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

Request for Proposals

RFP No. OCS LBR 903-02

Employment Core Services For Immigrants

October 7, 2010

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.

LINDA LINGLE
GOVERNOR

PEARL IMADA-IBOSHI
DIRECTOR

COLLEEN Y. LaCLAIR
DEPUTY DIRECTOR

KEITH YABUSAKI
ACTING EXECUTIVE DIRECTOR

STATE OF HAWAII
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
OFFICE OF COMMUNITY SERVICES
830 PUNCHBOWL STREET, ROOM 420
HONOLULU, HAWAII 96813
http://hawaii.gov/labor/
Phone: (808) 586-8675 / Fax: (808) 586-8685
Email: dlir.ocs@hawaii.gov

October 7, 2010

Dear Applicant:

SUBJECT: REQUEST FOR PROPOSALS (RFPs) FOR STATE FISCAL BIENNIUM (FB) 2012-2013

The Department of Labor and Industrial Relations (DLIR), Office of Community Services (OCS), is soliciting proposals from qualified applicants to provide the following human services for State Fiscal Years 2012 and 2013:

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 and Support Services for Refugees
LBR 903-04	Employment Creation for Low-Income Persons, Immigrants and Refugees
LBR 903-09	Weatherization Assistance Program Services for Low-Income Persons
LBR 903-12	Legal Advocacy, Outreach, and Referral Services to Protect the Rights of Children and Their Families

All prospective applicants are hereby notified that this RFP for competitive purchase of services is issued under the provisions of the Hawaii Revised Statutes, Chapter 103F and its administrative rules.

The enclosed materials outline the application requirements of these RFPs. Included for your use are the administrative requirements, service specifications, proposal applications, budget instructions, as well as other reference materials. Prior to application submittal, it is imperative that the applicants closely review all information and follow detailed instructions provided.

Hand deliveries will be accepted at DLIR-OCS until 4:30 p.m., Hawaii Standard Time (HST), December 15, 2010. Mail-ins must be postmarked by the United States Postal Service (USPS) no later than December 15, 2010, and received by DLIR-OCS no later than ten days from the submittal deadline. Hand deliveries as well as mail-ins will be accepted at the following address:

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

Proposals postmarked after December 15, 2010, or hand delivered after 4:30 p.m. H.S.T. on December 15, 2010, **shall be considered late and rejected.** There are no exceptions to this requirement. Proposals delivered by facsimile transmission or e-mail will not be accepted. One original and four copies of the proposal are required.

DLIR-OCS will conduct an orientation session on October 18, 2010, from 9:00 a.m. to 12:00 noon, at the Keelikolani Building, Conference Rooms 310, 313 and 314, 830 Punchbowl Street, Honolulu, Hawaii. All prospective applicants are strongly encouraged to attend the session.

The deadline for submission of written questions is 4:30 p.m. H.S.T. on Monday, November 29, 2010. DLIR-OCS will address all written questions with a written response by Tuesday, December 7, 2010. Written questions may be submitted to DLIR-OCS by facsimile or e-mail. However, all applicants who submit written questions by facsimile or e-mail bears the full and exclusive responsibility for assuring the complete, correctly formatted, and timely transmission of their questions.

DLIR-OCS reserves the right to amend the terms of this RFP, to issue addenda, or to withdraw this RFP at any time.

All applicants will be notified in writing regarding OCS' decision on his/her proposal(s) in mid-March to Early-April 2011. State funded contracts for LBR 903-01, LBR 903-02 and LBR 903-04 are expected to be in effect from July 1, 2011 to June 30, 2013. Federally funded contracts for LBR 903-03 and 903-12 will be awarded from October 1, 2011 to September 30, 2013 and a new contract issued annually. Federally funded contracts for LBR 903-09 will be awarded from March 1, 2011 – February 29, 2012 and a new contract issued annually.

Any questions or inquiries regarding these RFPs should be directed to the RFP Contact Person, 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 to (808) 586-8675.

Thank you for your interest in applying and for working with us to provide quality services.

Sincerely,

Keith Yabusaki

KEITH YABUSAKI
Acting Executive Director

AN EQUAL OPPORTUNITY AGENCY

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: ONE ORIGINAL & FOUR COPIES

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **December 15, 2010 and received by the state purchasing agency no later than 10 days from the submittal deadline**.

All Mail-ins	**DLIR RFP Coordinator**
Department of Labor and Industrial Relations (DLIR) Office of Community Services 830 Punchbowl Street, Room 420 Honolulu, Hawai`i 96813	Keith Yabusaki, Planning Administrator Phone: (808) 586-8675 Facsimile: (808) 586-8685 E-mail: keith.y.yabusaki@hawaii.gov

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), December 15, 2010** Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 p.m., **December 15, 2010**.

Drop-off Sites

Department of Labor and Industrial Relations (DLIR)
Office of Community Services
Ke`elikolani Building
830 Punchbowl Street, Room 420
Honolulu, Hawai`i 96813

