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

Request for Proposals

HMS 802-09-05

Statewide Independent Living Purchase of Services

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

STATEWIDE INDEPENDENT LIVING PURCHASE OF SERVICES
RFP No. HMS-802-09-05

The Department of Human Services, Vocational Rehabilitation and Services for the Blind Division (VRSBD), is requesting proposals from qualified applicants, especially potential service providers who are individuals with disabilities, to provide statewide, independent living services to eligible individuals with a wide range of significant disabilities that result in improving the ability of eligible individuals to function, continue functioning, or move towards functioning independently in the family or community. The contract term will be from July 1, 2009 through June 30, 2011. A single contract 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 1:00 p.m. to 1:30 p.m. HST, at various Information and Communication Services Division videoconference sites, Kona Community College 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 Boulevard, Room 515
Kapolei, Hawaii

Maui:
Department of Human Services (DHS)
Vocational Rehabilitation and Services
for the Blind Division
Maui Branch
State Office Building, Room 309
54 South High Street
Attn: VRSBD Staff Services Office

East Hawaii:
Department of Human Services (DHS)
Vocational Rehabilitation and Services
for the Blind Division
Hawaii Branch
State Office Building, Room 110
75 Aupuni Street
Attn: VRSBD Staff Services Office

Kauai:
Department of Human Services (DHS)
Vocational Rehabilitation and Services
for the Blind Division
Kauai Branch
3060 Eiwa Street, Room 304
Lihue, Kauai
Attn: VRSBD Staff Services Office

West Hawaii:
Department of Human Services (DHS)
Vocational Rehabilitation and Services
for the Blind Division
Kona Field Office
Captain Cook State Complex, Bldg., #2, Kinue Road
Captain Cook, Hawaii
Attn: VRSBD Staff Services Office

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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) 692-7729** 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:**	**1:00 p.m. – 1:30 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

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 for the delivery of independent living services to eligible individuals with a range of significant disabilities. Independent living services are needed to facilitate the development and achievement of independent living goals selected by individuals with significant disabilities who seek such assistance. Services are to be individualized, consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice.

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 to improve the ability of eligible individuals to function, continue functioning, or move towards functioning independently in the family or community.

D. Description of the target population to be served

The target population is individuals with significant physical, mental, cognitive, and/or sensory disabilities whose ability to function independently in the family or community is substantially limited.

E. Geographic coverage of service

The service shall be provided statewide.

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

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

SFY 2009-2010	SFY 2010-2011
$223,875	$223,875

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

The majority of the applicants' staff, and individuals in decision-making positions shall be individuals with significant disabilities.

An individual with a significant disability means an individual with a severe physical, mental, cognitive, or sensory impairment whose ability to function independently in the family or community or whose ability to obtain, maintain, or advance in employment is substantially limited and for whom the delivery of independent living services will improve the ability to function, continue functioning, or move toward functioning independently in the family or community or to continue in employment.

The applicants shall promote and practice the independent living philosophy of informed consumer choice, self-help and self-advocacy, development of consumer peer relationships and peer role models and equal access of individuals with significant disabilities to society and to all services, programs, activities, resources, and facilities, whether public or private.

The physical facilities of applicants must meet Americans with Disabilities Act requirements. Applicants must have telecommunications devices such as TDD/TTYs available for persons with hearing disabilities, Braillers and/or other means of communication available for persons with visual disabilities, picture boards and/or other means of communication available for persons with reading disabilities to ensure access to independent living services.

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 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. Intake Services

2. Information and Referral Services

3. Independent Living Skills Training.

4. Peer Counseling (including cross-disability peer counseling)

5. Individual and Systems Advocacy

6. Assistance to Locate Accessible and Affordable Housing and to Understand Landlord-Tenant Code

7. Financial Benefits Counseling

8. Personal Care Attendant Referral

9. Outreach to Unserved/Underserved Individuals with Significant Disabilities

10. Public Information and Education

11. Application, Referral and Use of Accessible Transportation

12. Job Development/Readiness Training

13. Collaboration with service providers, other agencies, and organizations that could assist in improving the options available for individuals with significant disabilities to help them access services, programs, activities, resources, and facilities.

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

1. Personnel

Applicants shall have qualified staff, the majority who are individuals with significant disabilities.

2. Administrative

Applicants shall maintain a Consumer Service Record (CSR) for each independent living service consumer that includes, but not limited to, an Independent Living Plan (ILP) or written waiver from the consumer that states an ILP is unnecessary.

