

State of Hawaii
Department of Health
Family Health Services Division
Maternal and Child Health Branch

Request for Proposals

HTH-560-CF-001

Parenting Support to Parents Through Respite Services

September 28, 2007

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, you may download the [RFP Interest form](#), complete and e-mail or mail 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.

September 28, 2007

REQUEST FOR PROPOSALS

Parenting Education and Support to Parents Through Respite Services RFP No. HTH-560-CF-001

The Department of Health, Maternal and Child Health Branch, is requesting proposals from qualified applicants for the purpose of providing respite services to parents (or caregivers) with children from birth up to five years of age, residing in high-stress, high-risk environments. Services may include but are not limited to respite-based child care services provided weekly, screening assessments, information-giving, linkage, and referral services. The contract term will be from January 1, 2008 through June 30, 2010. Multiple contracts may be awarded under this request for proposals.

Proposals shall be mailed, postmarked by the United States Postal Service on or before November 5, 2007, and received no later than 10 days from the submittal deadline. Hand delivered proposals shall be received no later than 4:30 p.m., Hawaii Standard Time (HST), on November 5, 2007, at the drop-off sites designated on the Proposal Mail-in and Delivery Information Sheet. Proposals postmarked or hand delivered after the submittal deadline shall be considered late and rejected. There are no exceptions to this requirement.

The Maternal and Child Health Branch will conduct an orientation on **October 5, 2007 from 1:30 PM – 3:00 PM, H.S.T., at the Diamond Head Health Center Room 418**, 3627 Kilauea Avenue, Honolulu, Hawaii. All prospective applicants are encouraged to attend the orientation.

The deadline for submission of written questions is 4:30 p.m., HST, on October 12, 2007. All written questions will receive a written response from the State on or about October 19, 2007.

Inquiries regarding this RFP should be directed to the RFP contact person, Ms. Lynn Niitani at 741-A Sunset Avenue, Honolulu, Hawaii 96816, telephone: (808) 733-4054, fax: (808) 733-9078, e-mail: lynn.niitani@fhsd.health.state.hi.us .

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

ONE ORIGINAL AND THREE (3) COPIES OF THE PROPOSAL ARE REQUIRED.

**ALL MAIL-INS MUST BE POSTMARKED BY THE USPS BEFORE 12:00 MIDNIGHT,
November 5, 2007**

All Mail-ins

Department of Health
Maternal and Child Health Branch
741-A Sunset Avenue, Room 203
Honolulu, Hawaii 96816
Attn: Family and Community Support Section

DOH RFP Coordinator

Lynn Niitani
For further info or inquiries

Fax: (808) 733-9078
lynn.niitani@fhsd.health.state.hi.us

**ALL HAND DELIVERIES WILL BE ACCEPTED AT THE FOLLOWING SITES UNTIL
4:30 P.M., November 5, 2007**

Drop-off Sites

Department of Health
Maternal and Child Health Branch
Family and Community Support Section
741-A Sunset Avenue, Room 203
Honolulu, Hawaii 96816

BE ADVISED: All mail-ins postmarked USPS after 12:00 midnight, November 5, 2007 will not be accepted for review and will be returned.

Hand deliveries will not be accepted after 4:30 p.m., November 5, 2007.

Deliveries by private mail services, such as FedEx or UPS, shall be considered hand deliveries, and will not be accepted if received after 4:30 p.m., November 5, 2007.

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Section 1

Administrative Overview

Section 1

Administrative Overview

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

I. Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.

Activity	Scheduled Date
Public notice announcing RFP	9/28/07
Distribution of RFP	9/28/07
RFP orientation session	10/05/07
Closing date for submission of written questions for written responses	10/12/07
State purchasing agency's response to applicants' written questions	10/19/07
Discussions with applicant prior to proposal submittal deadline (optional)	10/07
Proposal submittal deadline	11/5/07
Discussions with applicant after proposal submittal deadline (optional)	11/07
Final revised proposals (optional)	11/07
Proposal evaluation period	11/07
Provider selection	11/07
Notice of statement of findings and decision	11/07
Contract start date	01/08

II. Website Reference

The State Procurement Office (SPO) website is www.spo.hawaii.gov

	For	Click
1	Procurement of Health and Human Services	“Health and Human Services, Chapter 103F, HRS...”
2	RFP website	“Health and Human Services, Ch. 103F...” and “RFPs”
3	Hawaii Administrative Rules (HAR) for Procurement of Health and Human Services	“Statutes and Rules” and “Procurement of Health and Human Services”
4	Forms	“Health and Human Services, Ch. 103F...” and “For Private Providers” and “Forms”
5	Cost Principles	“Health and Human Services, Ch. 103F...” and “For Private Providers” and “Cost Principles”
6	Standard Contract -General Conditions	“Health and Human Services, Ch. 103F...” “For Private Providers” and “Contract Template – General Conditions”
7	Protest Forms/Procedures	“Health and Human Services, Ch. 103F...” and “For Private Providers” and “Protests”

Non-SPO websites

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

	For	Go to
8	Tax Clearance Forms (Department of Taxation Website)	http://www.hawaii.gov/tax/ click “Forms”
9	Wages and Labor Law Compliance, Section 103-055, HRS, (Hawaii State Legislature website)	http://www.capitol.hawaii.gov/ click “Bill Status and Documents” and “Browse the HRS Sections.”
10	Department of Commerce and Consumer Affairs, Business Registration	http://www.hawaii.gov/dcca click “Business Registration”
11	Campaign Spending Commission	www.hawaii.gov/campaign

III. Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS), Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

IV. RFP Organization

This RFP is organized into five sections:

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

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

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

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

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

V. Contracting Office

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

Department of Health, State of Hawaii
Family Health Services Division
Maternal and Child Health Branch
741-A Sunset Avenue, Room 203
Honolulu, Hawaii 96816
Phone: (808) 733-4054 Fax: (808) 733-9078

VI. Orientation

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

Date: Friday, October 5, 2007
Time: 1:30 P.M. – 3:00 P.M.
Location: Diamond Head Health Center, Room 418
3627 Kilauea Avenue
Honolulu, Hawaii 96816

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral

questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the next paragraph (VII. Submission of Questions).

VII. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state purchasing agency.

Deadline for submission of written questions:

Date: October 12, 2007

Time: 4:30 p.m. HST

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

Date: October 19, 2006

VIII. Submission of Proposals

A. Forms/Formats - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website (See page 1-2, Websites Referred to in this RFP. 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; information on program specific requirements; which forms are 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 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 addresses 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. 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 either at the time of proposal submittal or upon notice of award at the discretion of the purchasing agency.

Refer to Section 4, subparagraph III.A.1, Administrative Requirements, and the Proposal Application Checklist (located in Section 5) to determine whether the tax clearance is required at time of proposal submittal for this RFP. Tax clearance application may be obtained from the Department of Taxation website. (See paragraph II, Website Reference.)

- 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 located in Section 5.
- 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. 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. (See paragraph II, Website Reference.)
- E. Compliance with all Applicable State Business and Employment Laws.** All providers shall comply with all laws governing entities doing business in the State. Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations unincorporated associations and foreign insurance companies be register and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See paragraph II, Website Reference.)
- F. Campaign Contributions by State and County Contractors.** Contractors are hereby notified of the applicability of Section 11-

205.5, HRS, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. For more information, Act 203/2005 FAQs are available at the Campaign Spending Commission webpage. (See paragraph II, Website Reference.)

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

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

- H. Proposal Submittal** – All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet. Proposals shall be rejected when:

- Postmarked after the designated date; or
- Postmarked by the designated date but not received within 10 days from the submittal deadline; or
- If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

Proposals submitted via facsimile, diskette/CD, e-mail, website, or other electronic means will not be accepted.

IX. Discussions with Applicants

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

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

X. Opening of Proposals

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

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

XI. 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.

XII. RFP Amendments

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

XIII. Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner, and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's best and final offer/proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

XIV. Cancellation of Request for Proposal

The request for proposal 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 interests of the State.

XV. Costs for Proposal Preparation

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

XVI. 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 a request for proposals, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with sections 3-142-202 and 3-142-203 of the Hawaii Administrative Rules for Chapter 103F, HRS.

XVII. Rejection of Proposals

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

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

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

XVIII. 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.

XIX. 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. (See paragraph II, Website Reference.) Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

Head of State Purchasing Agency
Name: Chiyome Leina'ala Fukino, M.D.
Title: Director of Health
Mailing Address: P.O. Box 3378, Honolulu, Hawaii 96801
Business Address: 1250 Punchbowl St., Honolulu, Hawaii
Procurement Officer
Name: Leighton Tamura
Title: PHAO, Maternal and Child Health Branch
Mailing Address: 741-A Sunset Avenue, Honolulu, Hawaii 96816
Business Address: 741-A Sunset Avenue, Honolulu, Hawaii 96816

XX. Availability of Funds

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

XXI. 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

XXII. General and Special Conditions of Contract

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

XXIII. Cost Principles

In order 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 paragraph II, Website Reference). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

Section 2

Service Specifications

Section 2

Service Specifications

I. Introduction

A. Overview, purpose or need

Families rate respite care as one of the most desired and concrete family support services available to them in their effort to sustain continued positive care of their children. By providing safe, alternative care for young children when parental stresses are overwhelming, families can get a much-needed break from the strain of continuous child-care and provide the help they need to remain strong. Supporting parents through difficult times reminds them that help is available and that it is okay to ask for, and to receive help, to keep their families healthy. While at the respite care center, parents can also observe other children's behavior and watch how children interact with others. Respite care providers can also use these opportunities to provide information on topics that will help parents build their knowledge of parenting and child development. Respite programs that are knowledgeable about services available in their community can also help connect families to what they need to keep going through difficult times.

The Department of Health ("DEPARTMENT"), Maternal and Child Health Branch ("MCHB"), is requesting proposals from qualified applicants for the purpose of providing respite services to parents (or caregivers) with children from birth up to five years of age, residing in high-stress, high-risk environments. Services may include but are not limited to respite-based child care services provided weekly, screening assessments, information-giving, linkage, and referral services.

B. Planning activities conducted in preparation for this RFP

A Request for Information (RFI) was issued on August 23, 2007 inviting prospective applicants to send comments regarding the description of services of this subsequent request for proposals. Planning documents may be obtained by contacting the RFP Contact Person, Lynn Niitani at 733-4054 or by e-mail at: lynn.niitani@fhsd.health.state.hi.us.

