State of Hawaii
Department of Human Services
Vocational Rehabilitation and Services for the Blind Division

Request for Proposals

HMS 802-09-04

Supported Employment Services

KONA
HILO
KAUAI
MAUI
HONOLULU

October 21, 2008

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.

October 21, 2008

REQUEST FOR PROPOSALS

SUPPORTED EMPLOYMENT SERVICES
RFP No. HMS-802-09-04

The Department of Human Services, Vocational Rehabilitation and Services for the Blind Division, is requesting proposals from qualified applicants to provide supported employment services to individuals with most significant disabilities who have been unable to maintain competitive employment and who need supported employment services to obtain and maintain satisfactory employment. The contract term will be from July 1, 2009 through June 30, 2011. Single or multiple contracts will be awarded under this request for proposals.

Proposals shall be mailed, postmarked by the United States Postal Service on or before January 23, 2009, 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 January 23, 2009, 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 VRSBD will conduct an orientation on November 14, 2008 from 12:00 noon to 1:00 p.m. HST, at various Information and Communication Services Division videoconference sites, Kona Community Hospital and Department of Education sites. Information about the locations of the videoconference sites on the different islands may be obtained from any Vocational Rehabilitation (VR) Branch office or from the contracting office. All prospective applicants are encouraged to attend the orientation.

The deadline for submission of written questions is 4:30 p.m., HST, on December 5, 2008. All written questions will receive a written response from the State on or about December 19, 2008.

Inquiries regarding this Request for Proposals (RFP) should be directed to the RFP contact person, Ms. Susan Foard at 601 Kamokila Boulevard, Room 515, Kapolei, Hawaii 96707, telephone: (808) 692-7720, fax: (808) 692-7727, e-mail: sfoard@dhs.hawaii.gov.

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED:
One original and four copies of the proposal are required.

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN *January 23, 2009* **and received by the state purchasing agency no later than 10 days from the submittal deadline**.

All Mail-ins

Department of Human Services
Vocational Rehabilitation and Services
for the Blind Division
601 Kamokila Blvd., Rm. 515
Kapolei, HI 96707

DHS RFP COORDINATOR

Susan Foard
Phone: 808-692-7720
Fax: 808-692-7727
sfoard@dhs.hawaii.gov

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST),** *January 23, 2009.* 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., *January 23, 2009.*

Drop-off Sites

Oahu:
Department of Human Services (DHS)
Vocational Rehabilitation and Services
For the Blind Division
601 Kamokila Blvd., Rm. 515
Kapolei, Hawaii

RFP Table of Contents

Section 1 Administrative Overview

I. Procurement Timetable 1-1
II. Website Reference 1-2
III. Authority 1-2
IV. RFP Organization 1-3
V. Contracting Office 1-3
VI. Orientation 1-3
VII. Submission of Questions 1-4
VIII. Submission of Proposals 1-4
IX. Discussions with Applicants 1-7
X. Opening of Proposals 1-7
XI. Additional Materials and Documentation 1-7
XII. RFP Amendments 1-7
XIII. Final Revised Proposals 1-7
XIV. Cancellation of Request for Proposals 1-8
XV. Costs for Proposal Preparation 1-8
XVI. Provider Participation in Planning 1-8
XVII. Rejection of Proposals 1-8
XVIII. Notice of Award 1-8
XIX. Protests 1-9
XX. Availability of Funds 1-10
XXI. General and Special Conditions of the Contract 1-10
XXII. Cost Principles 1-10

Section 2 - Service Specifications

I. Introduction
- A. Overview, Purpose or Need 2-1
- B. Planning activities conducted in preparation for this RFP 2-1
- C. Description of the Goals of the Service 2-1
- D. Description of the Target Population to be Served 2-1
- E. Geographic Coverage of Service 2-1
- F. Probable Funding Amounts, Source, and Period of Availability 2-2

II. General Requirements 2-2
- A. Specific Qualifications or Requirements 2-2
- B. Secondary Purchaser Participation 2-2
- C. Multiple or Alternate Proposals 2-2
- D. Single or Multiple Contracts to be Awarded 2-2
- E. Single or Multi-Term Contracts to be Awarded 2-3
- F. RFP Contact Person 2-3

III. Scope of Work 2-3
A. Service Activities 2-3
B. Management Requirements 2-5
C. Facilities 2-5
IV. Compensation and Method of Payment 2-6

