

State of Hawai'i
Department of Human Services
Benefit, Employment and Support Services Division
Employment and Training Program Office

Request for Proposals

HMS-903-12-01-S Statewide Case Management, Vocational Rehabilitation, Employment, and Support Services for Temporary Assistance for Needy Families (TANF) Households

July 25, 2011

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.

July 25, 2011

MEMORANDUM

TO: All Interested Applicants

FROM: Patricia McManaman, Director 

SUBJECT: **REQUEST FOR PROPOSALS (RFP) – Statewide Case Management, Vocational Rehabilitation, Employment, and Support Services for TANF Households--RFP NO. HMS-903-12-01-S**

The Department is seeking to purchase the service listed above and further described in the attached RFP. The RFP provides information to assist applicants in the preparation of program plans and budget, including:

1. A description of the service sought;
2. Special requirements to be met by the provider;
3. Criteria by which qualifying proposals shall be reviewed/rated; and
4. Criteria for monitoring and evaluating the contract.

The RFP should be reviewed very closely as all parts of the RFP must be addressed. An informational meeting is scheduled for 9:00 AM to 11:00 AM on Wednesday August 3, 2011 at the Department of Human Services (DHS), Benefit, Employment and Support Services Division (BESSD) Office, 820 Mililani Street, Suite 606, Honolulu, Hawai'i 96813. For more information, please call (808) 586-7060.

In order for the proposals to be considered, all applicants are required to submit:

1. One (1) original and three (3) copies of the proposal, delivered to DHS, BESSD, Employment and Training Program Office (ETPO), at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, Hawai'i 96813.
2. Proposals must be hand-delivered (including courier mail) by 4:30 PM, August 25, 2011, to the DHS/BESSD/Employment and Training Office, at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, Hawai'i 96813. ALL MAIL-INS POSTMARKED AFTER 11:59 PM, August 25, 2011, WILL NOT BE ACCEPTED FOR REVIEW AND WILL BE RETURNED.

Proposal and materials not requested by the Department or submitted after the deadline will not be accepted for consideration.

Attachments

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: 3 plus Original

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **August 25, 2011** and received by the State purchasing agency no later than 10 days from the submittal deadline.

All Mail-Ins

Department of Human Services (DHS)
Benefit, Employment and Support Services Division
Employment and Training Program Office
820 Mililani Street, Suite 606
Honolulu, Hawai'i 96813

DHS RFP Coordinator

Geneva Candeau
Acting Employment and Training
Program Administrator
Phone: (808) 586-7060
Fax: (808) 586-5744

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 PM, Hawai'i Standard Time (HST), August 25, 2011**. Deliveries by private mail services such as FEDEX or UPS shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 PM, **August 25, 2011**.

Drop-Off Sites

Department of Human Services
Benefit, Employment and Support Services Division
Employment and Training Program Office
820 Mililani Street, Suite 606
Honolulu, Hawai'i 96813

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Section 1

Administrative Overview

Section 1

Administrative Overview

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

I. Procurement Timetable

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

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	<u>07/25/2011</u>
Distribution of RFP	<u>07/25/2011</u>
RFP orientation session	<u>08/03/2011</u>
Closing date for submission of written questions for written responses	<u>08/09/2011</u>
State purchasing agency's response to applicants' written questions	<u>08/12/2011</u>
Discussions with applicant prior to proposal submittal deadline (optional)	<u>N/A</u>
Proposal submittal deadline	<u>08/25/2011</u>
Discussions with applicant after proposal submittal deadline (optional)	<u>N/A</u>
Final revised proposals (optional)	<u>N/A</u>
Proposal evaluation period	<u>08/26- 9/02/2011</u>
Provider selection	<u>09/06/2011</u>
Notice of statement of findings and decision	<u>09/06/2011</u>
Contract start date	<u>10/01/2011</u>

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	Hawai'i 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 Hawai'i website at <http://hawaii.gov>)

	For	Go to
8	Hawai'i Administrative Rules (HAR) for Department of Human Services	http://hawaii.gov/dhs click "Admin Rules"
9	Tax Clearance Forms (Department of Taxation Website)	http://hawaii.gov/tax/ click "Forms"
10	Wages and Labor Law Compliance, Section 103-055, HRS, (Hawai'i State Legislature website)	http://capitol.hawaii.gov/ click "Bill Status and Documents" and "Browse the HRS Sections."
11	Department of Commerce and Consumer Affairs, Business Registration	http://hawaii.gov/dcca click "Business Registration"
12	Campaign Spending Commission	http://hawaii.gov/campaign
13.	Department of Accounting and General Services	http://hawaii.gov/dags click "Comptroller's Memoranda"

III. Authority

This RFP is issued under the provisions of the Hawai'i 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 (5) 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
Benefit, Employment and Support Services Division
Employment and Training Program Office
820 Mililani Street, Suite 606
Honolulu, Hawai'i 96813
Phone: (808) 586-7060
Facsimile: (808) 586-5744
E-Mail Address: gcandea@dhs.hawaii.gov

VI. Orientation

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

Date: August 3, 2011 **Time:** 9:00AM
Location: 820 Mililani Street, Suite 606, Honolulu Hawai'i

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 Item 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: August 9, 2011 **Time:** 4:30 PM HST

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

Date: August 12, 2011

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 Item 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).** Applicants shall submit comprehensive narratives that address all of the proposal requirements contained in Section 3 of this RFP, including a cost proposal/budget if required.
- B. **Program Specific Requirements.** Program specific requirements are included in Section 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 Hawai'i 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 Item 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 Hawai'i State Legislature website. (See Item 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 Item II, "Website Reference.")

- F. **Hawai'i Compliance Express (HCE).** Providers may register with HCE for online proof of Department of Taxation (DOTAX) and Internal Revenue Service (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 Item II, "Website Reference," for HCE's website address.
- G. **Campaign Contributions by State and County Contractors.** Providers 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 Providers are paid with funds appropriated by a legislative body. For more information, FAQs are available at the Campaign Spending Commission webpage. (See Item II, "Website Reference.")
- H. **Confidential Information.** If an Applicant believes any portion of a proposal contains information that should be withheld as confidential, the Applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

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

- I. **Confidentiality of Personal Information.** Act 10 relating to personal information was enacted in the 2008 special legislative session. As a result, the Attorney General's General Conditions of Form AG Form 103F, *Confidentiality of Personal Information*, has been amended to include Section 8 regarding protection of the use and disclosure of personal information administered by the agencies and given to third parties.
- J. **Proposal Submittal.** All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet. Proposals shall be rejected when:
- 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 or UPS shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

Submittal of proposals through electronic means, i.e. facsimile, e-mail, CD, etc, will **not** be accepted.

- K. **Liability Insurance.** The Contractor shall comply with the Chapter 103F, HRS, Cost Principles for Purchases of Health and Human Services identified in SPO-H-201, which can be found on the SPO website (see Section 5, POS Proposal Checklist, for the website address).