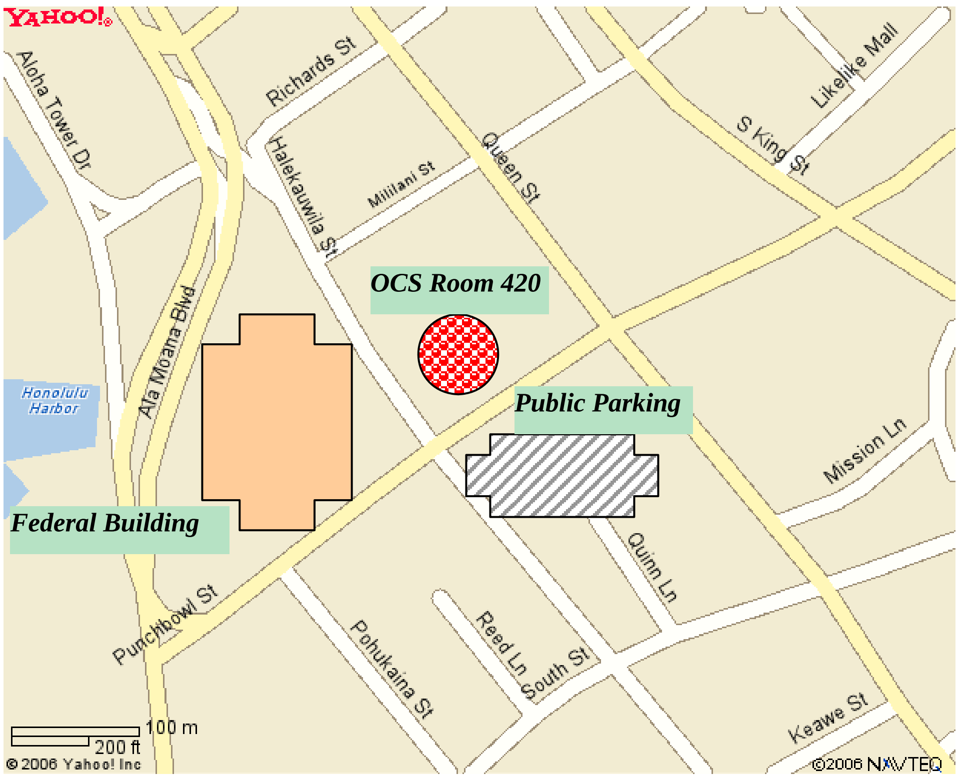
RFP ORIENTATION SESSIONS

All prospective applicants are invited and encouraged to attend the following scheduled informational session. At this meeting, DLIR-OCS staff will present the proposal application requirements, service specifications and be available to respond to questions.

PLACE: KEELIKOLANI BUILDING, CONFERENCE ROOMS 310, 313, & 314, 830 PUNCHBOWL STREET, HONOLULU

DATE: MONDAY, OCTOBER 18, 2010.

TIME: 9:00 A.M. - 12:00 NOON



If you are unable to attend this session, alternative arrangements may be requested. Should you have any questions contact Keith Yabusaki at (808) 586-8675.

DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
OFFICE OF COMMUNITY SERVICES

EMPLOYMENT CORE SERVICES FOR IMMIGRANTS

REQUEST FOR PROPOSAL NUMBER: OCS LBR 903-02

IMPORTANT DATES*

Public Notice Announcing Request for Proposals	October 7, 2010
Distribution of Request for Proposals	October 7, 2010
RFP Orientation Session	October 18, 2010
Deadline for Submission of Written Questions	November 29, 2010
Response to Written Questions	December 7, 2010
Proposal Submittal Deadline	December 15, 2010
Proposal Evaluation Period	Late December 2010 – Early March 2011
Provider Selection and Notice of Award	Mid-March to Early April 2011
Contract Terms Finalized	May 10, 2011
Contract Start Date	July 1, 2011

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

DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
OFFICE OF COMMUNITY SERVICES

REQUEST FOR PROPOSALS (RPFs)*
FISCAL BIENNIUM 2012 – 2013

RFP NO.	Service Activity Title	FY 2012	FY 2013
LBR 903-01	Employment Core Services for Low-Income Persons	$1,284,494	$1284,494
LBR 903-02	Employment Core Services for Immigrants	560,000	560,000
LBR 903-03	Employment Core and Support Services for Refugees**	75,000	75,000
LBR 903-04	Employment Creation for Low-Income Persons, Immigrants and Refugees	355,500	355,500
LBR 903-09	Weatherization Assistance Program Services for Low-Income Persons**	200,000	200,000
LBR 903-12	Legal Advocacy, Outreach, and Referral Services to Protect the Rights of Children and Their Families**	282,000	282,000

All funds amounts subject to availability.

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

** Federal Funds.

RFP Table of Contents

Section 1 Administrative Overview

Section 2 - Service Specifications

Section 3 - Proposal Application Instructions

Section 4 – Proposal Evaluation

Section 5 – Attachments

Section 1
Administrative Overview

Section 1
Administrative Overview

Each applicant is encouraged to thoroughly read all sections of the RFP. 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	October 7, 2010
Distribution of RFP	October 7, 2010
RFP orientation session	October 18, 2010
Deadline for submission of written questions	November 29, 2010
Response to written questions	December 7, 2010
Discussions with applicant prior to proposal submittal deadline (optional)	October 7 – Dec. 15, 2010, as needed
Proposal submittal deadline	December 15, 2010
Discussions with applicant after proposal submittal deadline (optional)	Dec. 15, 2010 – Early April 2011
Final revised proposals (optional)	Dec. 16, 2010 – March 10, 2011, as needed
Proposal evaluation period	Late Dec. 2010 – Early March 2011
Provider selection and notice of award	Mid-March to Early – April 2011
Contract terms finalized	May 10, 2011
Contract start date	July 1, 2011

* 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.

II. Website Reference

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

	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 "The RFP Website" (located under Quicklinks)
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 http://hawaii.gov)

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

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

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

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

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:

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

VI. Orientation

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

Date: October 18, 2010 **Time:** 9:00 a.m. to 12:00 Noon
Location: Keelikolani Building, 830 Punchbowl Street, Rooms 310, 313 and 314, Honolulu, Hawaii

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the 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: November 29, 2010 **Time:** 4:30 p.m. HST

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

Date: December 7, 2010

VIII. Submission of Proposals

A. Forms/Formats

Forms, with the exception of program specific requirements, may be found on the State Procurement Office website referred to in II. Website Reference. Refer to the Proposal Application Checklist for the location of program specific forms.

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

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 address all of the proposal requirements contained in Section 3 of this RFP, including a cost proposal/budget if required.

B. Program Specific Requirements

Program specific requirements are included in Section~~s~~ 2, Service Specifications and Section 3, Proposal Application Instructions, as applicable. If required, Federal and/or State certifications 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. Tax Clearance

Pursuant to HRS Section 103-53, as a prerequisite to entering into contracts of $25,000 or more, providers shall be required to submit a tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS). The certificate shall have an original green certified copy stamp and shall be valid for six (6) months from the most recent approval stamp date on the certificate. Tax clearance applications may be obtained from the Department of Taxation website. (Refer to this section's part II. Website Reference.)

E. Wages and Labor Law Compliance

If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS Section 103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to HRS Section 103-55, at the Hawaii State Legislature website. (See part II, Website Reference.)

1. 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 registered 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 part II, Website Reference.)

F. Hawaii Compliance Express (HCE)

Providers may register with HCE for online proof of DOTAX and IRS tax clearance Department of Labor and Industrial Relations (DLIR) labor law compliance, and DCCA good standing compliance. There is a nominal annual fee for the service. The "Certificate of Vendor Compliance" issued online through HCE provides the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes. Refer to this section's part II. Website Reference for HCE's website address.

G. Campaign Contributions by State and County Contractors

Contractors are hereby notified of the applicability of HRS Section 11-205.5, 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, FAQs are available at the Campaign Spending Commission webpage. (See part II, Website Reference.)

H. 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.

I. Confidentiality of Personal Information

Act 10 relating to personal information was enacted in the 2008 special legislative session. As a result, the Attorney General's General Conditions of Form AG Form 103F, *Confidentiality of Personal Information,* has been amended to include Section 8 regarding protection of the use and disclosure of personal information administered by the agencies and given to third parties.

