State of Hawaii
Office of Community Services
Department of Labor and Industrial Relations

Request for Proposal
For
Fiscal Biennium 2006-2007

RFP No. LBR 903-06
Transportation Services for Low-Income Persons

Note: If this RFP was downloaded from the State Procurement Office RFP Website, each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, an RFP interest form may be downloaded to your computer, completed and e-mailed or mailed to the RFP contact person. The State shall not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.

October 2004

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State of Hawaii
Office of Community Services
Department of Labor and Industrial Relations

RFP Titles and Numbers
for
State Fiscal Biennium 2006-2007

LBR 903-01	Employment Core Services for Low-Income Persons
LBR 903-02	Employment Core Services for Immigrants
LBR 903-03	Employment Core Services for Refugees
LBR 903-04	Employment Creation for Low-Income Persons, Immigrants and Refugees
LBR 903-05	Child Care Services for Head Start Parents
LBR 903-06	Transportation Services for Low-Income Persons
LBR 903-07	Civil Legal Services for Low-Income Persons
LBR 903-08	Legal Services for Immigrants
LBR 903-09	Food Collection and Distribution Services for Low-Income Persons
LBR 903-10	Youth Services for Immigrants
LBR 903-11	Weatherization Assistance Program Services for Low-Income Persons

October 12, 2004

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October 12, 2004

Dear Applicant:

SUBJECT: REQUEST FOR PROPOSALS (RFPs) FOR STATE FISCAL BIENNIUM 2006-2007

The Department of Labor and Industrial Relations, Office of Community Services (OCS), is soliciting proposals from qualified applicants to provide the following human services for State fiscal years 2006 and 2007:

RFP No.	Service Activity Title
LBR 903-01	Employment Core Services for Low-Income Persons
LBR 903-02	Employment Core Services for Immigrants
LBR 903-03	Employment Core Services for Refugees
LBR 903-04	Employment Creation for Low-Income Persons, Immigrants and Refugees
LBR 903-05	Child Care Services for Head Start Parents
LBR 903-06	Transportation Services for Low-Income Persons
LBR 903-07	Civil Legal Services for Low-Income Persons
LBR 903-08	Legal Services for Immigrants
LBR 903-09	Food Collection and Distribution Services for Low-Income Persons
LBR 903-10	Youth Services for Immigrants
LBR 903-11	Weatherization Assistance Program Services for Low-Income Persons

All prospective applicants are hereby notified that these RFPs for competitive purchase of services (POS) are issued pursuant to Hawaii Revised Statutes, Chapter 103F and its administrative rules.

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The enclosed materials explain the application requirements of these RFPs. Included are an administrative overview, service specifications, POS proposal application, a description of the proposal evaluation process, budget instructions, and other reference materials. Before submitting applications, please review all information and follow the detailed instructions provided. If you intend to respond to more than one RFP, please submit a separate proposal application for each RFP.

To be considered, proposal applications must be postmarked before midnight or hand delivered by 4:30 p.m., Hawaii Standard Time (H.S.T.), on Friday, January 14, 2005 at the following address:

Office of Community Services
830 Punchbowl Street, Room 420
Honolulu, Hawaii 96813

Proposals postmarked after midnight on January 14, 2005, or hand delivered after 4:30 p.m. on January 14, 2005, **will not be considered** and will be returned to the applicant. There are no exceptions to this requirement. Proposals delivered by facsimile transmission will not be accepted. One original and three copies of the proposal are required.

OCS will conduct an orientation covering all RFPs on Wednesday, October 27, 2004, from 9:30 a.m. to 12:00 noon, at 830 Punchbowl Street, Rooms 313 and 314, Honolulu, Hawaii. All prospective applicants are strongly encouraged to attend the RFP Orientation Session.

An additional orientation covering only LBR 903-06, Transportation Services for Low-Income Persons, will be held on Friday, October 29, 2004, from 10:00 a.m. to 12:00 noon, at 180 Kinoole Street, Workforce Development Division Video Conference Room 204, Hilo, Hawaii.

The deadline for submission of written questions is 4:30 p.m. on Thursday, December 23, 2004. OCS will address all written questions with a written response by Thursday, December 30, 2004. Written questions may be submitted to OCS by facsimile or electronic mail. However, applicants who submit written questions by facsimile or electronic mail bear the full and exclusive responsibility for assuring the complete, correctly formatted and timely transmission of their questions.

OCS reserves the right to amend terms of these RFPs, to issue addenda, or to withdraw these RFPs at any time.

Applicants will be notified in writing of OCS' decision on their proposal(s) approximately in late March or early April 2005. Any questions or inquiries regarding these RFPs should be directed to Keith Yabusaki by mail at 830 Punchbowl Street, Room 420, Honolulu, Hawaii 96813, or e-mail at keith.y.yabusaki@hawaii.gov, or by telephone at (808) 586-8680.

Sincerely,

Sam Aiona

SAM AIONA
Executive Director

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PROPOSAL APPLICATION MAIL-IN AND DELIVERY INFORMATION SHEET

OCS RFP COORDINATOR

Keith Yabusaki, Program Administrator
For information or inquiries:

Phone: (808) 586-8680
Facsimile: (808) 586-8685
E-mail: Keith.Y.Yabusaki@hawaii.gov

ONE ORIGINAL PLUS THREE COPIES OF THE PROPOSAL APPLICATION ARE REQUIRED.
ADDITIONAL COPIES MAY BE REQUESTED.

PROPOSAL APPLICATION DEADLINE

MAIL-INS MUST BE POSTMARKED BY USPS BEFORE 12:00 MIDNIGHT, JANUARY 14, 2005.

HAND DELIVERIES WILL BE ACCEPTED AT OCS UNTIL 4:30 P.M., JANUARY 14, 2005.

MAIL-INS AND DROP-OFF SITE

Office of Community Services
Keelikolani Building
830 Punchbowl Street, Room 420
Honolulu, Hawaii 96813

BE ADVISED

ALL MAIL-INS POSTMARKED BY USPS AFTER 12:00 MIDNIGHT, H.S.T., JANUARY 14, 2005, WILL NOT BE ACCEPTED AND WILL BE RETURNED.