The general conditions that will be imposed contractually are on the SPO website. Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

The Contractor shall maintain insurance acceptable to the State in full force and effect throughout the term of this contract, until the State certifies that the Contractor's work has been completed satisfactorily. The policy or policies of insurance maintained by the Contractor shall provide the following limit(s) and coverage:

<u>Coverage</u>	<u>Limits</u>
Commercial General Liability (occurrence form)	\$2,000,000 combined single limit <u>per occurrence</u> for bodily injury and property damage
Automobile	Bodily injury \$1,000,000/ <u>person</u> \$1,000,000/ <u>occurrence</u>
	Property damage \$1,000,000/ <u>accident</u>
Professional Liability, if applicable	\$1,000,000/ <u>claim</u> \$2,000,000 <u>annual aggregate</u>

Each insurance policy required by this contract shall contain the following clauses:

1. *“The State of Hawaii is added as an additional insured with respect to operations performed for the State of Hawaii.”*

2. *“It is agreed that any insurance maintained by the State of Hawaii shall apply in excess of, and not contribute with, insurance provided by this policy.”*

Each insurance policy shall be written by insurance companies licensed to do business in the State or meet Section 431:8-301, HRS, if utilizing an insurance company not licensed by the State of Hawaii.

Automobile liability insurance shall include excess coverage for the Contractor's employees who use their own vehicles in the course of their employment.

The Contractor agrees to deposit with the State of Hawaii, on or before the effective date of this contract, certificate(s) of insurance necessary to satisfy the State that the insurance provisions of this contract have been complied with and to keep such insurance in effect and the certificate(s) therefore on deposit with the State during the entire term of this contract. Upon request by the State, Contractor shall furnish a copy of the policy or policies.

The Contractor shall immediately provide written notice to the contracting department or agency should any of the insurance policies be cancelled, limited in scope, or not be renewed upon expiration.

Failure of the Contractor to provide and keep in force such insurance shall be regarded as material default under this contract, entitling the State to exercise any or all of the remedies provided in this contract for a default of the Contractor.

The procuring of such required policy or policies of insurance shall not be construed to limit Contractor's liability hereunder nor to fulfill the indemnification provisions and requirements of this contract. Notwithstanding said policy or policies of insurance, Contractor shall be obliged for the full and total amount of any damage, injury, or loss caused by negligence or neglect connected with this contract.

If the Contractor is authorized to subcontract, subcontractor(s) is not excused from the indemnification and/or insurance provisions of this contract. In order to indemnify the State, the Contractor agrees to require its subcontractor(s) to obtain insurance in accordance with the insurance provisions of this contract.

IX. Discussions with Applicants

- A. Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the State 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 cancelled 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(s) prior to the contract commencement date. The State of Hawai'i 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 Item 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 Hawai'i Revised Statutes;
- (2) A State purchasing agency's failure to follow any rule established by Chapter 103F of the Hawai'i 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 (5) working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the State purchasing agency.

Head of State Purchasing Agency Name: Patricia McManaman Title: DHS Director Mailing Address: P.O. Box 339 Honolulu, Hawai'i 96809 Business Address: 1390 Miller Street , Room 209 Honolulu, Hawai'i 96813	Procurement Officer Name: Scott Nakasone Title: Acting BESSD Administrator Mailing Address: 820 Mililani Street, Suite 606 Honolulu, Hawai'i 96813 Business Address: 820 Mililani Street, Suite 606 Honolulu, Hawai'i 96813
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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 Hawai'i, 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 Item 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 Item 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

The Department of Human Services, hereinafter known as the “Department,” is requesting proposals from qualified applicants to provide statewide case management, employment and support services, and vocational rehabilitation services, when applicable, through the Department’s work program, referred to as the First-To-Work (FTW) Program, for households eligible for Federal and State funded Temporary Assistance for Needy Families (TANF).

The purpose of the FTW Program is to provide case management, employment and support services to work eligible TANF applicant and recipient households, pursuant to **Public Law 104-193, “Personal Responsibility and Work Opportunity Reconciliation Act of 1996,”** reauthorized by the **“Deficit Reduction Act of 2005,”** (DRA), which mandates that TANF households meet prescribed work participation requirements and progress towards self-sufficiency in accordance with the State of Hawai‘i TANF Work Verification Plan (WVP) approved by the Office of Family Assistance, Administration for Children and Families (ACF)

The purpose of the FTW Program also includes providing vocational rehabilitation, employment and support services to other work eligible TANF applicant and recipient households that have been deemed temporarily disabled and unable to engage in work participation requirement to the extent prescribed under the DRA, with the goal of rehabilitating the maximum number of these participants so that they may become work eligible individuals and meet DRA work requirements.

One (1) PROVIDER will be selected to provide statewide services that include, but are not limited to: orientations and intakes; assessments and employability planning; barrier assessments and barrier reduction planning; structured job readiness; work placement services; ongoing case management services; and issuance of support services such as child care and transportation which are needed to attain and maintain employment as well as to comply with treatment and other vocational rehabilitation activity.

Services to be procured through this RFP are scheduled to begin October 1, 2011 or upon full contract execution, whichever is later.

B. Planning Activities Conducted in Preparation For This RFP

A Request For Information (RFI) was posted on June 2, 2011, which elicited three responses from the community by the posted deadline of June 9, 2011.

C. Description of the Goals of the Service

The goal of this service is to serve work eligible TANF applicant and recipient households by preparing them with the necessary work skills to obtain full-time employment leading to self-sufficiency and to ensure that they are successfully engaged in federally defined work activities. Additionally, the goal of this service is to serve other work eligible TANF applicant and recipient households that have been deemed temporarily disabled by providing vocational rehabilitation services to enable them to progress toward work eligibility status and ability to meet DRA participation requirement.

Although the PROVIDER will be expected to focus on servicing work eligible individuals able to meet DRA participation requirements, it is also expected that the PROVIDER will satisfactorily service other work eligible individuals engaged in vocational rehabilitation services.

D. Description of the Target Population To Be Served

The population to be served is comprised of work eligible adults and teen heads of households who are applying for or receiving TANF benefits. TANF households include:

1. Two-Parent Households

The Department defines a two-parent household as a family where two adults have at least one common child and reside together in the same household.

2. Non-Citizen Households

The Department defines a non-citizen household as:

- a) A family that has at least one member who is lawfully admitted for permanent residence; and
- b) A family who is granted admission into the United States under the provision of Public Law 99-239, the Compact of Free Association of 1985 with respect to the Republic of Palau, the Republic of Marshall Islands, and the Federated State of Micronesia.

3. Other Work Eligible Households

The Department defines an “other work eligible” household as a family with no work eligible individuals, that is a single-parent or two-parent household where the adult(s) is or are deemed to be temporarily incapacitated, and unable to meet the minimum work participation requirements mandated by the DRA.

The Department reserves the right to change the target population after thirty (30) days notice being afforded to the awarded Provider affected, for the duration of the awarded contract period.

E. Geographic Coverage of Service

This service is being procured statewide.

The following caseload numbers are as of July 2011 and are provided for planning purposes only.

