit a clear, detailed budget utilizing the pricing structure designated by the State purchasing agency in Section 2 of this RFP. The budget shall fully support the delivery of the proposed services.

Note: The Applicant is advised that, for budgeting purposes, there are insurance requirements and auditing requirements under this contract. See General Conditions and Special Conditions, Section 5 of this RFP.

2. The Applicant shall fully complete and submit all required budget information using the forms listed below. All budget forms, instructions, and samples are located on the SPO website. See 1.2 Website Reference, Section 1 of this RFP. All budget forms shall be attached to the Application.

SPO-H-205:	Budget
SPO-H-206A:	Personnel- Salaries and Wages <i>Must include all scheduled pay raises.</i>
SPO-H-206B:	Personnel – Taxes, Assessments, Fringe
SPO-H-206E:	Contractual Services – Administrative
SPO-H-206F:	Contractual Services – Subcontracts
SPO-H-206H:	Program Activities
SPO-H-206I:	Equipment Purchases
SPO-H-206J:	Motor Vehicles

Note: The Applicant shall review HRS Chapter 103F Cost Principles for Purchases of Health and Human Services for allowable expenditures. Travel for training purposes, Interisland Travel, and Out-of-State Travel are not allowed unless approved by the DHS.

Note: Only contract Awardees shall be required to submit the following additional budget forms at a later date as part of the contracting process, including, but not limited to:

SPO-H-205A:	Organization-Wide Budget by Source of Funds
SPO-H-205B:	Organization-Wide Budget by Programs
SPO-H-206G:	Depreciation (as applicable)

3. All budgeted costs (personnel and non-personnel) shall be appropriate considering the service activities and tasks to be accomplished. The Applicant shall clearly explain how it verified that all budgeted costs are reasonable and comparable to similar costs in the community. The Applicant's budget shall be in compliance with any applicable laws, regulations, and rules.
4. The Applicant shall provide a clear and separate budget for the administrative costs, not to exceed 15% of the annual funding amount, and justify the costs. If the Applicant has a federally-approved indirect rate, the Applicant shall provide the approval letter and the general categories used to determine the federal rate. The Applicant must submit an administrative cost budget despite the Applicant's approval for the federal rate. The Applicant may use the general categories from the federal rate but the Applicant's indirect costs for this contract must not exceed 15%.

The Applicant shall submit the administrative costs budget using the budget forms listed above. All budget forms, instructions, and samples are located on the SPO website. See 1.2 Website Reference, Section 1 of this RFP. The administrative costs budget, federally-approved indirect rate approval letter, and general categories used to determine the federal rate shall be attached to the Application.

B. Other Financial Related Materials: Financial Audit (1 point)

In order to determine the adequacy of the Applicant's accounting system as described under HAR, the Applicant shall submit its most recently completed Financial Audit, including any management letters that accompanied that audit. The Financial Audit and letters shall be attached to the Application.

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.

B. Administrative Assurances

The Applicant shall sign a copy of the Administrative Assurances in Attachment H, Section 5 of this RFP. The signed Assurances shall be attached to the Application.