Section 3 - Proposal Application Instructions

General Instructions for Completing Applications 3-1
I. Program Overview 3-2
II. Experience and Capability 3-2
A. Necessary Skills 3-2
B. Experience 3-2
C. Quality Assurance and Evaluation 3-2
D. Coordination of Services 3-2
E. Facilities 3-2
III. Project Organization and Staffing 3-2
A. Staffing 3-2
B. Project Organization 3-3
IV. Service Delivery 3-3
V. Financial 3-3
A. Pricing Structure 3-3
B. Other Financial Related Materials 3-4
VI. Other 3-4
A. Litigation 3-4

Section 4 – Proposal Evaluation

I. Introduction 4-1
II. Evaluation Process 4-1
III. Evaluation Criteria 4-2
A. Phase 1 – Evaluation of Proposal Requirements 4-2
B. Phase 2 – Evaluation of Proposal Application 4-2
C. Phase 3 – Recommendation for Award 4-4

Section 5 – Attachments

Attachment A. Competitive Proposal Application Checklist
Attachment B. Sample Proposal Table of Contents

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 Request for Proposals (RFP)	10/21/08
Distribution of RFP	10/21/08-1/23/09
RFP orientation session	11/14/08
Closing date for submission of written questions for written responses	12/5/08
State purchasing agency's response to applicants' written questions	12/19/08
Discussions with applicant prior to proposal submittal deadline (optional)	
Proposal submittal deadline	1/23/09
Discussions with applicant after proposal submittal deadline (optional)	
Final revised proposals (optional)	Late 1/2009 – 2/2009
Proposal evaluation period	2/2009 – 3/2008
Provider selection	3/2009 - 4/2009
Notice of statement of findings and decision	3/2009 - 4/2009
Contract start date	7/1/2009

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:
Department of Human Services
Vocational Rehabilitation and Services for the Blind Division
601 Kamokila Blvd., Rm. 515, Kapolei, Hawaii 96707
Phone **(808) 692-7720** Fax**: (808) 692-7727**

VI. Orientation

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

Date:	**November 14, 2008**	**Time:**	**12:00 noon – 1:00 p.m.**
Location:	**Various Information and Communication Services Division Videoconference sites, Kona Community Hospital and Department of Education sites.**		

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: **December 5, 2008** **Time:** **4:30 p.m.** HST

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

Date: **December 19, 2008**

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 Sections 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.)

- **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. **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.

Faxed proposals and/or submission of proposals on diskettes/cd or transmission by e-mail, website or other electronic means is **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:

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

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

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

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

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

(6) 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:

(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	**Procurement Officer**
Name: Lillian B. Koller	Name: Edwin Igarashi
Title: Director	Title: Procurement Officer
Mailing Address: P.O. Box 339 Honolulu, HI 96809	Mailing Address: P.O. Box 339 Honolulu, HI 96809
Business Address: 1390 Miller Street, Room 209 Honolulu, HI 96813	Business Address: 1390 Miller Street, Room 209 Honolulu, HI 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

I. Introduction

A. Overview, purpose or need

Vocational Rehabilitation and Services for the Blind Division, Department of Human Services, State of Hawaii, provides vocational rehabilitation services to eligible individuals with disabilities to enable them to achieve meaningful employment. Full time competitive employment in integrated settings is the preferred outcome, except if the individual chooses otherwise. The right of the individual to active participation and informed choice in the Individualized Employment Plan shall be facilitated.

Supported Employment services are provided to individuals with Most Significant Disabilities (MSD) who have been unable to maintain competitive employment and who need supported employment services to obtain and maintain satisfactory employment.

B. Planning activities conducted in preparation for this RFP

Request for information (RFI) issued October 1, 2008 with a deadline of October 10, 2008 for responses.

C. Description of the goals of the service

The goal of the service is placement into jobs consistent with the abilities, capabilities, interests and informed choice of individuals with MSD.

D. Description of the target population to be served

The target population is eligible clients of Vocational Rehabilitation with the Most Significant Disabilities. The applicant must be prepared to serve individuals who are deaf, blind and deaf-blind.

E. Geographic coverage of service

The service will be provided island wide on Oahu, Maui and Kauai. On the island of Hawaii one contract will be awarded for the Hilo area, another for the Kona area.

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

Federal funds are available for two years. Probable funding amounts are listed below.