TAONF

O'ahu--Honolulu Greater area	790 households
Leeward and Central O`ahu including	765 households
East Hawai'i <i>(From Papaikou-Wailea to Hilo and from Kea'au to Pahoa-Kalapana)</i>	478 households
West Hawai'i <i>(From Honoka'a to Laupahoehoe and from Kohala to Ka'u)</i>	350 households
Kaua'i	82 households
Maui <i>(including island of Moloka'i)</i>	335 households

VR

O'ahu--Honolulu Greater area	375 households
Leeward and Central O`ahu including CT	355 households
East Hawai'i <i>(From Papaikou-Wailea to Hilo and from Kea'au to Pahoa-Kalapana)</i>	245 households
West Hawai'i <i>(From Honoka'a to Laupahoehoe and from Kohala to Ka'u)</i>	115 households
Kaua'i	39 households
Maui <i>(including island of Moloka'i)</i>	63 households

The Department reserves the right to reassign coverage areas based on service needs, after thirty (30) days notice being afforded to the Provider(s) affected, for the duration of the awarded Contract period.

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

This procurement is expected to be fully State funded.

The Department intends to award one contract to one PROVIDER for a total funding amount of \$4,500,000. Interested applicants must submit a proposal in accordance with Section 3 of this RFP, Proposal Application Instructions, describing how they propose to deliver services statewide.

The Department reserves the right to change the funding amounts, funding sources, and extension periods based on availability of funds, the need for services, program utilization, and satisfactory performance of the provider.

II. General Requirements

A. Specific Qualifications or Requirements, Including But Not Limited to Licensure or Accreditation

The Applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201, which can be found on the SPO website at www.spo.hawaii.gov.

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

After-the-fact secondary purchases will be allowed.

Planned secondary purchases will not be allowed.

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

Allowed Not Allowed

Applicants shall submit one (1) proposal covering a comprehensive statewide service with a cost proposal for statewide operations.

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

Single Multiple Single & Multiple

Criteria for multiple awards:

One (1) PROVIDER will be selected to provide statewide case management, vocational rehabilitation, employment and support services for TANF households engaged in the FTW Program in accordance with Section 2, Item I.E, Geographic Coverage of Service.

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)

1. Contract Terms

Initial term of contract: October 1, 2011 through September 30, 2012

Length of each extension: Up to 12 months

Number of possible extensions: 3

Maximum length of contract: Not to exceed September 30, 2015

The Department expects the initial period of service to commence on the contract start date.

2. Conditions For Extensions

Extensions must be initiated by the Department through an offer of a supplemental contract, agreed upon and executed by both the Department and the awarded PROVIDER.

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 PROVIDERS. Written questions should be submitted to the RFP contact person and received by the day and time specified in Section 1, Item I, "Procurement Timetable," of this RFP.

Geneva Candeanu, Acting Employment and Training Program Administrator

Phone: (808) 586-7060

Fax: (808) 586-5744

E-mail: gcandeanu@dhs.hawaii.gov

III. Scope of Work

The main purpose of the FTW Program is to provide case management, employment and support services to work eligible individuals within TANF applicant and recipient households. Work eligible individuals, hereinafter referred to as "participants," are referred to the FTW Program as part of the TANF benefits application process, and are required to meet work participation requirements specified in Hawai'i Administrative Rules (HAR) §§17-756.1 and 17-794.1 and pursuant to **Public Law 104-193, "Personal Responsibility and Work Opportunity Reconciliation Act of 1996,"** the **"Deficit Reduction Act of 2005 (DRA),"** and the Hawai'i Work Verification Plan (WVP).

The related purpose of the FTW Program is to provide case management and vocational rehabilitation to other eligible individuals deemed temporarily incapacitated and unable

to meet DRA work participation requirements, to assist them with progressing toward full capacity and ability to meet DRA work participation requirements. Other work eligible individuals are also referred to, hereinafter, as “participants.”

As a condition of TANF eligibility, FTW participants from applicant households must meet upfront work participation requirements for one calendar week period within twenty-one (21) days of completing an upfront orientation. Participation requirements during the initial upfront period shall include the following activities: orientation, assessments and employability planning. Additionally it shall include one full calendar week of job preparedness and job search activities, and/or paid employment and/or educational activity, or further assessment, depending on the work status of the individual.

Participants who meet the upfront work requirements within the initial twenty-one (21) days may be found eligible for TANF. Subsequently, FTW participants from recipient households must continue to meet work participation requirements on a monthly basis in order to maintain TANF eligibility.

A. Service Activities

The PROVIDER will act as the Department designee relating to the provision of the services sought under this RFP.

The PROVIDER will receive comprehensive training from the Department in the Hawai‘i Automated Network Assistance (HANA) system and the FTW Program operational policies and procedures.

The FTW policies and procedures training will clearly define each allowable work activity, and cover the manner in which work activities can be combined to meet participation requirements. FTW policies and procedures also describe in details how to determine whether a participant is deemed temporarily incapacitated.

Attending an orientation session is a requirement for work eligible and other work eligible members of *applicant households* as a condition of TANF eligibility. Work eligible members of *TANF recipient households* are not required to repeat this process as long as the household members maintain work eligible individuals status.

A.1 Servicing Work Eligible Individuals

The PROVIDER is required to meet an overall participation rate of 50% for each report month, and must strive for a two-parent rate of 90%. The participation rate is the total number of active FTW participants from recipient households who met their participation requirements as defined in the State’s WVP (numerator), divided by the total number of active FTW participants (denominator).

An active participant is defined as a FTW participant in any given month whose household has been approved for TANF benefits, excluding participants who were referred for sanction prior to the report month, but whose sanction has not yet been imposed by the Department.

The PROVIDER shall provide services in accordance with the following tasks and responsibilities:

1. Orientation and Intake

The PROVIDER is required to do the following:

- a. Schedule orientation sessions in the HANA system for work eligible members of TANF applicant households;
- b. Conduct interactive orientations and discussions that demonstrate how work pays and is beneficial to the households;
- c. Provide clarification regarding the different benefits of a variety of child care arrangements;
- d. Convince the participants he or she can succeed at work;
- e. Confirm attendance at orientations in HANA; and
- f. Completes intakes in HANA to begin each participant's FTW program participation immediately following each orientation session.

2. Assessment and Employability Planning

Within two (2) business days of participants' orientation/intake sessions, the PROVIDER assigns case managers who must conduct educational and psycho-social assessment interviews to identify the participants' strengths and weaknesses as well as their basic skills, aptitudes and overall current life situation.

The information obtained from the assessments is used to formulate participants' Employability Plans (EP) that outline the scheduled activities designed to meet participation requirements in accordance with the State's WVP and HAR Section 17-794.1. EPs are developed according to each participant's abilities, needs, and goals. The scheduled activities must lead towards employment.

When necessary, the PROVIDER may conduct barrier assessments, which involve in-depth interviews of participants who are in crisis situations or have specific barriers to employment. The information obtained from the barrier assessments is used to formulate Barrier Reduction Plans (BRP). BRPs are developed only when identified barriers become obstacles to a participant's ability to satisfactorily participate with the FTW Program,

and to obtain and retain employment. The BRP activities may be scheduled simultaneously with EP activities.

If no EP activities are scheduled, a BRP must be designed to lead towards an EP, and provide the foundation for measurable progress towards full employability. If the barriers are expected to last longer than thirty days, the PROVIDER must implement the Department's established disability determination process to assert whether the participant can be deemed temporarily disabled.