J. 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:

1. Postmarked after the designated date; or

2. Postmarked by the designated date but not received within 10 days from the submittal deadline; or

3. If hand delivered, received after the designated date and time.

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

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

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 HAR Section 3-143-403.

X. Opening of Proposals

Upon receipt of a 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 RFP may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best 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 RFP, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with HAR Sections 3-142-202 and 3-142-203.

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:

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

B. Rejection for inadequate accounting system. (HAR Section 3-141-202)

C. Late proposals (HAR Section 3-143-603)

D. Inadequate response to request for proposals. (HAR Section 3-143-609)

E. Proposal not responsive. (HAR Section 3-143-610(a)(1))

F. Applicant not responsible (HAR Section 3-143-610(a)(2))

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:

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

B. A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and

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

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

Head of State Purchasing Agency	**Procurement Officer**
Name: *Ms. Pearl Imada Iboshi*	Name: *Mr. Patrick Fukuki*
Title: *Director*	Title: *Business Management Officer*
Mailing and Business Address: *830 Punchbowl Street, Room 321* *Honolulu Hawaii, 96813*	**Mailing and Business Address:** *830 Punchbowl Street, Room 309* *Honolulu Hawaii, 96813*

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 HRS Chapter 37, and subject to the availability of State and/or Federal funds.

XXI. 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.

XXII. Cost Principles

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under HRS Chapter 103F, state purchasing agencies will utilize standard cost principles outlined in Form 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

Faced with language and cultural barriers, and denied access to substantial public assistance programs, many low-income immigrants and their families in Hawaii struggle to maintain financial and social stability. In particular, newly-arrived immigrants are unfamiliar with the local employment situation and lack a basic understanding of workplace requirements and expectations. As a result, this vulnerable population often experiences significant difficulties in obtaining and maintaining employment.

The purpose of this Request for Proposal (RFP) is to contract for specialized employment services that address the particular needs of low-income immigrants to obtain and maintain employment, and to provide family support, including acculturation services, for wage-earners.

B. Planning Activities Conducted in Preparation for This RFP

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 designated 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. Considered 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.

C. Description of the Goals of the Service

The goal of these services is for low-income immigrants and their families to progress towards greater economic self-sufficiency and to improve their ability to function effectively in the workplace and in their communities.

D. Description of the Target Population to be Served

The target population for these services is unemployed or underemployed low-income persons whose family household income is at or below 150 percent of the applicable Federal Poverty Guidelines for Hawaii. For purposes of this contract, "family household" shall be defined as a group of people related by birth, marriage, or adoption and residing together. To measure family household income, the pre-tax money receipts of all family household members over the age of 15 are combined for a stated calendar year.

For the purposes of this contract we consider individuals from the Compact of Free Association States as eligible clients for this program.

Providers must maintain proper documentation to demonstrate that program participants meet this income eligibility requirement. Further details regarding documentation are provided in Section 2, III. Scope of Work.

E. Geographic Coverage of Service

Service areas include the counties of Honolulu, Hawaii, Maui, and Kauai. The applicant may apply in any one or more of these areas. The applicant shall demonstrate capability to provide the required services in the areas for which it applies.

The applicant is responsible for clearly identifying the geographic areas that it proposes to serve.

F. Probable Funding Amounts, Source, and Period of Availability

Subject to the availability of funds, $560,000 in State General Funds is suggested for each year of the State Fiscal Biennium 2012-2013. Funding is anticipated to be from State sources, though the source of funding may be subject to change prior to the effective date and over the life of the contract(s).

Funding will be allocated based on proposals submitted.

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

City and County of Honolulu	$300,000
Hawaii County	$135,000
Maui County	$ 75,000
Kauai County	$ 50,000

The actual funding amounts by county may differ from the suggested funding amounts above. The applicant is encouraged to apply for the funding amount it determines is needed to provide the required services in the areas for which it applies.

Contracts awarded as a result to this solicitation will be awarded for two years. The second year of the contract may be subject to renegotiation based upon the availability of funds, the continued need for services, and the State's determination of the provider's first year program performance.

II. General Requirements

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

1. The applicant shall hold all licenses, permits, and accreditations, and meet all standards required by applicable federal, state and county laws, ordinances, codes and rules to provide services. The applicant shall also be in good standing with required licensing bodies, and in compliance with professional standards and requirements.

2. The applicant shall have a minimum of one-year experience in Hawaii providing assistance to low-income persons.

3. The applicant shall have the employment core services program in operation in the geographic areas where the contract is awarded and be able to provide services beginning July 1, 2011 through June 30, 2013.

4. 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 1, page 1-2, Website Reference).

5. The applicant must provide reasonable accommodations to assure capacity to deliver services to those participants with limited physical limitations.

6. The applicant must assure and be responsible for the continuity of service activities in the event of staff illness, medical emergencies, vacancies, or other situations that result in program resources that are less than proposed and contracted for. The provider must not require nor depend on the State agency's staff to provide service activities in the event that program resources are not available due to the above situations.

7. The applicant must use credible and tested measurement tools to evaluate program effectiveness in achieving outcomes.

8. The applicant shall develop and implement procedures to document the participants' income eligibility for these services.

9. When a disagreement arises between the Provider and the State in regards to the performance of specific service activities within contracted specifications, the wishes of the State shall prevail. Failure on the part of the Provider to comply shall be deemed cause for corrective action and subject to contractual remedies.

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

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

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

☐ Allowed ☒ Unallowed

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

☐ Single ☐ Multiple ☒ Single & Multiple

A single contract may be awarded to a proposal that demonstrates the ability to provide comprehensive and efficient employment core services for multiple counties within the state.

Conversely, multiple contracts may be awarded to each individual proposal that demonstrates a more efficient and comprehensive employment core services in the county where services will be provided.

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

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

Contract terms:

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 contract 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(s). Written questions should be submitted to the RFP contact person and received by the day and time specified in Section 1, paragraph I (Procurement Timetable) of this RFP.

Sole Point of Contact: Keith Yabusaki, Planning Administrator
Phone Number: (808) 586-8675
E-mail: keith.y.yabusaki@hawaii.gov

III. Scope of Work

The scope of work encompasses the following tasks and responsibilities:

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

In Section 3, IV. Service Delivery, the applicant shall describe in detail the target area(s), target population(s), need of the target population(s) in the proposed service area(s), and how the applicant would provide the required services.

For each of the milestone payment outcomes listed below, the applicant must be able to provide appropriate documentation verifying that each participant has successfully completed all tasks, activities, and employment associated with a particular milestone.