HAND DELIVERIES OR DELIVERIES BY PRIVATE MAIL SERVICES SUCH AS FEDEX WILL NOT BE ACCEPTED AFTER 4:30 P.M., H.S.T., JANUARY 14, 2005.

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OFFICE OF COMMUNITY SERVICES (OCS)
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS

RFP PACKET PREFACE
FISCAL BIENNIUM 2006 - 2007

This Request for Proposal Packet contains all of OCS' Purchase of Service (POS) RFPs in one organized folder. It is intended to assist you in completing your proposal with a maximum of ease and serve as a source of reference. We recommend that you do not disassemble the folder.

Should you require additional POS application forms, go to the State Procurement Office web page at http://www2state.hi.us/spo/. Select and click on "Procurement of Health and Human Services, Chapter 103F, HRS." Next click on "Forms." Under the heading titled "Forms and Instructions", click on "Procurement Forms and Instructions for Private Providers/Applicants." If you need further assistance, please contact Keith Yabusaki at (808) 586-8680.

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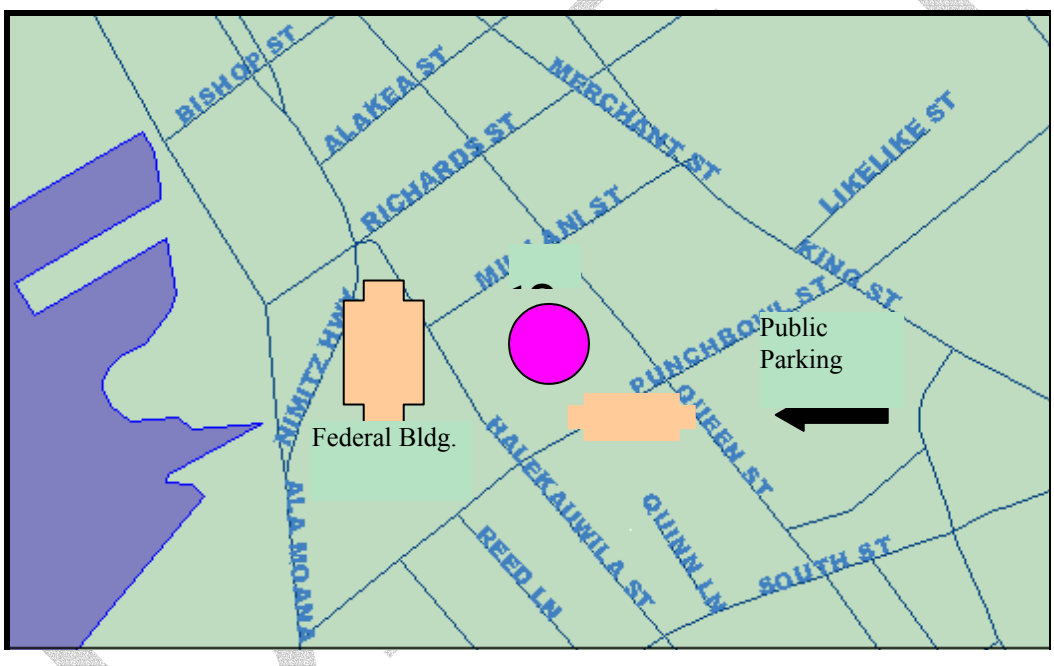
RFP ORIENTATION SESSIONS

All prospective applicants are invited and encouraged to attend the following informational sessions. At these sessions, OCS staff will present the proposal application requirements, service specifications and answer questions.

PLACE:	KEELIKOLANI BUILDING, CONFERENCE ROOMS 313 & 314, 830 PUNCHBOWL STREET, HONOLULU
DATE:	WEDNESDAY, OCTOBER 27, 2004
TIME:	9:30 A.M. - 12:00 NOON
RFPs COVERED:	LBR 903-01 - 903-11 INCLUSIVE



An additional orientation session will cover only LBR 903-06, Transportation Services for Low-Income Persons. This orientation session will be held on Friday, October 29, 2004 from 10:00 a.m. to 12:00 Noon at 180 Kinoole Street, Workforce Development Division Video Conference Room 204, Hilo, Hawaii.

If you are unable to attend these sessions, alternative arrangements may be requested. Should you have any questions contact Keith Yabusaki at (808) 586-8680.

OFFICE OF COMMUNITY SERVICES
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS

REQUEST FOR PROPOSALS (RFP) – PURCHASE OF SERVICES*
FISCAL BIENNIUM 2006 – 2007

RFP No.	Service Activity Title	FY 2006	FY 2007
LBR 903-01	Employment Core Services for Low-Income Persons	$1,284,494	$1,284,494
LBR 903-02	Employment Core Services for Immigrants	560,000	560,000
LBR 903-03	Employment Core Services for Refugees**	100,000	100,000
LBR 903-04	Employment Creation Services for Low-Income Persons, Immigrants and Refugees	355,500	355,500
LBR 903-05	Child Care Services for Head Start Parents	313,000	313,000
LBR 903-06	Transportation Services for Low-Income Persons	275,000	275,000
LBR 903-07	Civil Legal Services for Low-Income Persons	647,000	647,000
LBR 903-08	Legal Services for Immigrants	180,000	180,000
LBR 903-09	Food Collection and Distribution Services for Low-Income Persons	61,000	61,000
LBR 903-10	Youth Services for Immigrants	50,000	50,000
LBR 903-11	Weatherization Assistance Program Services for Low-Income Persons**	205,000	205,000
	TOTAL FUNDS	**$4,030,994**	**$4,030,994**

* OCS reserves the right to move funding within or between RFPs or to reallocate suggested funding of each RFP.
** Federal funds.