SFY 2009-2010	SFY 2010-2011
$300,000	$300,000

The State reserves the right to amend the funding amount of individual contracts according to utilization, without rebidding.

II. General Requirements

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

Applicant organizations accredited by the Commission and Accreditation of Rehabilitation Facilities will be given preference.

The physical facilities of applicants must meet Americans with Disabilities Act (ADA) requirements. Telecommunications devices for the deaf are essential, as all programs are expected to serve the deaf. In addition, visual alarms to warn individuals who are deaf about fires and other emergencies are important for safety.

The applicant shall comply with Chapter 103F, HRS Cost Principles for Purchase of Health and Human Services identified in SPO-H-201 (Effective 10/1/98), which can be found in the POS Manual.

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

Criteria for multiple awards: N/A

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:	July 1, 2009 – June 30, 2011
Length of each extension:	N/A
Number of possible extensions:	None
Maximum length of contract:	July 1, 2009 – June 30, 2011

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

Conditions for extension: NA

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.

Susan Foard
601 Kamokila Boulevard, Room 515
Kapolei, HI 96707
Phone: (808) 692-7720
Email: sfoard@dhs.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)

1. Supported employment services. The following services shall be provided, as necessary.

   a. Individualized job placement planning.

   b. Job analysis.

c. Job readiness training, including dress and grooming, interpersonal skills, etc.

d. Job training at the work site to ensure the client is able to perform the duties required.

e. Ongoing supervision, coaching, counseling and teaching of the individual to ensure the social skills necessary to adjust to the work situation.

f. Training in various independent living skills, e.g. money management, transportation, recreation, etc., which will support successful employment.

g. Ongoing behavior management, as necessary to deal with behavioral deficits and inappropriate behaviors.

h. Coordination with other agencies, families, care home operators, advocates, etc., as necessary, and referral for other services.

i. Continuous assessment of the need for and ability to benefit from assistive technology, in terms of employment.

j. Negotiating for necessary job accommodations with the employer.

k. Ongoing case management.

l. Assist in acquiring funding for long term support services needed for job maintenance.

2. Milestones. Payment will be made after the following outcomes are achieved.

a. Milestone #1, job placement. $2,100 will be paid after achievement of milestone #1.

This milestone is achieved when the Vocational Rehabilitation Counselor (VRC) receives written notification that the participant has been on the job for three days.

b. Milestone #2, 30 days job retention. $2,700 will be paid after achievement of milestone #2.

This milestone is achieved when the VRC has received written documentation on the following three conditions.

1) The participant has been employed at least 30 days.

2) A written employer evaluation form has been received by the VRC which indicates satisfactory job performance during the past 30 days.

3) A current satisfaction questionnaire has been completed by the participant and submitted to the VRC which indicates that the participant is satisfied with the job, hours, wages and benefits.

c. Milestone #3, rehabilitation closure. $3,200 will be paid upon satisfactory completion of milestone #3.

This milestone is achieved when the VRC is able to close the participant's case record in status 26, rehabilitated. To take a 26 closure, the VRC must have written documentation that the following two conditions have been met.

1) The participant has been employed 90 or more days in competitive employment.

2) The participant and the VRC are satisfied with the job, hours, wages and benefits.

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

1. Personnel

Preference will be given to qualified staff with disabilities and staff who are Certified Rehabilitation Counselors.

2. Administrative

The Provider shall share information about their relationships with employers developed or maintained under a contract awarded under this RFP. The Provider and the State (represented by the Vocational Rehabilitation Branch Administrator) shall collaborate to coordinate their job placement and employer relations efforts.

3. Quality assurance and evaluation specifications

Participant satisfaction with services and employment outcomes are the key qualitative measures. Full-time competitive employment is the preferred outcome. When part-time employment which does not provide medical benefits is the outcome, it must be clear that this is consistent with participant informed choice. In all cases, the Provider must ensure that the individual with a disability is paid wages and benefits comparable to those paid to individuals who are not individuals with disabilities doing comparable jobs.

4. Output and performance/outcome measurements

a. The number of persons rehabilitated into employment.

b. The percentage of persons rehabilitated who are persons with significant disabilities.

c. The rehabilitation rate: the number of persons rehabilitated divided by the number placed.

5. Experience

Provider experience with the placement and job coaching of individuals with significant and most significant disabilities is desired.

6. Coordination of services

The provider will continuously coordinate the provision of services with the referring Vocational Rehabilitation Counselor. Written reports and face to face meetings, when requested, shall be provided.