C. Description of the goals of the service

Research has demonstrated that five important factors can help families protect children from the risk of child abuse and neglect. The goals of this contract will promote protective factors that strengthen families.

Concrete supports for parents

- Increase parents' skills in coping with the stresses of caring for children by reducing the burden of child care.
- Increase parents' knowledge of resources and sources of support in their community who can provide assistance with managing their homes and families.

Social connections

- Increase parents' knowledge of resources in their community who can provide emotional support or information to reduce social isolation.

Knowledge of child development

- Increase parents' knowledge and understanding of how children develop and what they can expect at each stage of development.

D. Description of the target population to be served

Parents (or caregivers) of children birth to five years of age, experiencing high stress are the target population to be served. Eligible parents and caregivers may exhibit the following characteristics:

- A history of dysfunctional parenting practices (e.g. involvement with drugs/alcohol, child victim of child abuse and neglect, etc.);
- Experiencing mental health problems;
- Unemployment or low income; or
- Family stressors such as divorce, being a single parent, teen parent, or having no social support system.

A priority group of parents (or caregivers) shall include:

- Parents with children entering the Early Intervention Services (or IDEA Part-C) system;
- Parents raising foster children;
- Grandparents raising grandchildren;
- Families receiving health care services through community health clinics;
- Families referred for services from The Parent Line phone line or other community based warm lines; or
- Other agreed upon community referral resource.

E. Geographic coverage of service

Proposal request is for services to be provided on Oahu in three communities. Proposed service areas may include those ranking poorly in child and family well being indicators or those with the following characteristics:

- High rate of unemployment or low income;
- High number of children living in poverty;
- High number of single parents or grandparents raising grandchildren;
- High number of foreign-born, recent immigrants or those for whom English is a second language;
- Areas with low home ownership or public housing.

While no specific communities have been identified, the DEPARTMENT reserves the right to make an award based on the configuration of services which will best meet the needs of the target group.

Applicants may submit one (1) proposal for more than one geographic area.

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

The probable funding amount for the eighteen month contract period will be \$321,732.00 in State funds.

<u>Time period</u>	<u>Amount per site</u>	<u>Total Available for 3 sites</u>
01/01/08 – 06/30/08	\$35,748.00	\$107,244.00
07/01/08 – 06/30/09	\$71,496.00	\$214,488.00

II. General Requirements**A. Specific qualifications or requirements, including but not limited to licensure or accreditation**

See “III. Scope of Work” below.

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

After-the-fact secondary purchases will be allowed.

Planned secondary purchases: None.

C. Multiple or alternate proposals
(Refer to §3-143-605, HAR)

Allowed Unallowed

D. Single or multiple contracts to be awarded
(Refer to §3-143-206, HAR)

Single Multiple Single & Multiple

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

Single term (\leq 2 yrs) Multi-term ($>$ 2 yrs.)

Contract terms:

The contract term will be for an 18 month period from January 1, 2008 through June 30, 2009. There may be a possibility for a single twelve (12) month extension of the award period subject to the availability of funds and satisfactory provider performance. The initial period shall commence upon the contract start date or Notice to Proceed, whichever is later.

F. RFP contact person

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

Lynn Niitani
Maternal and Child Health Branch
Telephone: (808) 733-4054
E-mailed to lynn.niitani@fhsd.health.state.hi.us

III. Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities

(Minimum and/or mandatory tasks and responsibilities)

1. Respite-based child care services (Concrete support for parents)

- a. Services will include 3.5 hours a week of child care for children ages birth up to 5 years of age, not to exceed 52 weeks per family.
- b. A minimum of 150 families (or caregivers) shall be served per site during the 18 month contract period using an unduplicated count. 60% of these families (or caregivers) must come from the priority group of parents.
- c. Services shall be provided by staff and supplemented by volunteer assistants as needed.

2. Information-giving (Knowledge of child development, social connections, and concrete support for parents)

- a. All children (who have not had a current developmental screening) will receive a developmental screening using the Ages and Stages Questionnaire (Hawaii version) (ASQ) as well as the Ages and Stages Social-Emotional (ASQ-SE).
 - i. Referral/linkage services with other providers will be made as needed when applicable.
 - ii. Parents will be supported and encouraged to seek services when referral is indicated.
 - iii. Results of the ASQ/ASQ-SE will be provided and explained to the parents.
 - iv. Results of the ASQ/ASQ-SE screening will be sent to the child's health care provider, with parental consent.
- b. Parents of the children receiving services shall be provided with information and support. Topics may include, but are not limited to: development of self-esteem and self-awareness for parents, nutrition and safety for children, positive parent-child interaction, infant-child development, or appropriate discipline techniques.
- c. Parents will be provided with information on social support systems; both informal and formal, including support provided by The Parent Line warmline.
- d. General educational workshops or other similar events will be provided to an at-large community population serving a minimum of 200 parents/caregivers and/or community agency staff members per year per site. Topics may include, but are not limited to: child safety,

safe sleep, immunization, dental/oral health, nutrition, physical activity, and hygiene.

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

1. Personnel

- a. Program staff shall meet the following requirements:

Program Supervisor

- i. A Bachelor's degree in social work, psychology or nursing; and
- ii. Experience in working with families at-risk of social/emotional problems, family stress, or family violence.