Exceptions to the minimum requirements for all Milestones may be made on a case-by-case basis with prior written approval from OCS.

The required services are:

1. **Outreach, Intake, Assessment & Individual Service Plan (Milestone 1)**

   a. **Outcome –** Potential participants are informed of the services; eligible persons who qualify for the services are enrolled; and necessary information is obtained on each person enrolled. A formal assessment of the participant has been conducted; a determination of the participant's job choice has been made; and the specific supports the individual will need to obtain and perform the chosen job successfully have been identified.

   b. **Services –** Included are formal assessments of participant's aptitudes, skills, interests, English language capabilities, family stability situation, and barriers to employment and job stability. Also included is the development of an Individual Service Plan (ISP), which, at a minimum, identifies the participant's needs, skills, career/employment goals, barriers to employment, and specific individual and family supports needed.

   c. **Minimum Requirements:**

      - Proof of current legal immigrant status;
      - Verification of income eligibility (signed by client) (i.e., confirming that the client's household is at or below 150 percent of the applicable Federal Poverty Guidelines for Hawaii);
      - Highly Challenged Checklist (if applicable);
      - Formal assessment of client's English and math skills;
        - ➢ Assessment tool must gauge the approximate grade level of participant's English and math abilities (i.e., Comprehensive Adult Student Assessment System (CASAS) test or the equivalent); and
      - ISP (signed by participant).

2. Employment Preparation /Job Development (Milestone 2)

a. Outcome – The participant is adequately prepared for the demands/stresses of work; to seek, apply for, and enter employment; and is ready to successfully take part in the workforce.

b. Services – These activities are intended to ensure that participants are equipped with the knowledge and skills necessary to obtain employment and function effectively in the workplace. Participants will complete an Employment Preparation/Job Development program that prepares the participants to enter the workforce and be successful in a formal work environment. The program shall include assistance to participants in removing, ameliorating, or managing barriers to employment identified in the Individual Service Plan. For example, many immigrants need assistance with adjusting to the unique customs and expectations of a workplace in Hawaii. Therefore, offering acculturation classes to clients provides a method of managing employment barriers. For other participants, their limited English skills may be a significant employment barrier. Accordingly, providing English as a Second Language classes would be a means of mitigating this barrier. In addition, the program may include Job Development activities such as job referrals, collaborations with employers, employment counseling, job application assistance, and interview preparation. Employment Preparation and Job Development activities shall be provided in-person and be conducted by applicant's staff, applicant's contractor, or personnel from an agency funded by applicant. The employment preparation and job development activities may be provided in either small group or one-on-one setting, but must be provided in-person and be conducted by the applicant's staff, applicant's contractor, or personnel from an agency funded in some manner by the applicant.

The overall goal for the Employment Preparation/Job Development Training Program is to promote job retention and advancement. Therefore, the Program should involve a work readiness curriculum that may include, but is not limited to, the following skills:

- Acculturating participants to workplace norms, including workplace ethics,
- punctuality, professional conduct, and regular attendance;
- Assisting with interviewing skills and resume;
- Increasing proficiency in English;
- Effective time management;
- Dressing for employment success on a limited budget and personal hygiene;
- Financial literacy and budgeting skills; and
- Self-motivation techniques to improve sense of self-worth.

In Section 3, IV. Service Delivery, the provider must submit a proposed curriculum and timeline for employment preparation and job development services.

3. **Minimum Requirements**

   a. **One-on-One Services:**

   - Ten (10) hours of employment preparation/job development services; and
   - Summary listing (signed by participant) detailing exactly what services were provided; the dates of when the services were provided, and the amount of time spent providing the services, and signed or initialed by the client.

   b. **Group Training:**

   - Twenty (20) hours of employment preparation/job development services; and
   - Program syllabus (indicating class times and course description) and attendance sheets (signed by participant).

   c. **Hybrid Training:**

   - Fifteen (15) hours of employment preparation/job development services, including a minimum of five (5) hours of one-on-one services; and
   - Summary listing (signed by participant) detailing exactly what services were provided, the dates of when the services were provided, and the amount of time spent providing the services; and
   - Program syllabus (indicating class times and course description) and attendance sheets (signed by participant).

4. **English as a Second Language (ESL) Training (Milestone 2a)**

   a. **Outcome –** A participant is provided with ESL training to better prepare them to: meet the demands/stresses of work; seek, apply for, and enter employment; and successfully take part in the workforce.

   b. **Minimum Requirements:**

   - Client completes either one-on-one services or group training; and
   - Twenty (20) additional hours of ESL Training; and
   - Program Syllabus (indicating class times and course description), and attendance sheets signed by client.

The provider will choose either Milestone 2 or 2a in determining the number of clients to be served.

The ESL training may be provided by the contracted service provider or subcontracted out.

5. **Job Placement (Milestone 3)**

   a. **Outcome –** The desired outcome of job placement is a participant who is working successfully in a job that matches his/her goal. The participant is placed in permanent employment totaling a minimum of 20 hours/week. For a participant who is already employed, the participant obtains 20 additional hours of employment or a 50% increase in hourly wage without any decrease in hours worked. Job placement is achieved upon completion of the first day of work.

   b. **Minimum Requirements:**

      - Employment Summary, obtained from information provided by the participant or employer.
      - The Employment Summary shall include the following information: Name of Employer, Job Title, Employment Start Date, Hours/Week, and Hourly Rate.
      - For participants who want to enter into self-employment, a copy of the participant's GE Tax license and a written statement from the employer to validate that the employer will furnish a 1099 tax form shall be obtained.

Post-Employment Services: Post-employment services assist participants in employment stabilization and to deal with crises that could lead to job loss. The first few months of employment are a critical time for new workers. Thus, post-employment follow-up is both challenging and time-consuming. Program participants trying to balance work with family responsibilities often have little time for program participation. Program flexibility, community outreach resources, and staff availability are elements that can facilitate participant contacts.

Continuing case management is a common post-employment service. To support new workers, case managers should refer program participants to services, provide needed encouragement and support, and encourage goal setting and development of coping skills. The milestone payment structure encourages service providers to focus on post-employment services that will keep participants successfully employed.

Post-employment services shall include Job Support, Job Maintenance, and Job Retention Services and are available to the participants for 365 days of employment from the date of job placement.