7. Reporting requirements for program and fiscal data

Monthly reporting of milestones achieved.

C. Facilities

The applicant shall provide a description of its facilities/offices 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 ADA requirements and special equipment that may be required for the services.

IV. COMPENSATION AND METHOD OF PAYMENT

1. Pricing structure or pricing methodology to be used

Fixed rate.

2. Units of service and unit rate

Milestone #1 Job placement. $2,100.

Milestone #2 Job retention. $2,700.

Milestone #3 Rehabilitation closure. $3,200.

3. Method of compensation and payment

Monthly payments upon submission of invoice for milestones achieved.

a. Minimum referrals to the provider.

The State agrees to make a minimum number or referrals to the provider during the course of the biennium. The minimum number shall be determined by the following computations.

1) Divide the total amount of the biennium contract by $8,000, to get the number of referrals needed by the provider to earn the amount of the contract.

2) Multiply the number of referrals needed by the provider to earn the amount of the contract, by 75%. For new service providers, this is the minimum number of referrals to be made by VR to the service provider during the biennium.

3) For continuing service providers, minus any carryover clients referred but not placed during the previous contract biennium. This is the minimum number of referrals to be made by VR to the service provider during the biennium.

b. Failure to meet the minimum referral requirement

The State agrees to pay $4,000 for every referral short of the minimum referral requirement.

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.

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.

B. Experience

The applicant shall provide a description of projects/contracts pertinent to the proposed services. Applicant shall provide points of contact, addresses, e-mail/phone numbers. 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.

D. Coordination of Services

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

E. 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 ADA requirements, as applicable, and special equipment that may be required for the services.

III. Project Organization and Staffing

A. Staffing

1. Proposed Staffing

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

2. Staff Qualifications

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

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.

2. Organization Chart

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

IV. Service Delivery

Applicant shall include a detailed discussion of the applicant's approach to applicable service activities and management requirements from Section 2, Item III. - Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

V. Financial

A. Pricing Structure

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

1. Pricing Structure Based on a Fixed Rate

The applicant shall submit a proposal based on the minimum and maximum number of referrals it can effectively serve on a sustained basis.

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

SPO-H-205	Budget
SPO-H-206A	Budget Justification-Salaries and Wages
SPO-H-206B	Budget Justification-Personnel: Payroll Taxes, Assessments and Fringe Benefits

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

Evaluation Categories		**Possible Points**
Administrative Requirements		
Proposal Application		**100 Points**
Program Overview	0 points	
Experience and Capability	20 points	
Project Organization and Staffing	15 points	
Service Delivery	55 points	
Financial	10 Points	
TOTAL POSSIBLE POINTS		**100 Points**

III. Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

1. Administrative Requirements

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

2. Proposal Application 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)

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.

1. *Experience and Capability (20 Points)*

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

A. Necessary Skills

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services. (5)

B. Experience

- Past contract performance (10)

C. Quality Assurance and Evaluation

- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology. (2)

D. Coordination of Services

- Demonstrated capability to coordinate services with other agencies and resources in the community. (1)

E. Facilities

- Adequacy of facilities relative to the proposed services. (2)

2. *Project Organization and Staffing (15 Points)*

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

A. *Staffing*

- Proposed Staffing: That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services. (4)
- Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program. (6)

B. *Project Organization*

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. (3)
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks. (2)

3. *Service Delivery (55 Points)*

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

- Timely processing of referrals. (5)
- Coordination and communication with referring VR Counselor via scheduled and on-demand meetings and reports. (5)
- Provision of job coaching services. (5)
- Number of full time equivalent positions dedicated to placement. (10)

- Ensuring participant satisfaction with job in terms of hours, wages and benefits. (20)
- Creative job search: fitting the job to the individual versus fitting the individual with existing jobs with known employers. (10)

4. *Financial (10 Points)*

Pricing structure based on fixed unit of service rate:

- Applicant's proposal budget is reasonable, given program resources and operational capacity.
- Adequacy of accounting system.

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.

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*		
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

Organization: _____
RFP No:_____

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-206A Budget Justification - Personnel: Salaries & Wages
  SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments, and Fringe Benefits
  SPO-H-206C Budget Justification - Travel: Interisland
  SPO-H-206E Budget Justification - Contractual Services – Administrative
- **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
  Table C
- **E.** Program Specific Requirements