Applicants shall adopt and implement policies and procedures to safeguard the confidentiality of all personal information of consumers.

Applicants shall establish policies and procedures that an individual with significant disabilities may use to obtain a review of decisions concerning

the individual's request for independent living services or the provision of independent living services and use formats that are accessible to inform each individual who seeks or is receiving independent living services about the policies and procedures.

3. Quality assurance and evaluation specifications

Applicants shall conduct a survey of consumers' satisfaction with the independent living services and provide to the State and to consumers the content and results of the survey.

4. Output and performance/outcome measurements

The most critical performance measures are the number of consumers served and the number of consumers who achieve their independent living goals to function or continue to function in the family or community.

5. Experience

The applicant shall provide a description of projects/contracts pertinent to the proposed services.

6. Coordination of services

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

7. Reporting requirements for program and fiscal data

Quarterly progress reports using the state purchasing agency's report format are required, as are quarterly financial expenditure reports.

Monthly Personnel Activity Reports (PAR) documenting and supporting the distribution of salaries and wages of each employee and staff member whose compensation is charged in whole or part to this Statewide Independent Living Purchase of Services contract as prescribed in the Office of Management and Budget (OMB) Circular A-122, Attachment B, paragraph 8m and using the state purchasing agency's report format are required.

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

This is a cost reimbursement type contract. The cost reimbursement pricing structure reflects a purchase arrangement in which the State pays the contractor for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation. The contractor shall refund the State any and all contract payments it receives that are in excess of the contractor's actual and allowable costs. The cost reimbursement may be subject to verification.

The amounts awarded will be determined by the proposals, consumer needs in the different areas, and the amount of general funds available for the Statewide Independent Living Purchase of Services contract.

2. Units of service and unit rate

Neither fixed units of service nor fixed unit rate is applicable.

3. Method of compensation and payment

Monthly payments will be made upon submission of invoice.

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.

The applicant shall describe the organizational carrying capacity, the maximum number of clients it can serve at any one time. The applicant shall also describe its plans in the event of receiving referrals for services beyond its carrying capacity. Finally, the applicant shall describe plans to maintain the contracted carrying capacity in the event of staff turnover.

V. Financial

A. Pricing Structure

This is a cost reimbursement type contract. The cost reimbursement pricing structure reflects a purchase arrangement in which the State pays the contractor for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation. The contractor shall refund the State any and all contract payments it receives that are in excess of the contractor's actual and allowable costs. The cost reimbursement may be subject to verification.

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.

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-205A	Organization – Wide Budget by Source of Funds
SPO-H-205B	Organization – Wide Budget by Programs
SPO-H-206A	Budget Justification-Salaries and Wages
SPO-H-206B	Budget Justification-Personnel: Payroll Taxes, Assessments and Fringe Benefits
SPO-H-206C	Budget Justification – Travel: Inter-Island
SPO-H-206E	Budget Justification – Contractual Services: Administrative

B. Other Financial Related Materials

1. Accounting System

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

Applicants shall provide to the State their most recent financial audit reports.

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.

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	20 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
- 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. ___(4)___

B. Experience
- Past and/or current project and contract performance. ___(4)___

C. Quality Assurance and Evaluation
- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology. ___(4)___

D. Coordination of Services

- Demonstrated capability to coordinate services with other agencies and resources in the community. (4)

E. Facilities

- Adequacy of facilities relative to the proposed services. (4)

2. *Project Organization and Staffing (20 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. (5)
- Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program. (5)

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. (5)
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks. (5)

3. *Service Delivery (50 Points)*

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

- Description of scope of all the service activities and tasks to be completed. (12.5)
- Description of the service delivery system and methodology. (12.5)
- Service capacity and plan ensuring the maximum number of consumers achieve their independent goals. (12.5)

- Ability to serve individuals with significant disabilities including those with the most significant disabilities. (12.5)

4. *Financial (10 Points)*

Pricing structure based on cost reimbursement:

- Personnel costs are reasonable and comparable to positions in the community.
- Non-personnel costs are reasonable and adequately justified. The budget fully supports the scope of service and requirements of the Request for Proposal.
- 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.

Section 5

Attachments

A. Proposal Application Checklist

B. Sample Table of Contents

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	X	
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5	X	
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*	X	
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*	X	
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