State of Hawaii
Department of Human Services
Division of Vocational Rehabilitation

Request for Proposals

HMS 802-14-04
Supported Employment Services

Hawaii (Hilo and Kona)
Kauai
Maui
Oahu
Molokai

December 5, 2012

Note: *It is the applicant's responsibility to check the public procurement notice website, the request for proposals website, or to contact the RFP point-of-contact identified in the RFP for any addenda issued to this RFP. The State shall not be responsible for any incomplete proposal submitted as a result of missing addenda, attachments or other information regarding the RFP.*

December 5, 2012

REQUEST FOR PROPOSALS

SUPPORTED EMPLOYMENT SERVICES
RFP No. HMS 802-14-04

The Department of Human Services, Division of Vocational Rehabilitation (DVR), is requesting proposals from qualified applicants to provide supported employment services for individuals with most significant disabilities and who have been unable to maintain competitive employment, thus need supported employment services to obtain and maintain satisfactory employment. Individualized services are to be provided to enable the individual to achieve meaningful employment consistent with the participant's strengths, resources, priorities, concerns, abilities, capabilities, interest, and informed choice. The contract term will be from July 1, 2013 through June 30, 2015. Multiple contracts will be awarded under this request for proposals.

Proposals shall be mailed, postmarked by the United States Postal Service on or before January 14, 2013, and received no later than 10 days from the submittal deadline. Hand delivered proposals shall be received no later than 2:30 p.m., Hawaii Standard Time (HST), on January 14, 2013, at the drop-off site designated on the Proposal Mail-in and Delivery Information Sheet. Proposals postmarked or hand delivered after the submittal deadline shall be considered late and rejected. Transmission by email, website, or other electronic means will not be permitted. There are no exceptions to this requirement.

The DVR will conduct an RFP orientation session in person and via teleconference on December 18, 2012 from 1:00 p.m. to 3:00 p.m. HST. Information about the teleconference may be obtained from the contact person listed below. All prospective applicants are encouraged to attend the orientation.

The deadline for submission of written questions is 4:30 p.m., HST, on December 20, 2012. All written questions will receive a written response from the State on or about January 3, 2013.

Inquiries regarding this Request for Proposals (RFP) should be directed to the RFP contact person, Lorene Gokan at 600 Kapiolani Blvd., Room 304, Honolulu, Hawaii 96813, telephone: (808) 586-9746, fax: (808) 586-9755, e-mail: lgokan@dhs.hawaii.gov.
.

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED:
One original and three (3) copies of the proposal are required

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **JANUARY 14, 2013 and received by the state purchasing agency no later than 10 days from the submittal deadline**.

All Mail-ins

Department of Human Services
Division of Vocational Rehabilitation
Staff Services Office
600 Kapiolani Blvd., Room 304
Honolulu, Hawaii 96813

DVR RFP COORDINATOR

Lorene Gokan
Phone: 808-586-9746
Fax: 808-586-9755
lgokan@dhs.hawaii.gov

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **2:30 P.M., Hawaii Standard Time (HST),** *January 14, 2013***.** Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 2:30 p.m., *January 14, 2014.*

Drop-off Sites

Department of Human Services
Division of Vocational Rehabilitation
Staff Services Office
600 Kapiolani Blvd., Room 304
Honolulu, Hawaii 96813

RFP Table of Contents

Section 1 Administrative Overview

1.1 Procurement Timetable 1-1
1.2 Website Reference 1-2
1.3 Authority 1-2
1.4 RFP Organization 1-3
1.5 Contracting Office 1-3
1.6 RFP Contact Person 1-3
1.7 Orientation 1-3
1.8 Submission of Questions 1-4
1.9 Submission of Proposals 1-4
1.10 Discussions with Applicants 1-6
1.11 Opening of Proposals 1-6
1.12 Additional Materials and Documentation 1-7
1.13 RFP Amendments 1-7
1.14 Final Revised Proposals 1-7
1.15 Cancellation of Request for Proposals 1-7
1.16 Costs for Proposal Preparation 1-7
1.17 Provider Participation in Planning 1-7
1.18 Rejection of Proposals 1-8
1.19 Notice of Award 1-8
1.20 Protests 1-8
1.21 Availability of Funds 1-9
1.22 General and Special Conditions of the Contract 1-9
1.23 Cost Principles 1-9