Respite Staff

- i. An associate's degree in health and human services or a related field; or
- ii. A high school diploma (or equivalent) and a minimum of two years experience in human services.

Volunteers

Must have received training on child development, appropriate discipline, and an understanding of the risk and protective factors of child abuse and neglect.

- b. All staff and volunteers shall attend at least one training annually to stay abreast of current practices in working with parents and young children.

2. Administrative

- a. Assume responsibility for its own determination and compliance efforts in regard to the federal Health Insurance Portability and Accountability Act of 1996. ("HIPAA")
- b. Develop written policies, procedures, and guidelines to address suspected incidents of neglect and abuse. This shall include immediate notification to the State and other appropriate government investigative bodies of all incidents of abuse, neglect, or where there is a substantial risk that child abuse or neglect may occur in the reasonable foreseeable future.
- c. Acknowledge the DEPARTMENT and the Maternal and Child Health Branch as the Awardee's sponsor. This acknowledgement shall appear on all printed materials for which the DEPARTMENT is a program sponsor.

- d. Comply with the DEPARTMENT's Directive Number 04-01 dated May 3, 2004, related to Interpersonal Relationships Between Staff and Clients/Patients. Please refer to Section 5, Attachment E, of this RFP.
- e. Comply with Section 11-205.5, H.R.S. which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. Please refer to Section 5, Attachment F, of this RFP.
- f. Comply with Title VI of the Civil Rights Act of 1964, as amended, and requirements pursuant to 45 CFR Part 80.
- g. Comply with Section 504 of the rehabilitation Act of 1973, as amended, and requirements pursuant to 45 CFR Part 84.
- h. Comply with Title III of the Americans with Disabilities Act of 1990, as amended, and requirements pursuant to 28 CFS Part 36.
- i. Comply as a "covered entity," with the provisions of HRS Chapter 372 Part II, Language Access.
- j. Comply, if it is a "public accommodation," with the provisions of HRS Chapter 489, Discrimination in Public Accommodations.
- k. The Awardee may make revisions among the budgeted line items within the total budgeted amount of the program, provided that the funds are used for allowable costs and do not exceed ten percent (10%) or \$500 of each budgeted line item, whichever is more.
- l. The Awardee shall request in writing to the DEPARTMENT for approval for any of the following:
 - i. Revisions between budget categories (i.e. "A" Personnel Costs and "B" Other Current Expenses).
 - ii. Additional costs categories or line items not included in the original budget line items.
 - iii. Revisions of any budget line items on Contract Budget, Form SPO-H-205, which requires a detailed justification form (i.e., salaries, Airfare, Contractual Services, Equipment, etc.)
 - iv. Salary increases and any other expenditures that require prior approval in accordance with the State of Hawaii, State Procurement Office, Chapter 103F, HRS- Cost Principles.

3. Quality assurance and evaluation specifications

- a. All contracts shall be monitored by the State in accordance with requirements set forth by Chapter 103F, Hawaii Revised Statutes.
- b. Contract monitoring shall include:
 - i. The review of amendments and approvals, deemed appropriate by the State of the contract's program items, especially the outcomes plan, the performance targets and milestones, the assurance of collaboration, quarterly program reports, and other documents submitted to the State.
 - ii. The Awardee shall have a quality assurance plan in place that assesses the extent to which the program objectives have been met.

4. Output and performance/outcome measurements

As a means toward achieving the goals of service the DEPARTMENT will require the reporting of performance measures. This approach proposes that the Awardee take responsibility for achieving short-term performance objectives, given available resources and other external factors affecting the organization. Defined performance objectives are addressed in Section 5, Attachment C & D, of the RFP.

Note: For the purpose of program quality improvement, the DEPARTMENT will be reviewing Outcome and Output Measures in conjunction with the Awardee for possible revisions during the contract period. It is anticipated that some modifications may ensue from this process.

5. Experience

The Awardee shall have the necessary skills, abilities, knowledge of, and experience relating to the delivery of the proposed services to children birth to five of age, and their families

6. Coordination of services

The Awardee shall possess the capability to coordinate services with other DOH programs and other agencies and resources within the community.

7. Reporting requirements for program and fiscal data

Program Reporting Requirements:

- d. Quarterly and Annual reports on services provided, number of children and families served, other data etc., shall be submitted according to

timelines and formats set by the DEPARTMENT. Reports are due 30 days after the end of each reporting period.

- e. An Annual Variance Report shall be submitted within sixty (60) calendar days after the end of the fiscal year in the format requested by the DEPARTMENT, documenting the organization's achievement towards the planned performance objectives for the budget period and explaining any significant variances (+/- 10%).

b. Fiscal Reporting Requirements:

The Awardee shall submit monthly expenditure reports, including personnel costs, on Form POST 210 and POST 210a.

8. Pricing structure or pricing methodology to be used

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 contract amount.

Reimbursement cannot be made in excess of the actual cost of services provided under this contract.

9. Units of service and unit rate

Not applicable.

10. Method of compensation and payment

Payment is processed after approval by the DEPARTMENT. Invoices shall be submitted by the applicant on a monthly basis. Timeliness of payment is contingent upon receipt of invoices and funding availability.

V. Cultural competence

Services shall honor and respect the cultural background, beliefs, language, interpersonal styles, and behaviors of the families served. Culturally appropriate approaches and resources shall be used. Written materials developed for consumers/families shall be easily understood and written at a reading level comparable to the sixth grade or less in English or other language.