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OFFICE OF COMMUNITY SERVICES
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS

REQUEST FOR PROPOSALS (RFP) – PURCHASE OF SERVICES
FISCAL BIENNIUM 2006 - 2007

IMPORTANT DATES*

Public Notice Announcing Request for Proposals	October 12, 2004
Distribution of Request for Proposals	October 12, 2004
RFP Orientation Session (Honolulu)	October 27, 2004
RFP Orientation Session (Hilo)	October 29, 2004
Deadline for Submission of Written Questions	December 23, 2004
Response to Written Questions	December 30, 2004
Proposal Submittal Deadline	January 14, 2005
Proposal Evaluation Period	Mid January – March 2005
Provider Selection and Notice of Award	Late March – Early April 2005
Contract Terms Finalized	May 9, 2005
Contract Start Date	July 1, 2005

* This schedule of activities is provided for planning purposes only. OCS reserves the right to cancel any activity or modify the schedule at any time.

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Employment Core Services for Immigrants	OCS LBR 903-02
Employment Core Services for Refugees	OCS LBR 903-03
Employment Creation for Low-Income Persons, Immigrants and Refugees	OCS LBR 903-04
Child Care Services for Head Start Parents	OCS LBR 903-05
Transportation Services for Low-Income Persons	OCS LBR 903-06
Civil Legal Services for Low-Income Persons	OCS LBR 903-07
Legal Services for Immigrants	OCS LBR 903-08
Food Collection and Distribution Services for Low-Income Persons	OCS LBR 903-09
Youth Services for Immigrants	OCS LBR 903-10
Weatherization Assistance Program Services for Low-Income Persons	OCS LBR 903-11

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Section 1
Administrative Overview

Each applicant is encouraged to read all sections of these RFPs thoroughly. While sections such as the administrative overview may appear similar among RFPs, the state purchasing agency may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.

I. Authority

These RFPs are issued under the provisions of the Hawaii Revised Statutes, Chapter 103F and its administrative rules. Each prospective applicant is charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge.

II. RFP Organization

These RFPs are organized into five sections:

Section 1, Administrative Overview--Provides applicant with an overview of the procurement process.

Section 2, Service Specifications--Provides applicant with a general description of the tasks to be performed, delineates applicant responsibilities, and defines deliverables (as applicable).

Section 3, POS Proposal Application Instructions--Describes the required format and content for the proposal application.

Section 4, Proposal Evaluation--Describes how proposals will be evaluated by the state purchasing agency.

Section 5, Attachments--Provides applicant with information and forms necessary to complete the application.

Sections 1, 3, 4, and 5 are common to all 11 RFPs. There are 11 different Section 2s, specific to each RFP.

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III. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from these RFPs, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

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

IV. Procurement Timetable*

Activity	Scheduled Date
Public notice announcing RFP	October 12, 2004
Distribution of RFPs	October 12, 2004
RFP orientation session (Honolulu) RFP orientation session (Hilo)	Oct. 27, 2004 Oct. 29, 2004
Deadline for submission of written questions	Dec. 23, 2004
State purchasing agency's response to written questions	Dec. 30, 2004
Discussions with applicant prior to proposal submittal deadline (optional and as needed)	Oct. 12, 2004 - January 13, 2005
Proposal submittal deadline	January 14, 2005
Discussions with applicant after proposal submittal deadline (optional and as needed)	January 17 – Early April 2005
Final revised proposals (optional and as needed)	January 17 – Early March 2005
Proposal evaluation period	Mid January – March 2005
Provider selection and notice of award	Late March - Early April 2005
Contract terms finalized	May 9, 2005
Contract start date	July 1, 2005

* This timetable of activities is provided for planning purposes only. OCS reserves the right to cancel any activity or modify the timetable at any time.

V. Orientation

An orientation session for applicants will be held on Wednesday, October 27, 2004, from 9:30 a.m. to 12 Noon, in Conference Rooms 313 and 314 at the Keelikolani Building, 830 Punchbowl Street, Honolulu.

An additional orientation session will cover only LBR 903-06, Transportation Services for Low-Income Persons. This orientation session will be held on Friday, October 29, 2004 from 10:00 a.m. to 12:00 Noon, at 180 Kinoole Street, Workforce Development Division Video Conference Room 204, Hilo, Hawaii.

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Each applicant is encouraged to submit written questions to OCS prior to the orientation sessions. Impromptu questions will be permitted and spontaneous answers provided at the orientation sessions at the state purchasing agency's discretion. Verbal answers provided during the orientation sessions are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation session, but no later than 4:30 p.m., H.S.T., December 23, 2004.

VI. Submission of Questions

The applicant may submit questions to the RFP Contact Person identified in Section 2 of these RFPs. All written questions will receive a written response from the state purchasing agency. The deadline for submission of written questions is 4:30 p.m., H.S.T., December 23, 2004. Responses to applicant written questions will be sent by December 30, 2004.

VII. Submission of Proposals

A. Forms/Formats - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website at: http://www.spo.hawaii.gov, click *Procurement of Health and Human Services* and *For Private Providers.* Refer to the Proposal Application Checklist for the location of program specific forms.

1. **Proposal Application Identification (Form SPO-H-200)** – Provides identification of the proposal.

2. **Proposal Application Checklist –** Provides applicants with information on where to obtain the required forms; program specific requirements; forms required and the order in which all components should be assembled and submitted to the state purchasing agency.

3. **Table of Contents –** A sample table of contents for proposals is located in Section 5, Attachments. This is only a sample and meant as a guide. The table of contents may vary depending on the RFP.

4. **Proposal Application (Form SPO-H-200A) –** Applicant shall submit comprehensive narratives that address all of the issues contained in the Proposal Application Instructions, including a cost proposal/budget if required. (Refer to Section 3 of this RFP.)

5. **Registration Form (SPO-H-100A) –** If applicant is not registered with the State Procurement Office (business status), this form must be submitted with the application. If applicant is unsure as to its registration status, it may check the State Procurement Office website at: http://www.spo.hawaii.gov,

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click *Procurement of Health and Human Services*, and *For Private Providers* and *Provider Lists…The List of Registered Private Providers for Use with the Competitive Method of Procurement* or call the State Procurement Office at (808) 587-4706.

6. **Tax Clearance –** A certified copy of a current valid tax clearance certificate issued by the State of Hawaii, Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) will be required upon notice of award at the time of contracting.