The assessment and employability planning process is a requirement for participants of TANF applicant households. Both processes may be repeated for participants of TANF recipient households on a case-by-case basis when participants' situations change during their engagement in the FTW Program. The assessment and employability planning process is also a requirement for recipients entering FTW to move individuals to full-time employment and off TANF as quickly as possible. The EP/BRPs are reviewed regularly and updated when necessary.

3. Job Readiness Training

The PROVIDER must provide FTW participants who are unemployed or not currently engaged in an educational activity with a structured pre-employment training. The curriculum must include self-awareness, self-esteem building, resume writing, job search techniques, resources, networking, interviewing techniques, how to complete job applications and other such topics required to prepare the participants for successful job search and employment retention.

4. Participation in Work Activities

The PROVIDER must ensure that, on any given month, the participants have met the work participation requirements, as defined in the State's WVP and HAR Section 17-794.1 and that all participation has been duly verified in accordance with the State's WVP.

- a. Work Activities: Pursuant to the State's WVP and HAR Section 17-794.1, Subchapter 3, there are twelve (12) allowable activities for the purpose of the FTW Program. Nine (9) of these activities are considered core: Unsubsidized Employment, Subsidized Private Sector Employment, Subsidized Public Sector Employment, On-the-Job Training, Work Experience, Community Service Program, Job Search and Job Readiness Assistance, Vocational Educational Training, Providing Child Care Services for a Community Service Program Participant. Three (3) of these activities are considered non-core: Job Skills Training, Education Directly Related to Employment, and Satisfactory Attendance at Secondary School.

HAR Section 17-794.1 is available on the Department's website at <http://hawaii.gov/dhs>.

b. Minimum Work Participation Requirements

Participants of **two-parent households** are required to participate for a minimum of thirty-five (35) hours per week of which thirty (30) hours shall be core activities. However, participants may be required to participate for a minimum of fifty-five (55) hours per week of which fifty (50) hours are core activities, if the households receive federally funded child care subsidies. In either case, one of the parents is required to meet no less than thirty (30) hours of work activities, of which at least twenty (20) hours are core activities, on his/her own.

Participants of **single-parent non-citizen households** shall be required to meet a minimum of thirty (30) work activities hours per week, of which no less than twenty (20) hours are core activity hours. Participants of single-parent non-citizen households with a child under six (6) years of age are required to participate for a minimum of twenty (20) hours a week of which no less than twenty (20) hours are from core activities.

4. **Ongoing Case Management**

The PROVIDER shall provide the participants continuous case management services, from assessment until TANF exit. Special attention must be given to guiding participants into employment or compliance with other work activity, and monitoring ongoing compliance. Case management services include but are not limited to, individualized counseling, reassessments based on participants' current situation, placements into approved work activities, and addressing barriers.

5. **Support Services and Participation Reimbursement**

The PROVIDER shall issue to the participants the required support services needed to comply with their participation requirements as outlined on their EP/BRP in preparedness for and transition to self-sufficiency.

The PROVIDER must use the HANA system to issue support services payments such as child care, transportation, and work-related expenses.

The support service payments are not part of the appropriation for the contracted services and are funded separately.

6. Transitional Support Services

The PROVIDER is required to issue transitional support services to former FTW participants whose earnings exceed the income earnings limits set under the Financial Assistance Program. Transitional support services include but are not limited to, transportation assistance and transitional automobile insurance. Additionally, the PROVIDER must coordinate transitional child care through the Child Care Connection Hawai'i Program (CCCH).

7. Interpreter Services for Limited English Proficiency (LEP) Individuals

The selected PROVIDER must offer language assistance to individuals with limited English proficiency at no cost to the individual, document the offer, and whether the individual declines or accepts the language assistance. The PROVIDER is responsible for the cost of the interpreters. The PROVIDER is prohibited from requiring individuals to bring their own interpreters with them to orientation sessions, interviews or other appointments.

The PROVIDER must plan to accommodate a multicultural referral base that may speak any language other than English such as, but not limited to:

- Marshallese
- Korean
- Ilocano
- Vietnamese
- Chuukese
- Tagalog
- Cantonese
- Spanish

A.2 Servicing Other Work Eligible Individuals

When a TANF applicant claims a disability, the eligibility worker will automatically refer the applicant for an upfront orientation in a unit that services other work eligible individuals.

Items 1. Orientation and Intake (except for 1a which reads: *Schedule orientation sessions in the HANA system for work eligible members of TANF applicant households*, 5. Support Services and Participation Reimbursement, 6. Transitional Support Services, and 7. Interpreter Services, described in Section 2.A.1, are fully applicable to servicing other work eligible individuals. In this case the PROVIDER

1. Assessment

Immediately following the completion of Orientation and Intake, the PROVIDER must schedule a TANF Medical Board examination for each TANF applicant in accordance with FTW

operational policies and procedures to determine whether the applicant is deemed temporary disabled.

When the applicant is not deemed disabled by the medical board and meets the criteria of the target population described in section 2, item I.D, he or she will be deemed to be a work eligible individual subject to the service described in item A.1 of this RFP section.

If the applicant is not deemed disabled and is part of a U.S. single-parent household, he or she will be deemed to be a work eligible individual subject to transfer to the appropriate FTW unit, in accordance with established operational policies and procedures.

When the applicant is deemed disabled, the medical board will submit a comprehensive written medical evaluation. The PROVIDER conducts a comprehensive bio-psychosocial assessment based on the finding of the medical evaluation and a personal interview with the participant to identify the employability level of the TANF applicant.

This assessment will also be conducted after the participant has become a TANF recipient and the participant shows indications that his or her health has improved or deteriorated. Impairments resulting from medical conditions include, but are not limited to:

- a. Unstable physical and emotional conditions that require treatment to become stable or be resolved. Until the medical condition(s) is stabilized, these participants would be unable to participate in appropriate work activities and their service plans would require a Wellness/Rehabilitation Plan component.
- b. Stable physical and emotional conditions with some disturbance resulting in limitation(s) to employment. These participants would receive limited treatment, or may no longer require treatment. They would be able to engage in work activities with accommodation(s) or with special support(s). Their service plans would require a referral for a diagnostic vocational evaluation (DVE) to further identify the extent of their ability to participate and the accommodations and supports required. Refer to Exhibit A.
- c. Physical and emotional conditions that prevent individuals from engaging in work activities for more than 12 months, resulting in serious functional limitations to employment and potential eligibility for federal disability benefits. These participants' service plans would include steps to help them obtain Social Security Disability Insurance

(SSDI) or Supplemental Security Insurance (SSI) as detailed in established operational policies and procedures.

2. Individualized Plan Development

- a. The selected PROVIDER develops an Individualized Service (ISP) within five (5) workdays of receiving the TANF medical board comprehensive medical report. The ISP would address all of the participant's medical, mental health, social and vocational barriers to employment and the corresponding treatment plan. Thus, a Wellness/Rehabilitation plan would be an integral part of the ISP. The ISP would also identify the work activities appropriate for the participant, and the number of hours per week the participant would be able to perform. The provider would update the ISPs quarterly or more frequently, as needed.
- b. The selected PROVIDER must monitor participants' compliance with their ISP.