IV. Facilities

Facilities shall be adequate relative to the proposed services and be accessible to all seeking services.

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO website (see Section 1, paragraph II, Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

The Proposal Application 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

Applicant shall give a brief overview to orient evaluators as to the program/services being offered and their understanding of the principles of parent support groups. Applicants shall briefly summarize and highlight the contents of their proposal in such a way as to provide a broad understanding of their entire proposal.

II. Experience and Capability

A. Necessary Skills & Experience

The applicant shall provide a description of projects/contracts which demonstrate its skills and experience related to the delivery of respite-based child care services to parents (or caregivers) with children birth to five years of age.

B. Quality Assurance and Evaluation/Output & Performance

1. The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology. The plan must identify the standards to be used to assess or evaluate the quality and utilization of services.
2. The applicant shall describe its plans for achieving the goals of this service. The applicant shall also complete Tables A & B, addressed in Section 5, Attachments C & D, of the RFP.

C. Coordination of Services

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community. The applicant may attach agreements with providers in the communities where services are to be provided which support or facilitate the attainment of the desired outcomes and proposed performance targets of this RFP.

D. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services

III. Project Organization and Staffing

A. Staffing

1. Proposed Staffing

The applicant shall describe the proposed staffing pattern including group size, staffing ratio, etc. to ensure the viability of services. (Refer to the personnel requirements in Section 2 – Service Specifications.)

2. Staff Qualifications

The applicant shall describe the roles and responsibilities for staff (and volunteers) assigned to the program. (Refer to the Personnel requirements in Section 2 – Service Specifications.)

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 describe its plans for providing training to staff (and volunteers) assigned to the program.

2. Organization Chart

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

IV. Service Delivery

Applicant shall describe in detail, their approach to addressing 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 assignments/responsibilities and timelines/schedules.

A. Respite-based child care services

Applicants shall describe how they will provide concrete supports for parents.

1. Applicants shall describe where respite-based child care services will be provided. The applicant must identify how the proposed service area was selected and how the community meets the characteristics identified in Section 2, E. Geographic coverage of service.
2. Applicants shall describe how the target population to be served will be identified and engaged; detailing efforts to serve the priority group.
3. Applicants shall describe how respite-based child care services will be provided.

B. Information-giving

The applicant shall describe how they will promote the protective factors of social connections, knowledge of child development, and concrete supports for families.

1. Applicants shall describe how children will be screened so parents can better understand their child's development and be more informed of resources available in the community.
2. Applicants shall describe how parents will be provided with information on social support systems, both informal and formal, including support provided by The Parent Line warmline.
3. The applicant shall describe how it will provide educational workshops or events to the community at large.

V. Financial

A. Pricing Structure

Applicant shall submit budget proposals utilizing the cost reimbursement pricing structure. Applicant shall submit one (1) proposal for the period of 01/01/08 – 06/30/08 and one (1) proposal for the period of 07/01/08 – 06/30/09. Budget proposals may reflect the cost reimbursement expenses for more than one geographic area.

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

- Form SPO-H-205 Budget
- Form SPO-H0205B Organization-wide Budget by Programs
- Form SPO-H-206A Personnel – Salaries & Wages
- Form SPO-H-206B Personnel – Payroll Taxes, Assessments & Fringe

B. Other Financial Related Materials

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the most recent financial audit is requested as part of the Proposal Application and may be attached.

VI. Other

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.

Section 4

Proposal Evaluation

Section 4

Proposal Evaluation

I. Introduction

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

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 experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

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

Evaluation Categories and Thresholds

<u>Evaluation Categories</u>	<u>Possible Points</u>
<i>Administrative Requirements</i>	
<i>Proposal Application</i>	
Program Overview	100 Points
Experience and Capability	26 Points
Project Organization and Staffing	14 Points
Service Delivery	55 Points
Financial	5 Points
TOTAL POSSIBLE POINTS	100 Points

Consensus scoring will be used by an evaluation committee to reviewing the proposals using the following scale.

A 5-point rating scale will be used to rate the proposal content. Only whole numbers will be assigned (1, 2, 3, 4, or 5), half numbers are not utilized in this rating scale.

1	2	3	4	5
I-----I-----I-----I-----I				
<i>Unresponsive</i>	<i>Unsatisfactory</i>	<i>Marginally Adequate</i>	<i>Satisfactory</i>	<i>Outstanding</i>

5 – Outstanding (100% of points)

Exceeded required elements by clearly proposing additional services or strategies (providing details and specific examples) for implementation to achieve the RFP requirements.

4 – Satisfactory (80% of points)

Provided details or specific examples of the services or strategies to be used for implementation to achieve the RFP requirements.

3 – Marginally Adequate (60% of points)

Provided general description of “what we will do” for all required elements or the proposed services do not contribute towards the achievement of the RFP requirements.

2 – Unsatisfactory (40% of points)

Not all components were evident or only reiterated the wording of the RFP or other attached materials.

1 – Unresponsive (20% of points)

Response did not answer the question.

0 – No response given. (0 points)

Points will be awarded to each criteria based on the score awarded by the evaluation committee.

Example:

A question worth 2 points that receives a score of five will be awarded 2 points. (100% x 2 points = 2 points).