7. Refer to Section 4, item III.A.1, Administrative Requirements, and the Proposal Application Checklist to see if the tax clearance is required at time of proposal submittal. The tax clearance application may be obtained from the Department of Taxation website at www.hawaii.gov/tax/tax.html.

B. Program Specific Requirements - Additional program specific requirements are included in Sections 2 and/or 3, Service Specifications and the Proposal Application Instructions, as applicable. If Federal and/or State certifications are required, they are listed on the Proposal Application Checklist.

C. Multiple or Alternate Proposals - Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.

D. Proposal Submittal - Proposals must be postmarked by USPS or hand delivered by the date and time designated on the Proposal Mail-In and Delivery Information Sheet. Any proposal post-marked or received after the designated date and time shall be rejected. Note that postmarks must be by United States Postal Service or they will be considered hand-delivered and shall be rejected if late. The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet.

Proposals submitted on diskette/cd or delivered by facsimile transmission, e-mail, website or other electronic means will **not** be accepted.

E. Wages and Labor Law Compliance - Before a provider enters into a service contract in excess of $25,000, the provider shall certify that it complies with section 103-55, HRS, wages, hours, and working conditions of employees of contractors performing services. Section 103-55, HRS may be obtained from the Hawaii State Legislature website at http://www.capitol.hawaii.gov/. Or go directly to: http://www.capitol.hawaii.gov/hrscurrent/Vol02_Ch0046-0115/HRS0103/HRS_0103-0055.htm

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

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

VIII. Discussions with Applicant

1. **Prior to Submittal Deadline -** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.

2. **After Proposal Submittal Deadline -** Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance section 3-143-403, Hawaii Administrative Rules (HAR).

IX. Opening of Proposals

Upon receipt of proposal by a state purchasing agency at a designated location, all proposals including modifications to and withdrawals of shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

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

X. Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit any additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

XI. RFP Amendments

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

XII. Final Revised Proposals

The applicant's final revised proposal, *as applicable* to these RFPs, must be postmarked or hand delivered by the date and time specified by the state purchasing agency. Any final revised proposal postmarked or received after the designated date and time will be

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rejected. If a final revised proposal is not submitted, the previous submittal will be construed as the best and final offer/proposal. *Only the section(s) of the proposal that is(are) amended shall be submitted by the applicant, along with the Proposal Application Identification Form SPO-H-200*. After final revised proposals are received, final evaluations will be conducted for an award.

XIII. Cancellation of Requests for Proposals

These requests for proposals 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.

XIV. Costs for Proposal Preparation

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

XV. Provider Participation in Planning

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of these requests for proposals, including the sharing of information on community needs, best practices, and provider's resources, shall not disqualify providers from submitting proposals if conducted in accordance with Sections 3-142-202, 3-142-203 and 3-143-618 of the Hawaii Administrative Rules (HAR) for Chapter 103F, HRS.

XVI. Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in these RFPs and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in these RFPs may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons: (Relevant sections of the HAR for Chapter 103F, HRS are parenthesized):

(1) Rejection for failure to cooperate or deal in good faith (Section 3-141-201)

(2) Rejection for inadequate accounting system (Section 3-141-202)

(3) Late proposals (Section 3-143-603)

(4) Inadequate response to request for proposals (Section 3-143-609)

(5) Proposal not responsive (Section 3-143-610 (1))

(6) Applicant not responsible (Section 3-143-610 (2))

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XVII. Notice of Award

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

XVIII. Protests

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website whose address is on the Competitive Application Checklist located in Section 5 of these RFPs. Only the following matters may be protested:

(1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes.

(2) A state purchasing agency's failure to follow any rule pursuant to Chapter 103F of the Hawaii Revised Statutes.

(3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposal issued by the state purchasing agency.

The Notice of Protest shall be mailed by USPS or hand delivered to the head of the state purchasing agency conducting the protested procurement and the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

Head of State Purchasing Agency	**Procurement Officer**
Name: *Sam Aiona*	**Name:** *Keith Yabusaki*
Title: *Executive Director*	**Title:** *Program Administrator*
Business and Mailing Address: *830 Punchbowl Street, Room 420* *Honolulu, Hawaii 96813-5095*	**Business and Mailing Address:** *830 Punchbowl Street, Room 420* *Honolulu, Hawaii 96813-5095*

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XIX. Availability of Funds

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

XX. Monitoring and Evaluation

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

(1) Performance/Outcome Measures

(2) Output Measures

(3) Quality of Care/Quality of Services

(4) Financial Management

(5) Administrative Requirements

XXI. General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website (see the Proposal Application Checklist in Section 5 of these RFPs for the address). Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

XXII. Cost Principles

To promote uniform purchasing practices among state purchasing agencies procuring health and human services under Chapter 103F, HRS, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201 which is available on the SPO website (see the Proposal Application Checklist in Section 5 of these RFPs). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

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Section 2
Service Specifications

Program Title: Transportation Services for Low-Income Persons

I. Introduction

A. Overview, Purpose or Need

The counties of Hawaii and Maui are primarily rural in nature, with many small communities separated geographically by long distances. The proposed services will address the transportation needs of low-income persons, including the working poor, the elderly, the disabled, children and youth, who live in rural communities and former plantation camps where limited or non-existent transportation restricts their access to basic services, as well as their economic and social independence. Such services are also needed by many people who either cannot drive or afford to drive.

The purpose of this Request for Proposal (RFP) is to procure transportation services in the counties of Hawaii and Maui where there are limited or no public transportation systems.

Pursuant to the Hawaii Administrative Rules §3-142-301 State agency planning activities, OCS conducted planning activities, including, but not limited to the following:

1. Took into account the views of provider organizations on how to improve service specifications to better achieve mandated goals. A request for information was utilized as provided in Section 3-142-202;

2. Analyzed information from program monitoring and evaluation reports of current provider organizations;

3. Analyzed socio-economic and health data for trends to determine demand factors;

4. Took into account the views of service recipients and community advocacy organizations on conditions affecting the achievement of mandated goals; and

5. Requested information from other state agencies on services to the same target population or on cooperative strategies to progress towards achieving a shared goal.