6. **Job Support (Milestone 4) –** Job support (and maintenance) ensures that both the employee and employer receive 'just enough' flexible, creative, and shared assistance for the participant to stay on the job. Generally, the service provider lends one-to-one support which gradually reduces this to a minimum enabling the participant to cope with the demands of a specific job. Make it clear from the start that the support is principally for the employee, not the employer.

   a. **Outcome –** The participant has been employed for ninety (90) days within a one hundred thirty-five (135) day period from the confirmed job start date.

b. Services – During the Job Support phase, the participant will be provided with intensive on- and off-site job support that will assist him/her in adjusting to the demands of the job, overcoming identified barriers to job stability, and arranging for other needed external supports. The provider will maintain regular communication with employers to facilitate the participant's adjustment and effective functioning on the job.

Job support is principally for the employee, not the employer. Identifying barriers and helping clients find solutions to these employment obstacles is important to job stability. Frequent challenges that clients and their providers face include: Work problems, career planning, substance abuse, money management/ economic independence, continued education, family violence, child care, health insurance, housing needs, and continued life skills training.

Potential strategies for dealing with these issues include: Developing partnerships with other agencies/employers, creating a culture of employment within the program, encourage relationship-building between staff and participants, building continuity between pre- and post-employment activities, maintaining a comprehensive network of services that meet a range of needs, strengthening relationships with employers and learning their wants/needs, and initiating retention early in the program to address gaps in service delivery.

Clients should be asked about: their work performance and progress; any problems existing with co-workers including supervisors and/or managers; if they believe they are achieving their goals as written and agreed to in their ISP; any services or assistance that case managers can provide to them and have this discussion and any services/referrals documented in case notes.

c. Minimum Requirements:

- A minimum of one (1) documented contact per month (starting from confirmed job start date); and
- Copy of paycheck; or
- Employment verification signed by employer or employer representative.
- For self-employed participants: A billing statement or receipt that indicates the number of hours worked, the rate of pay and the total amount paid for the month shall be obtained.

7. Job Maintenance (Milestone 5)

a. Outcome – The participant has been employed for one hundred eighty (180) days within a two hundred seventy (270) day period from the confirmed job placement date.

b. Services – During the Job Maintenance phase, the participant will be provided with periodic on-and off-site job support that will assist the individual in maintaining stability on the job. The provider will continue to assist the participant in overcoming identified barriers to job stability, including family-related matters, and arrange for other external supports needed. The provider will maintain regular communication with the employer to ensure the participant has adjusted successfully to the workplace and is meeting workplace requirements.

c. Minimum Requirements:

- A minimum of one (1) documented contact per month; and
- Copy of paycheck; or
- Employment verification signed by employer or employer representative.
- For self-employed participants: A billing statement or receipt that indicates the number of hours worked, the rate of pay and the total amount paid for the month shall be obtained.

8. Job Retention (Milestone 6)

a. Outcome – The participant has been employed for three hundred sixty-five (365) days within a four hundred fifty-five (455) day period from the confirmed job placement date.

b. Services – Services are targeted to individual needs through an on-going assessment process that occurs between the staff provider and the participant. The participant receives continuing support services. When Milestone 6 Outcome is achieved, the provider submits all required documentation for closure. The participant is satisfied with the job and the employer is satisfied with the individual's job performance. The participant has developed the work ethic and skills to maintain continuous employment, thereby avoiding cycling on and off of social services.

c. Minimum Requirements:

- A minimum of one (1) documented contact per month; and
- Copy of paycheck; or
- Employment verification signed by employer or employer representative.
- For self-employed participants: A billing statement or receipt that indicates the number of hours worked, the rate of pay and the total amount paid for the month shall be obtained.

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

1. Personnel – The applicant shall demonstrate that personnel possess the necessary knowledge, skills and abilities to effectively deliver the proposed services.

The applicant shall have written descriptions for each position, requirements and qualifications, and 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 client eligibility, documentation, record-keeping, data gathering, reporting, financial administration, quality assurance, 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.

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 on how the applicant will monitor management, fiscal and program operations for compliance with all requirements. The plan 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.

Annual contract monitoring by the State may include on-site visits with comprehensive evaluation of several areas of performance. These may include review of conformance with standard contractual requirements, agency files, accounting practices, and case-record keeping. In addition, on-going contract monitoring shall include a review of required reports and periodic assessment of program effectiveness.

The applicant must maintain throughout the term of the contract a system of self-appraisal and program evaluation to track and validate effectiveness of the activities provided. The evaluation process must include tools or instruments to identify client barriers, which are relevant to client outcomes and include a process for making improvements or taking corrective action based upon the evaluation findings.

4. Output and Performance/Outcome Measurements – The applicant shall set forth, using the table in Section 5, Attachment C, the amount of the following output and performance/outcomes that it expects to achieve. Program outputs and outcomes reported to OCS for each specific activity must be a direct result of OCS' funding for this program.

a. Outputs:

- Number of individuals assessed for services.
- Number of individuals with completed Individual Service Plans.
- Number of individuals who entered Employment Preparation Program.
- Number of individuals who completed Employment Preparation Program.

b. Outcomes:

- Number of individuals placed in permanent, unsubsidized employment.
- Number of individuals placed in part-time employment (at least 20 hours per week)
- Number of individuals placed in full-time employment (at least 40 hours per week)
- Number of individuals employed for 90 days.
- Number of individuals employed for 180 days.
- Number of individuals employed for 365 days.

The applicant may also propose other measures of effectiveness.

Please use the "**Output and Performance/Outcome Measurements" Table** located in Section 5, of this RFP, 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 Hawaii providing employment assistance to low-income persons.

6. Coordination of Services – The applicant shall demonstrate its capability to coordinate the proposed services with relevant agencies and resources in the community. Specifically, the applicant shall provide examples of how relationships/agreements with other agencies, community groups, employers, etc. assist in achieving program goals and objectives.

7. Reporting Requirements for Program and Fiscal Data – Quarterly program progress and fiscal reports are required within four (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 for the contract period.

Requests for payment shall be submitted to OCS with the OCS Milestone Achievement Form. The OCS Milestone Achievement Form shall detail by participant and outcome objectives completed, and the amount charged to the State for compensation.

The applicant shall describe its ability to provide quarterly and final reports on program progress including, but not limited to, *program achievements, initiatives, adjustments,* and *challenges*.
The applicant shall also provide quarterly reports on the number of persons from Compact of Free Association nations that were provided services, identified by the following:

a. Republic of the Marshall Islands
b. Federated States of Micronesia
  i. Chuuk
  ii. Yap
  iii. Pohnpei
  iv. Kosrae
c. Republic of Belau (Palau)

OCS uses a Client Tracking Case Management Software, which the applicant shall be required to use for data collection, case management, and reporting upon notification by OCS. Other reports may be required.

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, including any special equipment that may be required for the services.