3. Employment Preparation and Case Management Services

- a. The selected PROVIDER promotes clinical progress of participants receiving case management services and/or vocational rehabilitation and employment preparation services by facilitating delivery of services that minimize(s) fragmentation, as participants move through the rehabilitation continuum, e.g., from the medical evaluation to the Wellness/Rehabilitation Plan, to the Diagnostic Vocational Evaluation (DVE) defined in Exhibit A, to vocational/employment services, to competitive employment and retention.
- b. Case management services would ensure the successful implementation of all components of the ISP and address all barriers to self-sufficiency. This may include, but may not be limited to, helping participants establish and maintain treatment relationships with medical providers, successfully completing Wellness/Rehabilitation Plans, receiving and benefiting from appropriate vocational/employment services or referrals for advocacy services for federal disability benefits.
- c. Additional case management services may include helping the participants develop natural support systems that may consist of the employer, co-workers, family, or other individuals involved with the participant. Job coaching must be available to ensure the client learns job duties and appropriate behavior for a specific work setting.

- d. The selected PROVIDER is expected to help participants with stable physical and emotional conditions prepare for employment by providing job readiness services including, but not limited to resume preparation, job-search techniques and strategies, effective completion of employment applications and practice interviewing skills and by identifying job openings suitable for the participants. The selected PROVIDER may enter into job negotiations with employers on the client's behalf.
- e. The ultimate goal is for the participant to obtain and maintain steady full time employment defined as thirty (30) hours per week for two full months. The participant may begin by engaging in unpaid volunteer activity and/or paid employment and progress at the appropriate pace toward full time employment.
- f. Participants determined by the medical board able to engage in work activity for at least twenty-four (24) hours will be eligible to participate in the Supporting Employment Empowerment (SEE) subsidized employment program.
- g. The selected PROVIDER would accept transfers from FTW units of participants whose work status has changed from "work eligible individuals" to "other work eligible individuals."

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

1. Personnel

The selected PROVIDER shall provide and maintain adequate staffing to service the geographic areas that are designated to be served. Adequate staffing, at a minimum, is defined as staffing that is able to address the qualitative and quantitative functions as detailed in Section 2, Item III.A, "Service Activities."

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

Applicants shall provide the position descriptions, minimum qualifications for these positions, proposed staffing ratios, and the basis and rationale for the proposed staffing.

NOTE: After the award of the contract, the successful Applicant will be required to submit detailed specifications of all staff and their qualifications for review by the Department. Contract services cannot commence until the Department has approved the configuration of staff and their respective qualifications.

2. **Administrative**

Execution of Contract: The successful Applicant will be required to enter into a formal written contract with the Department in accordance with the laws, rules, and regulations of the State of Hawai‘i.

The stated requirements appearing elsewhere in this RFP shall become part of the terms and conditions of the resulting contract. Any deviations thereof must be specifically defined by the Applicant in its proposal which, if successful, will become part of the contract.

The funds available for this procurement are limited. The Department reserves the right to contract for services that are only in the best interest of the Department.

The Department reserves the right to cancel the contract without cause and to request new proposals for the work. Upon award of the work, the Department will forward the formal contract to the successful Applicant for execution. The contract shall be signed by the successful Applicant and returned, together with required insurance documents (including indemnification), and other supporting documents, within ten (10) calendar days after receipt by the Applicant, or within such further time as the Director may allow.

No such contract shall be binding upon the Department until the contract has been fully and properly executed by all the parties thereto and the State Comptroller has, in accordance with HRS Section 103-39, endorsed thereon his certificate that there is an appropriation or balance of an appropriation over and above all outstanding contracts, sufficient to cover the amount required by the contract during the fiscal year. Further, the contract shall not be considered to be fully executed until the Department of the Attorney General of the State of Hawai‘i has approved the contract as to form.

No supplementary agreement shall be binding upon the Department until the agreement has been fully and properly executed by all parties thereto prior to the start date of the agreement. The Applicant shall not provide any services until the agreements are fully and properly executed.

Any work performed by the successful Applicant prior to the execution of the contract shall be at the Applicant's own risk and expense. The State of Hawai'i and the Department are not and will not be liable for any work, contract costs, expenses, loss of profits or damages whatsoever incurred by the successful Applicant prior to the execution of the contract.

Division Procedures: The selected PROVIDER shall follow procedures established by BESSD and shall use the HANA system to do case management, data entry, and support service payments issuance.

Implementation Plan: After the contracts are awarded, the successful Applicant will be required to submit their finalized implementation plans that include, but are not limited to, detailed description of how they intend to start-up services and an outlined timeline which includes all necessary steps that lead to the start of services and their scheduled dates of completion.

Equipment: The selected PROVIDER shall be responsible to purchase or lease, with the available funding, all the necessary furniture and equipment needed to perform the services. Allowed purchases/leases include office equipment, chairs, desks, file cabinets, bookcases, copiers, facsimile machines, mail meter, desk telephones for the staff, and adequate furniture for a small reception area, as needed, within the limitations of the Chapter 103F, "Cost Principles." Equipment purchased with these government funds shall be the property of the Department. The selected PROVIDER must be on the Department network, therefore, the Department will purchase network equipment, computer packages, and printers, as needed.

Hours of Operation: Normal hours of operation shall be 7:45 a.m. to 4:30 p.m., Mondays through Fridays, excluding State Holidays.

3. Quality assurance and evaluation specifications

The proposal shall be evaluated based upon performance as described in this Section and discussed above. The proposal shall also be reviewed for overall cost effectiveness based upon the overall cost compared to the performance outcome.

4. Output and performance/outcome measurements

The PROVIDER will be expected to meet the following outcome and performance measurements, but performance expectations are not limited to these goals:

- a. Timely placement and monitoring of FTW participants in employment, other federally defined work activities, or in activities consistent with an established ISP;
- b. Successful case management of FTW participants to ensure compliance with work participation requirements;
- c. Successful transition of FTW participants from receiving TANF benefits to exiting TANF due to employment; or successful transition from temporarily incapacitated "other work individual" to "work eligible individual,"
- d. Meeting the 50% overall work participation rate for the combined work eligible and other work eligible FTW participants population, and
- e. Demonstrating effort put forth to meet the 90% 2-parent participation rate.

5. Experience

Applicants must demonstrate a thorough understanding of the purpose and scope of the service activities, as well as the necessary skills, abilities, and knowledge of the proposed services. A proven track record of operating a work program for the TANF population serviced under this RFP is desirable and must be validated by business references.

6. Coordination of services

Applicants must demonstrate the capability to coordinate services and to collaborate with other offices within the Department, other providers, government agencies, and resources in the community relating to the delivery of the proposed services. Applicants must also state their experience coordinating services with other state agencies or community agencies while providing services similar to those sought under this RFP.

The selected PROVIDER may utilize subcontracting as a means of delivering the services; however, such subcontracting may not exceed 40% of the PROVIDER'S obligation to the delivery of services.

7. Reporting requirements for program and fiscal data

For TANF data, the selected PROVIDER shall use the HANA system to enter client data and payment information. Monthly reports shall be

prepared and submitted to the Benefit, Employment and Support Services Division (BESSD), Employment and Training Program Office (ETPO), using the monthly report template provided by the Department. In addition, the HANA system entries shall be regarded as official reports. The selected PROVIDER shall not receive credit for participant performance if the corresponding data has not been entered into HANA.

a. Program Reporting Requirements

A monthly program report shall be submitted that shall provide both an unduplicated count for the report month as well as unduplicated cumulative count for the Contract period.