B. Description of the Goal of the Service

The goal of these services is to provide low-income persons in rural areas with transportation to service agencies and resource centers to access basic services, including but not limited to education, health care, legal assistance, banks, post offices, markets, social and employment opportunities.

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C. Description of the Target Population

The target population for these services is low-income persons, particularly the working poor and persons in welfare-to-work programs, the elderly, mentally and physically disabled, and children and youth, who are at or below 150 percent of the Federal Poverty Guidelines, and who live in rural or isolated areas.

D. Geographic Coverage of Service

Service areas include the counties of Hawaii and Maui with emphasis on rural and isolated areas of low-income population, high unemployment or economic depression. The applicant shall demonstrate capability to provide the required services in the areas for which it is applies.

E. Probable Funding Amounts, Source and Period of Availability

Subject to the availability of funds, $275,000 in State General Funds is suggested for each year of the State fiscal biennium 2006-2007. The source of funding may be subject to change.

Funding will be allocated based on proposals submitted.

For each year of the biennium, the suggested funding amounts are:

Maui County	$183,000
Hawaii County	$ 92,000

II. General Requirements

A. Specific Qualifications or Requirements, Including but not Limited to Licensure or Accreditation

The applicant shall hold all licenses, permits, accreditations, and meet all standards required by applicable federal, state and county laws, ordinances, codes and rules to provide services.

The applicant shall have the transportation service in operation and provide services beginning July 1, 2005 through June 30, 2007.

The applicant shall comply with Chapter 103F, HRS, Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/1/98), which can be found on the SPO website (See Section 5, POS Proposal Checklist, for the website address).

B. Secondary Purchaser Participation
(Refer to §3-143-608, HAR)

After-the-fact secondary purchases will be allowed. Planned secondary purchases – None.

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C. Multiple or Alternate Proposals
(Refer to §3-143-605, HAR)

[ ] Allowed [X] Unallowed

D. Single or Multiple Contracts to Be Awarded
(Refer to §3-143-206, HAR)

[X] Single [ ] Multiple [ ] Single and Multiple

E. Single or Multi-Term Contracts to Be Awarded
(Refer to §3-149-302, HAR)

[X] Single Term (≤ 2 years) [ ] Multi-Term (> 2 years)

Initial term of contract: 2 years
Length of each extension: N/A
Number of possible extensions: 0
Maximum length of contract: 2 years
Conditions for extension: N/A

The initial period shall commence on the later of the contract start date or Notice to Proceed.

F. RFP Contact Person

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the winning provider or providers. Written questions should be submitted to the RFP contact person and received on or before the day and time specified in Section I, Item IV (Procurement Timetable) of this RFP.

Sole Point of Contact: Keith Yabusaki, Program Administrator, at 586-8680.

III. Scope of Work

The scope of work encompasses the following tasks and responsibilities:

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

The applicant shall describe in detail where and how it will provide the following required services.

Specialized transportation services shall be provided for low-income individuals and families, the elderly, mentally and physically disabled, children and youth who reside in rural and/or isolated areas in the counties of Hawaii and Maui, including the islands of Molokai and Lanai.

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Services shall include, but are not limited to the following: (1) outreach and recruitment of clients for transportation services; (2) transportation routes that include secondary roads off the main highways to various needy communities. Drop-off points will include specific service agencies and resource centers that address the particular needs of the clients; (3) specialized services from clients' homes that require driver's assistance to get on and off the vehicles and carry packages for the elderly and disabled; (4) transportation for elderly clients to access social services, rehabilitation centers and adult day care facilities, as well as basic nutrition and meals programs; (5) transportation for two-to-five year old Head Start and low-income children and youth to and from their educational or recreational sites; (6) transportation for the mentally and physically disabled who require specialized services and equipment necessary for mobility; (7) transportation for low-income workers, and persons in welfare-to-work programs, to and from their place of employment or training; and (8) surveys to identify and assess riders' needs, the adequacy of services, and other unserved needy areas.

If applicant is proposing a new program, applicant shall provide a detailed start-up plan. The plan shall include tasks, activities, personnel, and timeframe. The plan will clearly show how the applicant would have the program established with necessary staffing to meet the anticipated caseload and provide the required services in the applicable geographic areas by July 1, 2005.

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

1. Personnel

Drivers must be qualified and hold valid and current Hawaii commercial drivers' licenses required for the type of vehicles that they operate; drivers must also possess a certificate of training for handling and transporting individuals with disabilities.

The applicant shall have standards and procedures to ensure that all employees are fully qualified to engage in activities and perform the services required.

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

2. Administrative

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

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

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3. Quality Assurance and Evaluation Specifications

The applicant shall have a written quality assurance plan, including procedures to assure that its services are provided in conformance with all federal, state and county requirements, the requirements of this RFP and POS contracts. The plan shall include procedures to monitor administrative, program and fiscal operations, for compliance with all requirements. It shall also provide for procedures to determine whether clients receive consistent, high quality services. The quality assurance plan shall identify roles and responsibilities for on-going implementation.

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

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

4. Performance Output and Outcome Measurements

The applicant shall set forth, using the attached table, the amount of the following outputs and outcomes that it expects to achieve.

Output

The rural and isolated areas that will be served

Outcomes

- Number of low-income individuals who completed intake and assessment
- Number of low-income individuals surveyed to assess services

Individual Transit

- Number of low-income individuals transported to and from community resources
- Number of passenger trips

Worker Transit

- Number of workers transported to and from the workplace or training
- Number of passenger trips

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Elderly Transit

- Number of low-income elderly individuals transported to and from community resources
- Number of passenger trips

Disabled Transit

- Number of low-income disabled individuals transported to and from rehabilitation and community resource centers
- Number of passenger trips

Youth Transit

- Number of low-income youth transported to and from school, youth or educational programs
- Number of passenger trips

Children Transit

- Number of low-income children transported to and from Head Start program or other school and child care services
- Number of passenger trips

The applicant may also propose other measures of effectiveness.

Please use the Performance Output and Outcome Measurements table located at the end of this RFP No. LBR 903-06 and include it in the Service Delivery section of your proposal application.