IV. COMPENSATION AND METHOD OF PAYMENT

A. COMPENSATION

Pricing shall be based on a **Milestone Payment System** (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 1, page 1-2, Website Reference) 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.

Existing providers will be able to forward their clients/participants from FY 2010 into the contract for FB 2012-2013. If a participant completed a particular milestone on or before June 30, 2011, the provider cannot charge for the completed milestone in FB 2012-2013. For example, if a participant completed up to Milestone 2 as of June 30, 2011, the provider may not charge Milestone 2 in FB 2012-2013. However, the provider would be able to charge Milestones 3 to 6, which were not completed as of June 30, 2011, in FB 2012-2013.

For new programs, the State may consider allowing existing clients/participants in a similar program to be carried forward at their current stages of progress in their respective programs.

B. Unites of Service and Unit Rate

Under the Milestone Payment System, the fixed unit rates for services at each milestone are as follows:

		Tier 1	Tier 2
M1:	Outreach, Intake, Assessment & ISP	425	550
M2:	Employment Prep/Job Development	1,050	1,300
M2a:	ESL Training (recommended)	300	300
M3:	Job Placement	425	550
M4:	Job Support (90 days)	475	600
M5:	Job Maintenance (180 days)	675	850
M6:	Job Retention (365 days)	1250	1550
	TOTAL	$4,300 or	$5,400 or
		$4,600 w/ESL	$5,700 w/ESL

To assist providers who accept more difficult-to-serve clients, OCS has created a two-tiered system of payments. This system would pay service providers higher fees for those clients designated as ***"Tier 2."***

To be designated as ***"Tier 2",*** a client must meet **three (3)** of the following criteria *(except as otherwise noted*):

1. During the last five (5) years, has had health issues which interrupted ability to obtain or sustain employment (independent verification needed, i.e., doctor's certificate verifying health condition);

2. During the last five (5) years, has had mental issues which interrupted ability to obtain or sustain employment (independent verification needed, i.e., doctor's certificate verifying mental condition);

3. During the last five (5) years, has been arrested on serious criminal charges;

4. Has a physical disability (with the exception of obvious physical impairments (such as being legally blind, for example), independent verification needed, i.e., doctor's certificate verifying condition);

5. Has a documented history of alcohol and/or substance abuse which has resulted in a loss of employment;

6. Does not have a high school diploma equivalent to a U.S. high school diploma or G.E.D. certificate;

7. Has no or very poor English language skills (i.e. Comprehensive Adult Student Assessment System (CASAS) or equivalent);

8. At the time of intake, has been unemployed for 24 months (or more) out of the last 30 months (excludes incarceration);

9. Currently homeless (i.e., at the time of intake, not residing in a house or apartment) ***are automatically designated as "Tier 2" and are not required to meet the three criteria.***

The State reserves the right to disapprove a client's designation as "Tier 2" upon review of the client's file and supporting documentation. Service providers may request OCS' prior approval for exceptions to the eligibility criteria on a case-by-case basis.

C. Method of Payment

Payment will be based upon a Milestone Payment System whereby the State will pay the contractor a percentage of the total fixed unit rate per client/participant at each of the six performance milestones. The number of payments made for each milestone shall be limited to the agreed upon number of clients to be served under this RFP, notwithstanding that a provider's actual number of clients/participants at any given milestone may exceed this number.

Recognizing potential cash-flow issues, the State will advance one-eighth of the total two-year agreement at the commencement of the program period, with subsequent payments made upon submission of required milestone documentation and review by the State. At the end of the two-year program period, any funds advanced for unmet milestones shall be returned to OCS.

It is important to note that the State appropriation is made on a yearly basis. Therefore, assuming no budget cuts or restrictions, only fifty (50) percent of the two-year contract amount may be available for payment in the first year of the contract. Any amount earned and requested by the provider in the first year of the contract, in excess of fifty (50) percent of the two-year contract amount, may be held for payment until the following fiscal year.

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.*
- *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.*
- *Applicant may submit either one-sided or two-sided proposal application(s).*
- *One original and four copies of the proposal are required.*
- *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 Staffing and Organization*
- *Service Delivery*
- *Financial*
- *Other*
- *Appendix (Optional)*

I. Program Overview

The applicant shall give a clear and concise brief overview to highlight and summarize the content of the proposal to orient the evaluators to the program/services being offered.

II. Experience and Capability

A. Necessary Skills

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services. The applicant shall also, include a list that identifies whether a specific staff is employed by your agency or a position will be created to deliver each of the specified services described in Sec 2, III. Scope of Services.

B. Experience

The applicant shall provide a list and a brief description of past and current projects/contracts pertinent to providing employment assistance to low-income persons that includes all of the following information: The *contracting agency*, *contact person*, *address*, *telephone number* and/or *e-mail address*, *contract/program title*, *contract period*, *funding amount*, and *performance outcomes*. In addition, the applicant shall provide a copy of relevant reports or information relating to contract/program performance.

The State reserves the right to contact references to verify experience.

C. Quality Assurance and Evaluation

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology.

The applicant shall explain how the applicant intends to determine whether or not the program was a success.

The applicant shall describe what evidence or documentation will be used to verify program accomplishments.

The applicant shall demonstrate that it has a written evaluation plan that effectively measures, monitors, and evaluates program performance and detects and addresses problems in a timely manner. (Refer to the “Quality Assurance and Evaluation Specifications,” in Section 2, III. Scope of Work.)

The applicant shall provide (1) a written quality assurance plan sufficient to assure consistent and high 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.

D. Coordination of Services

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

The applicant shall provide examples of how relationships/agreements with other agencies, community groups, employers, etc., assist in achieving program goals and objectives.

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 and are absolutely necessary to support your proposal or that will enhance it.

E. Facilities

Provide a description of the facilities (i.e., location(s), layout, available technology and resources, etc.) and demonstrate its adequacy in relation to the proposed services.

If the facilities are not presently available, describe the plans to acquire the facilities and identify the resources that will be used to secure the facilities.

Describe how the facilities meet the ADA requirements, as applicable. Also, identify any special equipment that may be required for the services and whether the applicant is in possession of the equipment, or will need to acquire it.

III. Project Staffing and Organization

A. Staffing

1. Proposed Staffing – The applicant shall describe and demonstrate that (1) the proposed staffing pattern, client/staff ratio and caseload capacity are appropriate for the viability of the services; and (2) the applicant's assignment of staff will be sufficient to effectively administer, manage, supervise, and provide the required services. (Refer to Section 2, Service Specifications, as applicable.)