The Department will provide the standard format for the reports and may further refine these reporting requirements based on evaluation of the services. The selected PROVIDER must submit any other information or reports upon request by the Department.

The 2-parent/non-citizen household monthly report shall contain, but is not limited to the following data:

- 1) Number of active cases carried over from the previous month;
- 2) Number of cases in the pool at beginning of the report month;
- 3) Number of 8-9 month pregnant applicants;
 - Number of 8-9 month pregnant applicants approved;
 - Number of 8-9 month pregnant applicants denied;
- 4) Number of domestic-violence status applicants;
 - Number of domestic-violence status applicants approved;
 - Number of domestic-violence status applicants denied;
- 5) Number of incoming UFUE applicants;
- 6) Number of recipient incoming transfers (e.g change in work eligible status, change in household composition, etc.);
- 7) Total incoming and carried over cases;
- 8) Total number of cases transferred out;
- 9) Number of cases referred for sanction;
 - Number of cases granted good-cause;
 - Number of cases pending sanction imposition;
- 10) Number of cases closed;
 - Due to employment;
 - Due to loss of TANF for another reason;
 - Due to change of work participation status;
 - Due to relocation;
 - Due to sanction;
 - Due to household composition change;
- 11) Number of cases in the pool at the end of the report month;
- 12) Total number of active cases;

- Number of two-parent US citizen households;
 - Number of two-parent non-citizen households;
 - Number of single-parent non-citizen households;
- 13) Number of cases meeting DRA requirements;
- Unit overall DRA compliance rate;
 - Number of clients working 30 hours/week;
 - Number of clients working 31-40 hours/week; and
 - Number of 2-parent household cases working 55+ hours/week.

The VR household monthly report shall contain, but is not limited to the following data:

- 1) Number of clients scheduled for Intake and Assessment,
- 2) Number of clients completing Intake and Assessment,
- 3) Number of clients with activity hours,
- 4) Number of clients with zero hours (treatment only),
- 5) Number of clients referred by the PROVIDER to the Social Security Benefits Advocates contracted by the Department,
- 6) Number of clients approved for SSI,
- 7) Number of clients denied SSI,
- 8) Number of clients with increase in participation hours over previous month,
- 9) Number of clients with physical disability;
- 10) Number of clients with psychological disability,
- 11) Unduplicated number of clients with both physical and psychological disability,
- 12) Number of clients with substance abuse issues
- 13) Number of clients referred to Department of Vocational Rehabilitation and number of clients currently served by the Department of Vocational Rehabilitation,
- 14) Number of clients employed 1 to 10 hours per week, 11 to 20 hours per week, and 21 to 29 hours per week,

b. Additional Reporting

The monthly program report shall also include, but is not be limited to the following narrative requirements:

- 1) Names of participants who have satisfactorily met their participation requirement for the report month, their participation requirement and how participation was verified;
- 2) Names of participants who have been placed in unsubsidized employment for the report month and the date of placement; and
- 3) Names of participants who have exited TANF in the report month due to unsubsidized employment and the date of exit.

c. LEP Reporting Requirements

An interpreter service program report shall be submitted on a quarterly basis. The quarterly report shall contain data regarding interpreter services provided to (LEP) individuals for the report quarter. The Department will provide the standard format for the reports. The report shall include, but is not limited to the following:

- 1) Number of LEP individuals that were offered, declined or required language assistance services;
- 2) The primary language spoken by each LEP person;
- 3) The type of interpreter service provider; and
- 4) The name of the interpreter (and agency, if applicable).

d. Fiscal Data Reporting Requirements

A monthly invoice for operational costs shall be prepared and submitted to the Department in accordance with the Compensation and Payment Schedule. Additionally, the PROVIDER shall submit a final invoice upon termination of the contract.

Refer to Section 2, Item IV, "Compensation and Method of Payment."

C. Facilities

The PROVIDER shall secure adequate and ADA compliant facilities to provide this service. Such facilities shall consider accessibility and security needs of the population being served.

In addition, the PROVIDER shall establish and maintain direct service location in each geographic location on the neighbor islands as specified in Section 2, Item I.E, "Geographic Coverage of Service."

IV. COMPENSATION AND METHOD OF PAYMENT

A. Introduction

The Department expects the initial period of service to commence on the contract start date.

Participation rate below 50% for more than two (2) consecutive report months may result in the reduction of the budget or termination of the contract.

Final settlement will not be available until all reports and other materials due to the Department have been submitted by the PROVIDER and accepted by the Department, all discrepancies in performance of services have been resolved, all other outstanding matters have been completed, tax clearances have been received, and all outstanding fiscal obligations have been reconciled.

B. Cost Reimbursement

The Department shall consider cost proposals based on cost reimbursement from the applicants who are non-profit organizations licensed to do business in the State of Hawai'i. Cost reimbursement means payment of all actual costs incurred in the delivery of the service being procured, in accordance with an approved budget not to exceed the maximum funding available for the services under this RFP.

The Department shall consider cost proposals based on a "cost-plus-fixed-fee" from the Applicants who are for-profit organizations, licensed to do business in the State of Hawai'i. "Cost-plus-fixed-fee" allows for payment of actual costs incurred in the delivery of the service being procured, in accordance with an approved budget not to exceed the maximum funding available for the services under this RFP, plus an agreed upon fee. The Department anticipates these fees to be limited to 10% or less of the Contract award. These fees must be built within the contract ceiling. The Department reserves the right to negotiate the finalized amount of fixed fees within the limits discussed above.

The Department shall select the applicable cost proposals subject to the legal standing of the Applicant organization (i.e. non-profit or for-profit), and that are in the best interests of the State of Hawai'i.

All budget forms, instructions and samples are located on the SPO website (see the Proposal Application Checklist in Section 5 for website address). The following are the budget form(s) which are contained in the POS manual, shall be submitted, as described in the Checklist attached herewith, with the POS Proposal Application:

SPO-H-205	Budget
SPO-H-205A	Organization – Wide By Source of Funds
SPO-H-205B	Organization – Wide Budget by Programs
SPO-H-206A	Personnel – Salaries & Wages
SPO-H-206B	Personnel – Payroll Taxes and Fringe Benefits
SPO-H-206C	Travel – Inter-Island
SPO-H-206D	Travel – Out-Of-State*
SPO-H-206E	Contractual Services – Administration

SPO-H-206F	Contractual Services – Subcontracts
SPO-H-206G	Depreciation
SPO-H-206H	Program Activities
SPO-H-206I	Equipment Purchases*
SPO-H-206J	Motor Vehicle*

* Expenditures require justification and prior approval.

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).*
- *Each Section shall be tabbed and labeled.*
- *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 I, Item 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

Applicants shall give a brief overview to orient evaluators as to the program/services being offered.