5. Experience

The applicant shall have a minimum of one-year experience in providing transportation services.

6. Coordination of Services

The applicant shall describe the agencies that it will coordinate its services with and indicate those which it already has established partnerships.

7. Reporting Requirements for Program and Fiscal Data

Quarterly program progress and fiscal reports are required within thirty (30) calendar days after the last day of each quarter. The final report on the total contract period is required within sixty (60) calendar days after the last day of the contract period.

The applicant shall describe its ability to provide quarterly and final reports on program performance, particularly on the outputs and outcomes of the services, and on the results of its program evaluations and needs assessments.

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The applicant shall describe its ability to provide quarterly and final reports on fiscal performance, particularly comparing its budgeted expenditures to actual expenditures, and identifying and explaining the reasons for variances.

Other reports as may be required.

8. Pricing Structure or Methodology

Pricing shall be based on cost reimbursement (See Section 3 (V), Financial). The applicant shall submit a cost proposal on the appropriate budget forms listed in Section 3 (V) that are provided on the SPO website (See Section 5, POS Proposal Checklist) and other financial requirements as stated in Section 3 (V). The cost proposal shall be in accordance with Chapter 103F, HRS, Cost Principles for Purchases of Health and Human Services, in form SPO-H-201 provided on the SPO website.

9. Units of Service and Unit Rate

Not Applicable.

C. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet the Americans with Disabilities Act (ADA) requirements, as applicable and special equipment that may be required for the services.

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PERFORMANCE OUTPUT AND OUTCOME MEASUREMENTS

	FY 2006	FY 2007
Output		
The rural and isolated areas that will be served		
Outcomes		
Number of low-income individuals who completed intake and assessment		
Number of low-income individuals surveyed to assess services		
Individual Transit		
Number of low-income individuals transported to and from community resources		
Number of passenger trips		
Worker Transit		
Number of workers transported to and from the workplace or training		
Number of passenger trips		
Elderly Transit		
Number of low-income elderly individuals transported to and from community resources		
Number of passenger trips		
Disable Transit		
Number of low-income disabled individuals transported to and from rehabilitation and community resource centers		
Number of passenger trips		
Youth Transit		
Number of low-income youth transported to and from school and youth or educational programs		
Number of passenger trips		
Children Transit		
Number of low-income children transported to and from Head Start program or other school and child care services		
Number of passenger trips		

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Section 3
POS Proposal Application Instructions

General instructions for completing applications:

- POS Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section. The proposal shall be organized and presented in the sections and subsections designated in this section and with prescribed content for each section.
- *The numerical outline for the application, titles/subtitles, applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section, however, may be omitted.*
- *Page numbering of the POS Proposal Application should be consecutive, beginning with page one and continuing through each section.*
- *Document binding is optional.*
- *Tabbing of sections is recommended.*
- *Applicant must also include a Table of Contents with the POS Proposal Application. A sample format is reflected in Section 5, Attachment B of these RFPs.*
- *A written response is required for each item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicant is strongly encouraged to review evaluation criteria in Section 4, Proposal Evaluation, when completing the proposal.*
- *Form SPO-H-200A, POS Proposal Application, is available on the SPO website at* **http://www.spo.hawaii.gov**. *However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*
- *Applicant may submit either one- or two-sided documents.*
- *Applicant is encouraged to use single spacing, 12 point Times New Roman font with 1" margins on all sides.*
- *POS Proposal Applications should not exceed 30 pages of main text, not including appendices, attachments, title page, required forms, and table of contents.*
- *One (1) original and three (3) copies of each proposal are required.*
- *Other supporting documents may be submitted in an Appendix, including visual aids to further explain specific points in the proposal; if used, they should be referenced.*

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The POS Proposal Application comprises the following sections:

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

I. Program Overview

The applicant shall clearly and concisely summarize and highlight the contents of the proposal to orient and provide evaluators with a broad understanding as to the program/ services being offered.

II. Experience and Capability

A. Necessary Skills

The applicant shall demonstrate that it possesses the necessary knowledge, skills, and abilities that would enable it to effectively deliver the proposed services.

B. Experience

The applicant shall provide a short description of its current programs and contracts pertinent to the proposed services.

The applicant shall also provide a brief description and listing of past pertinent contract experience that includes the contracting agency, address, current telephone number and/or e-mail address, dates that services were provided, contact person at the contracting agency, and performance outcomes and ratings.

C. Quality Assurance and Evaluation

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology. Explain how applicant intends to determine whether or not the program was a success. Describe what evidence or documentation will be used to verify program accomplishments.

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

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D. Coordination of Services

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

If letters of support are submitted, include only letters that establish genuine support and actually make a commitment of time, money, personnel, space, or resources to the program. Include letters that are absolutely necessary to support your proposal or that will enhance it.

E. Facilities

The applicant shall provide a description of its facilities including location(s) for this program and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure them. Also describe how the facilities meet the Americans with Disabilities Act (ADA) requirements, as applicable, and special equipment that may be required for the services.

III. Project Organization and Staffing

A. Staffing

(1) Proposed Staffing

The applicant shall describe the proposed staffing pattern, client/staff ratio and caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in Section 2, Service Specifications, as applicable.)

Any proposed use of a subcontractor shall be fully explained, justified, and demonstrated to be as effective as in-house staff for the provision of the required services. The applicant shall demonstrate that a proposed subcontractor is fully qualified for the specific work that would be subcontracted, by including description of the proposed subcontractor's experience, capability, project organization, staffing, and proposed services as set forth for applicants in these RFPs. The applicant shall also explain how it would assure quality and effectiveness of the subcontractor, monitor and evaluate the subcontractor, and assure compliance with all of the requirements of the RFP.

Any proposed use of volunteers shall be fully explained, justified, and demonstrated to be as effective as in-house staff for the provision of the required services. The applicant shall demonstrate that proposed volunteers are or would be fully qualified for the specific work assigned, could be relied on, and would be available when and where needed to provide the required services. The applicant shall also explain how it would provide sufficient management, supervision, oversight, and evaluation of volunteers, and

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otherwise assure their work quality and effectiveness. The applicant shall explain how it will assure that volunteers perform in compliance with the requirements of the RFP.