A question worth 2 points which receives a score of four will be awarded 1.6 points. (80% x 2 points = 1.6 points).

III. Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

1. Administrative Requirements – Not applicable

2. Proposal Requirements

- 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 Proposal Application (100 Points)

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

2. **EXPERIENCE AND CAPABILITY (26 POINTS)**

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

		Points
A.	Necessary Skills & Experience	
	The applicant shall provide a description of projects/contracts which demonstrate its skills and experience related to the delivery of respite-based child care services to parents (or caregivers) with children birth to five years of age.	4
B.	Quality Assurance & Evaluation/Output & Performance	
	Described quality assurance and evaluation plans for the proposed services, including methodology.	4
	Identifies the standards to be used to assess or evaluate the quality and utilization of services.	4
	Table A & Table B are complete and support the scope of services.	4
D.	Coordination of Services	
	Demonstrated capability to coordinate services with other agencies and resources in the community.	4
	Agreements with service providers are attached.	3

E. Facilities	
Provides a description of its facilities and demonstrates the adequacy of facilities in relation to proposed services.	3

3. **PROJECT ORGANIZATION AND STAFFING (14 Points)**

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

	Points
A. Staffing	
1. <u>Proposed Staffing</u> The proposed staffing pattern, including group size, staffing ratio, etc., is reasonable to insure viability of the services.	4
2. <u>Staff Qualifications</u> The proposed staffing pattern meets the minimum qualifications (including experience) for staff (and volunteers) assigned to the program.	4
B. Project Organization	
1. <u>Supervision and Training</u> Describes its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services	4
2. <u>Organization Chart</u> Reflects the position of each staff (including position title, name and full time equivalency) and line of responsibility/supervision. Both the "Organization-wide" and "Program" organization charts are attached.	2

4. **SERVICE DELIVERY (55 Points)**

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

A. **Service Activities**
(Minimum and/or mandatory tasks and responsibilities)

	Points
1. Respite-based child care services	
Describes community where the services will be provided.	5
Describes why and how the community was selected.	5
Describes how the target population will be engaged and retained.	5
Describes efforts to serve the priority group.	5
Describes how respite-based child care services will be provided.	10
2. Information Giving	
Describes how children will be screened and parents informed of community resources.	10
Describes how parents will be provided with information on social support.	10
Describes how educational workshops or events will be provided to the community at large.	5

5. **Financial** (5 Points)

	Points
Personnel costs are reasonable and comparable to positions in the community.	2.5
Non-personnel costs are reasonable and adequately justified.	2.5

C. **Phase 3 - Recommendation for Award**

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

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Table of Contents
- C. Table A – Performance Measures
- D. Table B – Output Measures
- E. Intra-Departmental Directive 04-01 (Interpersonal Relationships Between Staff and Clients/Patients)
- F. Procurement Circular No. 2006-02 (Campaign Contributions by State and County Contractors, Section 11-205.5, H.R.S.)

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 purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website. See Section 1, paragraph II Website Reference.*

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	
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 are in Section 5		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5	X	
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*		
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*		
SPO-H-206F	Section 3, RFP	SPO Website*		
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*		
SPO-H-206I	Section 3, RFP	SPO Website*		
SPO-H-206J	Section 3, RFP	SPO Website*		
Certifications:				
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:				

Authorized Signature

Date

Sample

Proposal Application Table of Contents

I.	Program Overview.....	1
II.	Experience and Capability	1
	A. Necessary Skills	2
	B. Experience.....	4
	C. Quality Assurance and Evaluation.....	5
	D. Coordination of Services.....	6
	E. Facilities.....	6
III.	Project Organization and Staffing	7
	A. Staffing.....	7
	1. Proposed Staffing.....	7
	2. Staff Qualifications	9
	B. Project Organization	10
	1. Supervision and Training.....	10
	2. Organization Chart (Program & Organization-wide) (See Attachments for Organization Charts)	
IV.	Service Delivery.....	12
V.	Financial.....	20
	See Attachments for Cost Proposal	
VI.	Litigation.....	20
VII.	Attachments	
	A. Cost Proposal	
	SPO-H-205 Proposal Budget	
	SPO-H-205A Organization-Wide Budget by Programs	
	SPO-H-206A Budget Justification - Personnel: Salaries & Wages	
	SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments, and Fringe Benefits	
	B. Other Financial Related Materials	
	Financial Audit for fiscal year ended June 30, 1996	
	C. Organization Chart	
	Program	
	Organization-wide	
	D. Performance and Output Measurement Tables	
	Table A	
	Table B	
	E. Program Specific Requirements	

Organization: _____

RFP No: _____

Table A – Performance Measures

Performance Activity	Performance Objective for 01/01/08 – 03/31/08	Performance Objective for 01/01/08 – 03/31/08	Applicant's approach in meeting the performance objectives, including the methodology proposed for data collection and reporting. (Attach additional sheets as necessary.)
1. Percentage of children completing the program who have received a baseline ASQ.			
2. Percentage of families served this quarter whose parents are in the priority group.			
2. Percentage of families served who demonstrated a decrease in eligibility related stressors.			
3. Percentage of families served who are able identify at least one other individual/entity as part of their social support system.			
4. Percentage of adults completing the program who demonstrated an increased understanding of age appropriate development.			