II. Experience and Capability

A. Necessary Skills

Applicants shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

B. Experience

Applicants shall demonstrate experience and provide a description of projects/contracts pertinent to the delivery of the proposed services. Detailed description of the experience within the last two (2) years in operating a work program for the TANF population is desirable and must be validated by references including points of contact, addresses, e-mail and/or telephone numbers of references. The Department 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. Quality assurance includes, but is not be limited to, the following elements:

1. A Quality Management Program that addresses consumer complaints, grievances, appeals, and consumer satisfaction. Additionally, the program should address the areas of: disaster preparedness, emergency evacuation, and confidentiality/HIPAA.
2. The Quality Management Program must describe how it intends to reinforce the established DHS procedures and policies and have a system or policy that outlines how data is collected, tracked, reviewed, and analyzed as needed and reported to the DEPARTMENT as appropriate.
3. Provision for the periodic measurement, reporting, and analysis of output and outcome measures (as specified in Section 2 of this RFP) and an indication of how the applicant will use the results of these measurements for improvement of its delivery system.
4. A process of regular and systematic case record review, using established review criteria consistent with DHS policies and procedures. A report summarizing findings is required. Additionally, the applicant will develop a written plan of corrective action as indicated.
5. Provision of satisfaction surveys of consumers.
6. A policy and procedure for consumer complaints, grievances and appeals which includes documentation of actions taken.

7. A training plan and staff handbook/personnel manual for staff that is responsible for delivery of services. Training will include how the APPLICANT will implement and reinforce training provided by the DEPARTMENT. Training plans will also include plans for continuing education of all staff involved in the provision of services.
8. A consumer handbook/brochure(s) that outline services available to the consumer, hours of operations, contact information (phone numbers, and instructions on emergency services), is written at a 6th grade reading level, provides an overview and the applicant's approach to care, and clearly outlines any major program rules that could lead to discharge from services offered by the organization.

NOTE: Consumer Handbook may not contradict and must support DEPARTMENT policies and procedures.

Where there is an intention to subcontract, the applicant must demonstrate that services provided by the subcontractor are consistent with all applicable requirements specified in Section 2 including, but not limited to, compliance with reporting requirements. The applicant must describe how it proposes to monitor subcontractors to ensure their compliance with the DEPARTMENT requirements.

D. Coordination of Services

The applicant shall demonstrate the capability and willingness to coordinate services with other community agencies and resources. This includes, but is not limited to, the following:

1. A history of the applicant's cooperative efforts with local and/or other state agencies and community social service programs with specific examples of the partnerships as they relate to the provision of services described in Section 2 of this RFP.
2. Applicant's current efforts to coordinate with the Department and community social service programs, and where there is no current coordination, the applicant's plans to do so.

E. Facilities

Applicants 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 the facilities as described in Section 2, Item III.C, "Facilities." Also describe how the facilities meet ADA requirements and special equipment that may be required for the services.

III. Project Organization and Staffing

A. Staffing

1. Proposed Staffing

Applicants shall describe:

- a. The proposed staffing pattern,
- b. The participant/staff ratio, and
- c. The caseload capacity appropriate for the viability of the services.

The Applicant shall provide the number and title of the positions needed to provide the specific service activities. Positions descriptions will also be submitted. (Refer to the personnel requirements in the Service Specifications, as applicable.)

2. Staff Qualifications

Applicants shall provide the minimum qualifications (including experience) for all staff positions. Refer to the qualifications in the Service Specifications, as applicable.

B. Project Organization

1. Supervision and Training

Applicants shall describe its ability to supervise, train and provide administrative direction relative to the initial establishment as well as ongoing delivery of the proposed services, and describe a detailed training plan.

2. Organization Chart

Applicants 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

A. Scope of Work

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 a work plan of all service activities and tasks to be

completed, related work assignments/responsibilities, and timelines/schedules. .

The applicant's description of its service delivery system shall include, but is not be limited to:

1. A clear description of the services for consumers from intake to case closure. The description must be consistent with the scope of work found in Section 2.III.A. and with the personnel requirements in Section 2, III.B.1. Services proposed to be subcontracted out must be included in this description.
2. A clear description of the target population to be served and a discussion of any county/geographic-specific challenges related to the provision of services in the locales they are proposing to serve. The discussion will also include plans to address the challenges specific to these communities and how the program will achieve program outcomes and performance measures as listed in Section 2, III.B.4 (i.e. Pacific Islanders, immigrants, etc.).
3. Where applicable, an indication of the "best practices/evidence-based practices" the applicant incorporates and a citation of the literature to support its "best practices/evidence-based practices". A description of the system it uses to implement and maintain its "best practice/evidence-based practices" program integrity.
4. A statement by the applicant that it is ready, able, and willing to provide services throughout the time of the contract period.
5. A statement by the applicant that it has read and understands the Request for Proposal and will comply with the Department's requirements.

B. General Requirements

The applicant will describe in this section of its proposal how it will comply with the general requirements specified in Section 2. II.

C Management Requirements

The applicant shall describe in this section of its proposal how it will comply with the management requirements specified in Section 2 III.B.

V. Financial

A. Pricing Structure

The pricing structure for this RFP shall be Cost Reimbursement. Refer to Section 2, Item IV, "Compensation and Method of Payment," for additional details regarding rates and performance-based criteria.

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:

- Audit Report (most recent)

2. Tax Clearance Certificate (Form A-6)

An original or certified copy of a current (within 3 months), valid tax clearance certificate issued by the Hawai'i State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) shall be submitted with the proposal by the due date and time. The two-part Tax Clearance Application (Form A-6) that combines DOTAX and IRS tax clearance shall be used for this purpose.

Substitution allowed: Current (within the period of this RFP) Certificate of Vendor Compliance issued by Hawai'i Compliance Express.

VI. Other

Litigation

The Applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment, at the time SPO-H-200A is signed and filed. If applicable, please explain. Failure to provide full disclosure shall result in automatic disqualification of the RFP application.

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 (3) 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	40 points
Project Organization and Staffing	20 points
Service Delivery	30 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 with the State Procurement Office (if not pre-registered)
- Tax Clearance Certificate
- Certifications
- Audit Report (most recent)

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)

Scoring for each item identified below in Sections 1 through 4 is assigned a value of 0 through 5 points. The following is an explanation of the point assignment:

- 5 = Very satisfactory
- 4 = More than satisfactory
- 3 = Satisfactory
- 2 = Less than satisfactory
- 1 = Unsatisfactory
- 0 = Not addressed (no credit)

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

1. Experience and Capability (40 Points Total)

The State will evaluate the Applicant's experience and capability relevant to the proposed services, which shall include:

a. Necessary Skills

- Demonstrated a thorough understanding of the purpose and scope of service and the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

b. Experience

- Description of projects/contracts implemented in the last three (3) years with local and/or state and community service agencies to validate experience relative to the procured services.

c. Quality Assurance and Evaluation

- Described plan and implementation process to address consumer needs.
- Demonstrated understanding and methodology on the gathering and reporting of required data and provided a corrective plan of action to improve quality of service
- Provided specific measures to ensure staff compliance with Department policies and procedures.

d. Coordination of Services

- Described history of partnerships and collaborations with local and/or other government and community service agencies relative to the proposed services.
- Described plan to coordinate and develop partnerships with government and community social service agencies to deliver proposed services.

e. Facilities

- Adequacy of facilities with direct service location in each geographic service location relative to the proposed services.