(2) Staff Qualifications

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in Section 2, Service Specifications, as applicable.)

The applicant shall provide job descriptions of proposed administrative and program staff that include the minimum qualifications necessary for the positions. If available, the applicant shall provide resumes or biosketches of key personnel proposed for this RFP. The applicant shall also explain how the minimum qualifications and/or actual qualifications would assure that qualified persons would administer and provide the required services.

B. Project Organization

(1) Supervision and Training

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

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

The applicant shall describe the training that would be provided for program staff to strengthen their capability to effectively provide the program services.

(2) Organization Chart

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

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

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IV. Service Delivery

The applicant shall include a detailed description of the applicant's approach to applicable service activities and management requirements from Section 2, Item III – Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignment/responsibilities and time lines/schedules.

The applicant shall clearly identify and describe the geographic areas and the targeted population groups that it proposes to serve. The applicant shall demonstrate, with demographic data and other documentation, that the geographic area(s) it proposes to serve contains significant numbers of the target population of this RFP; there is a determined need for the services under this RFP; the services available to the area are insufficient to fill the need; and the extent of services proposed for each area will effectively address the needs.

The applicant shall describe its program in sufficient detail to provide a complete and comprehensive picture of its total program design. The applicant shall explain how it would provide all of the services required in Section 2, Item III – Scope of Work, addressing all service locations, tasks, activities, time lines, milestones, and other pertinent information. Time lines should include goals and objectives with start and completion dates, major milestones or special events, important deadlines, scheduled reports and evaluations, as well as special requirements by the funding source.

If applicant is proposing a new program, applicant shall provide a detailed start-up plan. The plan shall include tasks, activities, personnel, and timeframe. The plan shall clearly show how the applicant would have the program established with necessary staffing to meet the anticipated caseload and provide the required services in all applicable geographic areas by July 1, 2005.

The applicant shall describe and justify its overall approach and methodology in addressing the need identified in this RFP, including a logical step-by-step progression of proposed program services from start to finish and how it would effectively serve clients with multiple barriers to obtain successful outcomes.

The applicant shall state the amounts of the required outputs that it proposes to provide, outcomes that it expects to achieve or that will result from its services, and why these outputs and outcomes are feasible and demonstrate the effectiveness of services.

Projected outputs and outcomes shall be submitted on the performance output and outcome measurements tables provided at the end of each Section 2, Service Specifications for each RFP. Where the applicant proposes different or additional outputs and outcomes than those provided by OCS, a justification should be provided.

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V. Financial

A. Pricing Structure

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

(1) Pricing Structure Based on Cost Reimbursement

For all proposal applications excluding the two Employment Core Services RFPs designated below, the applicant shall submit a cost proposal utilizing the pricing structure based on cost reimbursement.

The cost reimbursement pricing structure reflects a purchase arrangement in which the State pays the contractor for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation.

(2) Pricing Structure Based on Milestone Payment System

The applicant shall submit a cost proposal utilizing a Milestone Payment System only for the following RFP numbers and titles.

- LBR 903-01 Employment Core Services for Low-Income Persons
- LBR 903-02 Employment Core Services for Immigrants

OCS will use a Milestone Payment System that will be based on milestones required in Section 2, Service Specifications, to assist clients obtain employment. The contractor, while assessing the client, will determine whether the individual qualifies for the *"client"* or *"highly challenged"* (or *"developmentally disabled"* for LBR 903-01) unit rate set forth in Section 2, Service Specifications. Payments for each milestone reached will be made directly to the contractor only once per case at the specified rate up to a negotiated amount.

Note: The total budget amount requested based on the estimated number of clients to be served under the Milestone Payment System should match the total budget amount submitted in the required SPO-H budget forms.

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(3) Budget Forms

All budget forms, instructions and samples are located on the SPO website **(see the POS Proposal Checklist in Section 5 for website address)**. The following budget forms shall be completed and submitted **(for both cost reimbursement and milestone payment structures)** with all proposal applications:

- SPO-H-205 Proposal Budget for FY 2006-2007
- SPO-H-206A Budget Justification – Personnel: Salaries and Wages
- SPO-H-206B Budget Justification – Personnel: Payroll Taxes, Assessment and Fringe Benefits
- SPO-H-206C Budget Justification – Travel: Inter-Island
- SPO-H-206D Budget Justification – Travel: Out-of-State
- SPO-H-206E Budget Justification - Contractual Services: Administrative
- SPO-H-206F Budget Justification – Contractual Services: Subcontracts
- SPO-H-206H Budget Justification - Program Activities
- SPO-H-206I Budget Justification - Equipment Purchases

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

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

B. Other Financial Related Materials

(1) Method of Allocation

The applicant shall also explain its method of allocating indirect cost items in its cost proposal.

(2) Accounting System

The applicant shall provide, as part of its cost proposal, its most recent independent financial audit, with the accompanying management letter, to demonstrate the adequacy of its accounting system.

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(3) Need for Funding

If the services proposed by applicant are to be part of a larger project supported by other funding sources, the applicant shall identify the other funding amounts and sources, provide the planned or anticipated total project budget on form SPO-H-205 in columns (b), (c), (d), and explain its need for these POS funds.

(4) Cost Effectiveness

The applicant shall explain why it considers its proposed services to be cost effective for the area and target population group that it would serve.

VI. Other

A. Litigation

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

VII. Appendix (Optional)

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Section 4
Proposal Evaluation

I. Introduction

The evaluation of proposals received in response to the RFPs will be conducted comprehensively, fairly, and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

II. Evaluation Process

The procurement officer, or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer, shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with sufficient education and training to evaluate the proposals received. The head of the purchasing agency or the procurement officer shall select for each RFP a minimum of two employees from a state agency or agencies that meet the above criteria to evaluate the proposal received. Non-state employees may serve as advisors to purchasing agencies in the evaluation of the proposal but shall not represent or act on behalf of a purchasing agency in any selection or award.