Organization: _____

RFP No: _____

Table B – Output Measures

01/01/08 – 06/30/08 (per site)

Column A	Column B	Column C	Column D
Performance Measure	01/01/08 through 03/31/08	04/01/08 through 06/30/08	Applicant's approach in meeting the performance objectives, including the methodology proposed for data collection and reporting. (Attach additional sheets as necessary.)
1. Number of children admitted to the program this quarter.			
2. Number of children continuing in program from the previous quarter.			
3. Number of families served this quarter whose parents are in the priority group.			
4. Number of parents receiving services for less than three months.			
5. Number of parents receiving services for three but less than 6 months.			
6. Number of parents receiving services for 6 months but less than 9 months.			
7. Number of parents receiving services for 9 months up to 12 months.			
8. Number of age-appropriate developmental and social-emotional screening assessments completed for children up to six years of age.			
9. Number of participants attending general education workshops/ community events.			

07/01/08 – 06/30/09 (per site)

Column A	Column B	Column C	Column D	Column E	Column H
Performance Measure	Quarter 1 (07/07-09/07)	Quarter 2 (10/07-12/07)	Quarter 3 (01/08-03/08)	Quarter 4 (04/07-06/7)	Applicant's approach in meeting the performance objectives, including the methodology proposed for data collection and reporting. (Attach additional sheets as necessary.)
1. Number of children admitted to the program this quarter.					
2. Number of children continuing in program from the previous quarter.					
3. Number of families served this quarter whose parents are in the priority group.					
4. Number of parents receiving services for less than three months.					
5. Number of parents receiving services for three but less than 6 months.					
6. Number of parents receiving services for 6 months but less than 9 months.					
7. Number of parents receiving services for 9 months up to 12 months.					
8. Number of age-appropriate developmental and social-emotional screening assessments completed for children up to six years of age.					
9. Number of participants attending general education workshops/ community events.					

LINDA LINGLE
GOVERNOR OF HAWAII



STATE OF HAWAII
DEPARTMENT OF HEALTH
P. O. BOX 3378
HONOLULU, HI 96801-3378

INTRA-DEPARTMENTAL DIRECTIVE 04-01
May 3, 2004 Page 1 of 5

TO: All Deputies, Division and Branch Chiefs, Staff Officers, District Health Officers, and Administrators of Attached Agencies

FROM: Chiyome Leinaala Fukino, M.D.
Director of Health *Chiyome Leinaala Fukino*

SUBJECT: INTERPERSONAL RELATIONSHIPS BETWEEN STAFF AND CLIENTS/PATIENTS

04-1.1 PURPOSE

This directive provides the policy for the State of Hawaii, Department of Health on interpersonal relationships between staff and clients/patients.

04-1.2 POLICY

- A. Staff shall not use their professional position to exploit others for any reason.
- B. Staff shall avoid engaging in dual/multiple relationships with clients/patients or former clients/patients. When dual/multiple relationships are unavoidable, staff shall take steps ensure that the nature of the dual/multiple relationship shall neither harm nor exploit the client/patient.
- C. Sexual relationships with any client/patient or former client/patient are prohibited. Staff shall not have financial relationships with clients/patients or former clients/patients.

- D. Staff are prohibited from engaging in sexual relationships with clients/patients' relatives or other individuals with whom clients/patients maintain close personal relationships, or to whom clients/patients are reliant upon. Staff are required to set clear, appropriate and culturally sensitive boundaries.
- E. Staff shall neither initiate, assume, nor maintain a treatment relationship to individuals with whom they have had prior sexual relationships. Staff shall inform their supervisor if there have been past relationships with potential clients/patients and arrange to have the care of such patients/clients provided by another qualified staff person.
- F. Staff shall not engage in physical contact with clients/patients when there is a possibility of psychological harm to the clients/patients as a result of the contact (such as cradling or caressing clients/patients). In providing services, staff who are required to have physical contact with clients/patients are responsible for setting clear, appropriate and culturally sensitive boundaries that govern such physical contact.
- G. Staff who anticipate the potential for sexual relationships with former clients/patients shall consult in depth with their supervisors, exploring the various risks and concerns.

04-1.3 **SCOPE**

This directive applies to all Department of Health employees, including volunteers, who provide treatment and/or services and individuals or agencies that are contracted to provide treatment and/or services on behalf of the Department of Health.

04-1.4 **DEFINITIONS**

Clients/Patients:	Persons under observation, care, treatment, or receiving services.
Department:	Department of Health
Director:	Director of Health

Dual/multiple relationships:	When an employee has, or has had, more than one relationship with a patient or client, either presently or in the past. These may include professional, business, social, or personal relationships. Dual/multiple relationships can occur simultaneously or consecutively.
Staff:	Department employees, including volunteers, and individuals or agencies that are contracted to provide services on behalf of the Department.
Health:	Includes physical and mental health.
Providers:	Any persons, public or private vendors, agencies, or business concerns authorized by the department to provide health care, services, or activities.
Services:	Appropriate assistance provided to a person with a medical illness, developmental disability, mental illness, substance abuse or dependency disorder, or mental retardation. These services include, but are not restricted to assessment, case management, care coordination, treatment, training, vocational support, testing, day treatment, dental treatment, residential treatment, hospital treatment, developmental support, respite care, domestic assistance, attendant care, habilitation, rehabilitation, speech therapy, physical therapy, occupational therapy, nursing counseling, family therapy or counseling, interpretation, transportation, psychotherapy, and counseling to the person and/or to the person's family, guardian or other appropriate representative.
Treatment:	The broad range of services and care, including diagnostic valuation, medical, psychiatric, psychological, and social service care, vocational rehabilitation, career counseling, and other special services which may be extended to a person in need or with a disabling condition.