The applicant shall fully explain, justify, and demonstrate any proposed use of a subcontractor to be as effective as in-house staff for the provision of the required services. Demonstrate that the proposed subcontractor is fully qualified for the specific work that would be subcontracted, by including a description of the proposed subcontractor's experience, capability, project organization, staffing, and proposed services as set forth for applicants in this RFP. Explain how the applicant will assure the quality and effectiveness of the subcontractor, monitor and evaluate the subcontractor, and insure compliance with all of the requirements of this RFP.

The applicant shall fully explain, justify, and demonstrate any proposed use of volunteers to be as effective as in-house staff for the provision of the required services. 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. Explain how it would provide sufficient management, supervision, oversight, and evaluation of volunteers, and otherwise assure their work quality and effectiveness. Explain how it will assure that volunteers perform in compliance with the requirements of this RFP.

2. Staff Qualifications – The applicant shall provide (1) the minimum qualifications for staff assigned to the program; (2) include position descriptions; and (3) explain how the minimum qualifications and/or actual qualifications would assure delivery of quality services.

The applicant shall identify key staff members who will be involved in the management, administrative, and program functions needed to provide and support the services being requested. The applicant shall also provide resumes, employment history, responsibilities, program experience, and significant accomplishments for each staff member.

B. Project Organization

1. Supervision and Training – The applicant shall describe and demonstrate 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 – Both the “Organization-wide” and “Program” organization charts shall be attached to the 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.

The applicant shall reflect the position of each staff and line of responsibility/ supervision. Include the position title, name of individual and full-time equivalency (FTE). The applicant shall demonstrate that the applicant’s proposed organization would be sufficient to effectively administer, manage, and provide the required services.

IV. Service Delivery

The applicant shall clearly identify and describe the geographic areas and the targeted population groups that it proposes to serve. Demonstrate with demographic data and other documentation, that the geographic area(s) it proposes to serve (1) contains significant numbers of the target population of this RFP; (2) there is a determined need for the services under this RFP; (3) the services available to the area are insufficient to fill the need; and (4) 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, 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.

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.

If a new program is being proposed, the 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, 2011.

The applicant shall demonstrate that outputs and outcomes that it expects to achieve or that will result from its services are feasible and that its proposed services are effective. Explain in sufficient detail how the outputs and outcomes will be tracked and documented in the participant file and/or agency records.

The applicant shall describe its ability to provide complete, accurate and timely reports on program performance including, but not limited to, Milestone Achievement Forms and Program Progress Reports.

The applicant shall submit projected outputs and outcomes using the Output and Performance/Outcome Measurements Table in Section 5, Attachments. If the applicant proposes different or additional outputs or outcomes than those provided by OCS, a justification with the proposed change should be included.

V. Financial

A. Pricing Structure

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

1. Pricing Structure Based on Milestone Payment System – The applicant shall submit a cost proposal using the Funding Request worksheet in Section 5, Attachments. OCS will use a Milestone Payment System that will be based on milestones required in Section 2, Service Specifications. The provider, while assessing the client, will determine whether the individual qualifies for the *"Tier 1"* or *"Tier 2"* unit rate set forth in Section 2, III. Scope of Services. 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 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. Refer to sample Funding Request in Section 5, Attachments.

2. Budget Forms – As applicable, provide a budget with line-item detail and detailed calculations for each budget object class identified in the budget forms below. Detailed calculations must include estimation methods, quantities, unit costs, and other similar quantitative detail sufficient for the calculation to be duplicated.

All budget forms, instructions and samples are located on the SPO website (see Section 1, page 1-2, Website Reference). The following budget form(s) shall be submitted with the Proposal Application:

a. SPO-H-205 Proposal Budget for FY 2012 & FY 2013

b. SPO-H-206A Budget Justification – Personnel: Salaries and Wages

c. SPO-H-206B Budget Justification – Personnel: Payroll Taxes, Assessment and

d. Fringe Benefits

e. SPO-H-206C Budget Justification – Travel: Inter-Island

f. SPO-H-206D Budget Justification – Travel: Out-of-State

g. SPO-H-206E Budget Justification – Contractual Services: Administrative

h. SPO-H-206F Budget Justification – Contractual Services: Subcontracts

i. SPO-H-206H Budget Justification – Program Activities

j. 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.

3. Budget Justification – The attached budget justification should be in a narrative form and should evaluate the appropriateness and reasonableness of project costs in relation to anticipated program activities and planned outcomes.

B. Other Financial Related Materials

1. 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. Also, the applicant shall describe its ability to provide complete, accurate and timely fiscal reports that are in compliance with generally accepted accounting principles.

2. 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.

3. 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.

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. Non-state employees may serve as advisors in the evaluation of proposals but shall not represent or act on behalf of a purchasing agency in any selection or award.

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

Evaluation Categories		**Possible Points**
Administrative Requirements		
Proposal Application		**100 Points**
Program Overview	0 points	
Experience and Capability	25 points	
Project Organization and Staffing	15 points	
Service Delivery	50 points	
Financial	10 Points	
TOTAL POSSIBLE POINTS		**100 Points**

III. Evaluation Criteria

A. Phase 1 – Evaluation of Proposal Requirements

1. **Administrative Requirements –** Application Checklist

2. **Proposal Application Requirements**
   - **a.** Proposal Application Identification Form (Form SPO-H-200)
   - **b.** Table of Contents
   - ~~**c.**~~ Program Overview
   - **d.** Experience and Capability
   - **e.** Project Staffing and Organization
   - **f.** Service Delivery
   - **g.** Financial (All required forms and documents)
   - **h.** Program Specific Requirements (as applicable)

B. Phase 2 – Evaluation of Proposal Application *(100 points Total)*

1. Program Overview (0 points) – 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 (25 Points) – OCS will evaluate the experience and capability to provide the services as follows:

a. Necessary Skills (3 points)

Describes the key skills, abilities and knowledge necessary to effectively deliver the requested services.

b. Staff Experience (6 points)

Identify key staff members who will be involved in the management, administrative, and program functions needed to provide and support the services being requested. Provide resumes, employment history, responsibilities, program experience, and significant accomplishments for each staff member.

c. Program Experience (6 points)

Demonstrates prior experience related to employment assistance to low-income persons. The following information is included: Contracting Agency, Contact Person, Contact Information, Contract/Program Title, Contract Period, Funding Amount, Performance Outcomes (budgeted & actual), Copy of Reports or Information Relating to Contract/Program Performance.

d. Quality Assurance and Evaluation (5 points)

Demonstrates effective quality assurance and evaluation plans for the proposed services and includes methodology. Applicant has (1) a written quality assurance plan sufficient to assure consistent and high quality of administration and services; and (2) a written evaluation plan to effectively measure, monitor and evaluate program performance; and a plan to timely respond to program problem as they arise.

e. Coordination of Service (2 points)

Demonstrates capability to coordinate services with other agencies and resources in the community. Provides examples of how relationships/ agreements with other agencies, community groups, employers, etc., assist in achieving program goals and objectives.

f. Facilities (3 points)

Describes how the facilities are adequate relative to the proposed services (i.e., location(s), description of facilities, available technology and resources, etc.). Also, describes how the facilities are in compliance with the American with Disabilities Act and other applicable rules and regulations.