Unless stated otherwise, the evaluation of the proposal shall be based solely upon the criteria and their relative priorities as established in these RFPs. A written evaluation shall be made for each proposal based on a numerical rating system.

The evaluation will be conducted in three phases as follows:

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

Evaluation Categories and Threshold

Evaluation Categories		**Possible Points**
Administrative Requirements		
POS Proposal Application		**100 Points**
Program Overview	0 points	
Experience and Capability	20 points	
Project Organization and Staffing	10 points	
Service Delivery	50 points	
Financial	20 points	
TOTAL POSSIBLE POINTS		**100 Points**

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III. Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

(1) Administrative Requirements

- Application Checklist
- Registration (if not pre-registered with the State Procurement Office)
- Administrative Assurances

(2) POS Proposal Application Requirements

- POS Proposal Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (all required forms and documents)
- Program Specific Requirements (as applicable)

B. Phase 2 - Evaluation of POS Proposal Application (100 Points)

(1) Program Overview (0 Points)

Not applicable.

Note: No points are assigned to Program Overview. The intent is to give the applicant an opportunity to orient evaluators as to the services being offered.

(2) Experience and Capability (20 Points)

OCS will evaluate the experience and capability to provide the services as follows:

a. Necessary Skills

- Demonstrates that applicant has necessary skills, abilities, and knowledge to effectively deliver the required services. (5 points)

b. Experience

- Demonstrates that applicant has substantial experience in effectively providing the required services. (5 points)

c. Quality Assurance and Evaluation

- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology. Demonstrates that applicant has (1) a written quality assurance plan sufficient to assure consistent and high

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quality of administration and services, and (2) a written evaluation plan to effectively measure, monitor, and evaluate program performance, and timely detect and resolve program problems. (6 points)

d. Coordination of Services

- Demonstrates applicant's capability to coordinate proposed services with relevant agencies and resources in the community. (2 points)

e. Facilities

- Demonstrates that applicant would provide adequate facilities for the services proposed that are in compliance with Americans with Disabilities Act and other applicable laws and regulations. (2 points)

(3) Project Organization and Staffing (10 Points)

OCS will evaluate the project organization and staffing as follows:

a. Staffing (5 points)

- Proposed Staffing: That the staffing pattern, client/staff ratio, and caseload capacity is reasonable to insure viability of the services. Demonstrates that applicant's assignment of staff would be sufficient to effectively administer, manage, supervise, and provide the required services.
- Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program.

b. Project Organization (5 points)

- Supervision and Training: Demonstrates ability that applicant would supervise, train and provide administrative direction to staff relative to the delivery of the proposed services.
- Organization Chart: (Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks.) Demonstrates that applicant's proposed organization would be sufficient to effectively administer, manage, and provide the required services.

(4) Service Delivery (50 Points)

OCS will evaluate the service delivery as follows:

- Demonstrates that the a) geographic area the applicant proposes to serve contains significant numbers of the target population, (b) targeted population group in this area has a need for the required services, and (c) services already provided to this area are insufficient to meet this need. (8 points)

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- Demonstrates that applicant's program design is comprehensive and complete, by explaining in sufficient detail all services and information required including descriptions of the program tasks, activities, time lines, and an explanation of how each proposed geographic area would be served. (14 points)
- Demonstrates that applicant's proposed approach and methodology are sound by showing (a) a reasonable step-by-step progression of clients through services to desired outcomes, and (b) how applicant would effectively serve clients with multiple barriers to obtain successful outcomes through these services. (14 points)
- Demonstrates that applicant proposes feasible, effective amounts of program outputs and outcomes. Demonstrates applicant's ability to propose the proper instruments, measuring tools, and documentation that it will use to verify each of the program outputs and outcomes (milestones). Explains in sufficient detail what evidence will be collected and documentation that will be submitted to verify that service outputs and outcomes (milestones) are accomplished. (14 points)

(5) Financial (20 Points)

OCS will evaluate the financial proposal as follows:

- Demonstrates that applicant's proposed costs are reasonable and necessary by providing adequate information and justification for all cost items, and explanation of applicant's method of allocation of indirect costs. (10 points)
- Demonstrates the adequacy of applicant's accounting system and procedures to assure proper and sound fiscal administration of POS funding. (5 points)
- Demonstrates that the applicant has a need for the amount requested for the proposed services, and that it is cost effective for the area and target population to be served. (5 points)

IV. Phase 3 – Recommendation for Award

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

OCS reserves the right not to select and award the lowest price proposal application. In fact, OCS may decide at its discretion not to select and award any of the submitted applications.

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Section 5

Attachments

A. Proposal Application Checklist

B. Sample Table of Contents

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Proposal Application Checklist

Applicant: _____ RFP No.: _____

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the state purchasing agency as part of the Proposal Application. *SPO-H forms are located on the web at http://www.spo.hawaii.gov Click *Procurement of Health and Human Services* and *For Private Providers.**

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
General:				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	**X**	
Proposal Application Checklist	Section 1, RFP	Attachment A	**X**	
Table of Contents	Section 5, RFP	Section 5, RFP	**X**	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	**X**	
Registration Form (SPO-H-100A)	Section 1, RFP	SPO Website*	**(Required if not Registered)**	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (Link on SPO website)*		
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*	**X**	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions is applicable, Section 5		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions, Section 5		
SPO-H-206A	Section 3, RFP	SPO Website*	**X**	
SPO-H-206B	Section 3, RFP	SPO Website*	**X**	
SPO-H-206C	Section 3, RFP	SPO Website*	**X**	
SPO-H-206D	Section 3, RFP	SPO Website*	**X**	
SPO-H-206E	Section 3, RFP	SPO Website*	**X**	
SPO-H-206F	Section 3, RFP	SPO Website*	**X**	
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*	**X**	
SPO-H-206I	Section 3, RFP	SPO Website*	**X**	
SPO-H-206J	Section 3, RFP	SPO Website*		
Certifications:				
Federal Certifications		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:				
Audit with Management Letter			**X**	
Organizational Charts			**X**	
Performance Output/Outcome Table			**X**	

_____ Authorized Signature

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