04-1.5 **RESPONSIBILITIES**

- A. **Director:** Insure this policy is maintained, interpreted, updated, and communicated to all program managers.

- B. **Deputy Directors:** Insure this policy is communicated to, understood and implemented by program managers within their administrations, and insure needed revisions of this policy are communicated to the Director.

- C. **Program Managers:**
 - (1) Insure this policy is communicated to and understood by all vendors, providers, or contractors, and insert a reference to this policy in appropriate contracts.
 - (2) Insure this policy is enforced.
 - (3) Investigate alleged or reported infractions of this policy and take corrective actions as may be indicated.
 - (4) Recommend needed changes to this policy to their Deputy Directors.

- D. **Employees:** Comply with this policy and report alleged infractions of this policy to their supervisors or superiors.

- E. **Providers:** Insure this policy is communicated, understood, and implemented.

04-1.6 **PROVISO**

If there is a conflict between this policy and a collective bargaining agreement, the collective bargaining agreement shall prevail.

04-1.7

REFERENCES

- A. Discrimination in Public Accommodations, Chapter 489, Hawaii Revised Statutes, as amended.
- B. Fair treatment, Section 84-13, Hawaii Revised Statutes, as amended.
- C. Rights of persons with developmental or mental retardation, Section 333F-8, Hawaii Revised Statutes, as amended.
- D. Rights of recipients of mental health services, Chapter 334E, Hawaii Revised Statutes, as amended.
- E. Sex Discrimination, Title 12, Chapter 46, Subchapter 4, Hawaii Administrative Rules, as amended.
- F. Disability Discrimination, Chapter 46, Subchapter 9, Hawaii Administrative Rules.

This document should be placed in the Personnel Manual of Policies and Procedures under Section 11, SUBJECT: EMPLOYEE RELATIONS.

LINDA LINGLE
GOVERNOR



PROCUREMENT POLICY BOARD
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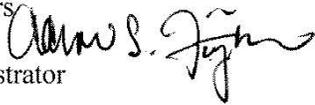
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February 22, 2006

PROCUREMENT CIRCULAR NO. 2006-02

TO: Executive Department Heads
Chief Procurement Officers

FROM: Aaron S. Fujioka, Administrator 

SUBJECT: Campaign Contributions by State and County Contractors
Section 11-205.5, Hawaii Revised Statutes

Effective immediately, Section 11-205.5, HRS prohibits campaign contributions from state and county government contractors during the term of its contract with any governmental purchasing agency. A copy is attached for your reference.

To inform potential contractors of this mandate, the following statement should be included in all solicitations and contracts that utilize funds appropriated by the legislative body, whether paid in whole or in part.

Campaign contributions by State and County Contractors. *Contractors are hereby notified of the applicability of Section 11-205.5, HRS, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body.*

For more information, Act 203/2005 FAQs are available at the Campaign Spending Commission webpage, www.hawaii.gov/campaign. Questions on campaign spending issues should be directed to the Campaign Spending Commission's Executive Director, Barbara Uphouse Wong or General Counsel, Grant Tanimoto at 586-0285. If you have any procurement questions, please call me at 587-4700, or your staff may call Ruth Yamaguchi at 586-0554.

attachment

§11-205.5 Campaign contributions by state and county

contractors. (a) It shall be unlawful for the person who enters into any contract with the State, any of its counties, or any department or agency thereof either for the rendition of personal services, the buying of property, or furnishing any material, supplies, or equipment to the State, any of its counties, department or agency thereof, or for selling any land or building to the State, any of its counties, or any department or agency thereof, if payment for the performance of the contract or payment for material, supplies, equipment, land, property, or building is to be made in whole or in part from funds appropriated by the legislative body, at any time between the execution of the contract through the completion of the contract, to:

(1) Directly or indirectly make any contribution or to promise expressly or impliedly to make any contribution to any political party, committee, or candidate or to any person for any political purpose or use; or

(2) Knowingly solicit any contribution from any person for any purpose during any period.

(b) This section does not prohibit or make unlawful the establishment or administration of, or the solicitation of contributions to, any separate segregated fund by any state or national bank, corporation, or labor organization for the purpose of influencing the nomination for election or the election of any person to office; provided that the commission shall by rule establish contribution limits for limited liability companies as defined in section 428-101, limited liability partnerships as defined in section 425-101, and limited liability limited partnerships as defined in section 425E-102. Sole proprietors subject to this section shall comply with applicable campaign contribution limits in section 11-204.

(c) For purposes of this section, "completion of the contract" means that the parties to the government contract have either terminated the contract prior to completion of performance or fully performed the duties and obligations under the contract, no disputes relating to the performance and payment remain under the contract, and all disputed claims have been adjudicated and are final. [L Sp 1995, c 10, pt of §2(1); am L 1997, c 190, §6; am L 2005, c 203, §8]