3. Project Staffing and Organization (15 Points) – OCS will evaluate the project organization and staffing as follows:

a. Staffing (10 points)

- *Proposed staffing:* The staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services. Assignment of staff is sufficient to effectively administer, mange, supervise and provide the required services. (5 points)
- *Staff Qualifications:* Minimum staff qualifications (including experience) for staff assigned to the program are clearly described. Explanation is provided on how the minimum qualifications or actual qualifications assure delivery of quality services. *(Include Job/Position Descriptions as an Attachment.)* (5 points)

b. Project Organization (5 points)

- *Supervision and Training:* Demonstrates the ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. (3 points)
- *Organization Chart:* Requested organization charts are included. The described organization adequately explains how the proposed services will be effectively administer, managed and delivered. (2 points)

4. **Service Delivery (50 Points) –** OCS will evaluate the service deliver as follows:

   a. Using data and evidence-based knowledge, the applicant demonstrates that (a) the geographic area the applicant proposes to serve contains significant numbers of the target population; (b) the target population in the designated area has a need for the proposed services; and (c) the services already provided in the designated area is insufficient to meet the need/demand of the target population. (10 points)

   b. Demonstrates that the program design is comprehensive and complete. Sufficient details on the proposed program, including, but not limited to, descriptions of the service locations, program tasks, activities, time lines and other pertinent information are provided. (14 points)

   c. Demonstrates how the proposed approach and methodology is effective and efficient by showing (a) a step-by-step progression of services provided to the participants at each milestone; and (b) how the services will effectively assist individuals with multiple barriers obtain a successful outcome. (14 points)

   d. Feasible, realistic and effective program outputs and outcomes are proposed. Sufficient detail on how the outputs and outcomes will be tracked and documented in the participants' files and program records are provided. The ability to provide complete, accurate and timely reports on program performance including, but not limited to, Milestone Achievement Forms and Program Progress Reports is clearly described. (12 points)

5. **Financial (10 Points)**

   a. Demonstrates that the proposed costs are reasonable and necessary by providing adequate information and justification for all cost items. The method for allocation of indirect cost is clearly described. (5 points)

   b. Demonstrates that the accounting system and procedures to assure proper and sound fiscal administration of funding is effective and can adequately support the proposed program. Describes. (5 points)

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.

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

Section 5
Attachments

Section 5

Attachments

A. Proposal Application Checklist

B. Sample Table of Contents

C. Output and Performance / Outcome Measurements Table

D. Sample Funding Request

E. Funding Request

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 ore 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		
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	Section 3, RFP		X	
Organization Charts	Section 3, RFP		X	
Output and Performance/Outcome Measurements Table	Section 3, RFP	Section 5, RFP	X	

______________________ Authorized Signature

______________ Date

Proposal Application
Table of Contents

OUTPUT AND PERFORMANCE/OUTCOME MEASUREMENTS TABLE

	FB 2012 - 2013 Clients	
	Tier 1	**Tier 2**
OUTPUTS:		
Number of individuals assessed for services		
Number of individuals completed Individual Service Plans		
Number of individuals entered Employment Preparation Training		
Number of individuals completed Employment Preparation Program		
OUTCOMES:		
Number of individuals placed in permanent, unsubsidized employment		
Number of individuals placed in part-time employment (at least 20 hours a week).		
Number of individuals placed in full-time employment (at least 40 hours a week).		
Number of individuals employed for 90 days		
Number of individuals employed for 180 days		
Number of individuals employed for 365 days		

All numbers should reflect **actual** expected outputs and outcomes to be achieved by applicant, not necessarily the maximum number of charges OCS will pay for.

FUNDING REQUEST
FB 2012-2013
SAMPLE

Table 1	Number of	Number OCS	Funding Request	
Tier 1- $4,300 + $300*(number of Tier2A)	Tier 1 Clients	Pays For	Tier 1 Clients	
Milestone 1		60		
Milestone 2		60		
Milestone 2A	60 *	60	$300 x 60	
Milestone 3		60		
Milestone 4		60		
Milestone 5		60		
Milestone 6	60 *	60	$4,300 x 60	
Tier 1 Sub Total			$276,000	(A)

Table 2	Number of	Number OCS	Funding Request	
Tier 2 - $5,400 + $300*(number of Tier2A)	Tier 2 Clients	Pays For	Tier 2 Clients	
Milestone 1		10		
Milestone 2		10		
Milestone 2A	10 *	10	$300 x 10	
Milestone 3		10		
Milestone 4		10		
Milestone 5		10		
Milestone 6	10 *	10	$5,400 x 10	
Tier 2 Sub Total			$57,000	(B)

Total Funding Request for Fiscal Biennium 2012-2013 (A+B) **$333,000** (A+B)

Note: Outcomes and funding are for the two-year period from July 1, 2011 to June 30, 2013

* Number should match to "Number of individuals employed for 365 days" for each respective client category on the Output and Performance/Outcome Measurements Table

FUNDING REQUEST
FB 2012-2013

Table 1	Number of	Number OCS	Funding Request
Tier 1- $4,300 + $300*(number of Tier2A)	Tier 1 Clients	Pays For	Tier 1 Clients
Milestone 1			
Milestone 2			
Milestone 2A			
Milestone 3			
Milestone 4			
Milestone 5			
Milestone 6			
Tier 1 Sub Total			(A)

Table 2	Number of	Number OCS	Funding Request
Tier 2 - $5,400 + $300*(number of Tier2A)	Tier 2 Clients	Pays For	Tier 2 Clients
Milestone 1			
Milestone 2			
Milestone 2A			
Milestone 3			
Milestone 4			
Milestone 5			
Milestone 6			
Tier 2 Sub Total			(B)

Total Funding Request for Fiscal Biennium 2012-2013 (A+B) ______ (A+B)

Note: Outcomes and funding are for the two-year period from July 1, 2011 to June 30, 2013

* Number should match to "Number of individuals employed for 365 days" for each respective client category on the Output and Performance/Outcome Measurements Table