Total

2. Project Organization and Staffing (20 Points Total)

The State will evaluate the Applicant's overall staffing approach to the services that shall include:

a. Staffing

- Proposed staffing patterns, client/staff ratio, minimum qualifications (including experience) for staff assigned to the program, and proposed caseload capacity is reasonable to ensure viability of the services and compliance with Department requirements.
- Described contingency plan of maintaining the proposed services in the event of inadequate staffing.

b. Project Organization

- Demonstrated ability to supervise, train and provide administrative direction to staff, relative to the initial establishment as well as ongoing delivery of the proposed services, and described a detailed training plan to include the approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks.
- Described staff/management activities that include evaluation criteria with an assessment of the logic of the work plan for the major service activities and tasks to be completed including clarity in work assignments and responsibilities, and the realism of the timelines and schedules, as applicable.

Total

3. **Service Delivery (30 Points Total)**

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

- Described in detail the program content and design, and plan for proposed services. _____
 - Demonstrated a clear understanding of the various service activities and sequence of events. _____
 - Demonstrated a clear understanding of the target group. _____
 - Presented evidence of cooperation, collaborations, and willingness to follow Department requirements, policies and established procedures. _____
 - Proposed a work plan for transition and program implementation that is logical, reasonable, and attainable. _____
 - Demonstrated a thorough understanding of the management requirements for the proposed services. _____
- Total** _____

4. **Financial (10 Points Total)**

- Cost proposal is reasonable and sound for the delivery of the proposed services. _____
 - Demonstrated solid financial stability and adequate accounting practices. _____
- Total** _____

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

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

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Table of Contents
- C. Glossary

Proposal Application Checklist

Applicant: _____ RFP No.: _____

The Applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the State purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website. See Section 1, Item 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)*	X	
Cost Proposal (Budget)			X	
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*	X	
SPO-H-206E	Section 3, RFP	SPO Website*	X	
SPO-H-206F	Section 3, RFP	SPO Website*	X	
SPO-H-206G	Section 3, RFP	SPO Website*	X	
SPO-H-206H	Section 3, RFP	SPO Website*	X	
SPO-H-206I	Section 3, RFP	SPO Website*	X	
SPO-H-206J	Section 3, RFP	SPO Website*	X	
Certifications:				
<i>Federal Certifications</i>		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:				
Resumes of hired staff	Section 3, RFP		X	
Position descriptions of proposed staff	Section 3, RFP		X	
Business references	Section 3, RFP		X	
Organization chart(s)	Section 3, RFP		X	
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Authorized Signature

Date

**Proposal Application
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GLOSSARY

Bio-psychosocial assessment - An assessment of an individual's ability to work that identifies and integrates relevant medical conditions, mental health conditions, and social and community circumstances. The assessment will be conducted in three phases as follows:

Phase I:

Careful review and study of the extensive medical/psychological assessment forwarded by the Medical Board after determination of disability has been established. A standard medical report will comprise a diagnosis, treatment recommendation, and an employability assessment. This examination may also include any additional relevant history from a complete physical examination as well as any relevant laboratory or diagnostic tests.

Phase II:

A thorough screening of the participant to elicit any social, community, or educational/vocational circumstances, such as domestic violence, childcare, literacy, work history, or other issues that, in conjunction with medical, psychiatric, and/or substance abuse problems, might have an impact on employability.

Phase III

Combine the information gathered from Phase I and Phase II to develop a comprehensive bio-psychosocial assessment to utilize in making a final determination of the participant's functionality.

Functional Abilities- The ability or degree of ability possessed by an individual to perform certain employment related activities.

Functional Limitations/Impairments- The inability to perform certain employment related activities as a consequence of a medical or psychiatric condition or disability. These limitations/impairments can be anatomical (e.g. amputation), physiological (e.g. diabetes), cognitive (e.g. traumatic brain injury), or affective (e.g. depression) in origin and nature.

Individual Service Plan (ISP) - An Individual Service Plan is based on the results of the bio-psychosocial assessment. The Plan defines the steps necessary to enable participants to achieve the highest possible level of functioning and self-sufficiency. The steps are measurable and broken down into activities that allow the participant to experience small gains. The Plan components include the Wellness/Rehabilitation Plan and the Individualized Plan for Employment as well as other components, as appropriate. The Plan is discussed with the participant and changes are made based on participant feedback and progress. This plan is entered in the HANA system under the Barrier Reduction Plan (BRP) section.

Wellness/Rehabilitation Plan- the Wellness/Rehabilitation Plan is for individuals with a medical and/or psychiatric condition(s) that is unstable and/or currently untreated and affects their ability to perform work activities. The Wellness/Rehabilitation Plan is developed after the completion of a bio-psychosocial assessment and is a component of the ISP. The Wellness/Rehabilitation Plan identifies the participant's diagnosis, treatment recommendations, and provides a time frame for resolution or improvement of the condition.

Employability Plan (EP) – A written plan, based on the results of initial assessments, and updated when a DVE is completed, that identifies the participant's employment goal, broken down into measurable and manageable objectives to be achieved within specific time frames. The plan indicates what services will be provided including the responsibilities of the contractor, the participant, and other partners. The plan is signed by the participant and the contractor. It can be used as a tool to measure participant progress. It is updated at regular intervals and as needed. The EP is a component of the comprehensive Individual Service Plan of participants receiving vocational rehabilitation and employment preparation services. The EP information is entered in the HANA system under the appropriate EP section.

Diagnostic Vocational Evaluation (DVE) - A DVE is a hands-on vocational assessment that includes multiple experiences such as interest inventories, standardized tests, work samples, simulated work, situational assessments, behavioral observations and career exploration and counseling. The participant provides on-going input and feedback throughout this process. A written report is generated after the completion of the DVE providing recommendations for vocational planning. An effective DVE identifies an individual's vocational strengths and weaknesses and suggests the appropriate remediation. The Employment Plan is revised to reflect the assessment and recommendations noted in the DVE report.

Intensive Case Management - An integrated approach to working with participants that involves the coordination of individualized services. The case manager will use the information from the bio-psychosocial assessment and ISP to work with the participant to successfully implement the Service Plan. The case manager will meet with the participant individually, make home visits when needed, meet with other agencies providing services and/or with significant others, escort participants to essential appointments, when required, etc. The case manager will monitor and evaluate progress, update and revise the Service Plan, link to needed resources, advocate and support the participant as he or she transitions from welfare to economic self-sufficiency. The case manager will also monitor whether the medical board anticipates that the participant's condition will last more than twelve months, or if the condition has lasted twelve months, refer the participant to the Department social security advocacy program.

Federal Disability Benefits - the Social Security Administration has two programs that pay benefits to individuals with disabilities. Supplemental Security Income (SSI) is for blind and disabled individuals with low income or few assets, and is provided based on financial need. Social Security Disability Insurance (SSDI) provides benefits to individuals who have worked, paid Social Security taxes, and are unable to work due to their physical or medical disability.

Disability under Social Security is based on an individual's inability to work. A person is disabled under Social Security rules if s/he cannot complete the work that s/he did before the disability and cannot perform other work because of functional limitations due to a medical condition(s). The disability must also last, or be expected to last, for at least one year or result in death.