Section 2 - Service Specifications

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

2.2. Contract Monitoring and Evaluation 2-2
2.3. General Requirements 2-2
- A. Specific Qualifications or Requirements 2-2
- B. Secondary Purchaser Participation 2-2
- C. Multiple or Alternate Proposals 2-2
- D. Single or Multiple Contracts to be Awarded 2-2
- E. Single or Multi-Term Contracts to be Awarded 2-3

2.4. Scope of Work 2-3
A. Service Activities 2-3
B. Management Requirements 2-3
C. Facilities 2-4
2.5. Compensation and Method of Payment 2-4

Section 3 - Proposal Application Instructions

General Instructions for Completing Applications 3-1
3.1. Program Overview 3-2
3.2. Experience and Capability 3-2
A. Necessary Skills 3-2
B. Experience 3-2
C. Quality Assurance and Evaluation 3-2
D. Coordination of Services 3-2
E. Facilities 3-3
3.3. Project Organization and Staffing 3-3
A. Staffing 3-3
B. Project Organization 3-3
3.4. Service Delivery 3-4
3.5. Financial 3-4
A. Pricing Structure 3-4
B. Other Financial Related Materials 3-5
3.6. Other 3-5
A. Litigation 3-5

Section 4 – Proposal Evaluation

4.1. Introduction 4-1
4.2. Evaluation Process 4-1
4.3. Evaluation Criteria 4-2
A. Phase 1 – Evaluation of Proposal Requirements 4-2
B. Phase 2 – Evaluation of Proposal Application 4-2
C. Phase 3 – Recommendation for Award 4-5

Section 5 – Attachments

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

Section 1

Administrative Overview

Section 1
Administrative Overview

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

1.1 Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. If an activity on this schedule is delayed, the rest of the schedule will likely be shifted by the same number of days. Contract start dates may be subject to the issuance of a notice to proceed.

Activity	Scheduled Date
Public notice announcing Request for Proposals (RFP)	12/05/12
Distribution of RFP	12/05/12
RFP orientation session	12/18/12
Closing date for submission of written questions for written responses	12/20/12
State purchasing agency's response to applicants' written questions	1/03/13
Discussions with applicant prior to proposal submittal deadline (optional)	1/09/13
Proposal submittal deadline	1/14/13
Discussions with applicant after proposal submittal deadline (optional)	1/18/13
Final revised proposals (optional)	1/25/13
Proposal evaluation period	1/28-31/13
Provider selection	2/4-8/13
Notice of statement of findings and decision	2/11-15/13
Contract start date	7/01/13

1.2 Website Reference

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

	For	Click on "Doing Business with the State" tab or
1	Procurement of Health and Human Services	http://hawaii.gov/spo/health-human-svcs/doing-business-with-the-state-to-provide-health-and-human-services
2	RFP website	http://hawaii.gov/spo/general/procurement-notices-for-solicitations
3	Hawaii Revised Statutes (HRS) and Hawaii Administrative Rules (HAR) for Purchases of Health and Human Services	http://hawaii.gov/spo/general/statutes-and-rules/procurement-statutes-and-administrative-rules
4	Forms	http://hawaii.gov/spo/statutes-and-rules/general/spo-forms
5	Cost Principles	http://hawaii.gov/spo/health-human-svcs/cost-principles-for-procurement-of-health-and-human-services
6	Standard Contract -General Conditions, AG103F13	http://hawaii.gov/spo/general/gen-cond/general-conditions-for-contracts
7	Protest Forms/Procedures	http://hawaii.gov/spo/health-human-svcs/protestsreqforreconsideration/protests-requests-for-reconsideration-for-private-providers

Non-SPO websites

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

	For	Go to
8	Hawaii Compliance Express (HCE)	https://vendors.ehawaii.gov/hce/splash/welcome.html
9	Department of Taxation	http://hawaii.gov/tax/
10	Wages and Labor Law Compliance, HRS §103-055	http://capitol.hawaii.gov/hrscurrent
11	Department of Commerce and Consumer Affairs, Business Registration	http://hawaii.gov/dcca click "Business Registration"
12	Campaign Spending Commission	http://hawaii.gov/campaign

1.3 Authority

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

1.4 RFP Organization

This RFP is organized into five sections:

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

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

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

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

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

1.5 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
Division of Vocational Rehabilitation
600 Kapiolani Blvd., Room 304
Honolulu, Hawaii 96813
Phone: 808-586-9746 Fax: 808-586-9755
lgokan@dhs.hawaii.gov

1.6 RFP Contact Person

From the release date of this RFP until the selection of the successful provider(s), any inquiries and requests shall be directed to the sole point-of-contact identified below.

Lorene Gokan
808-586-9746
lgokan@dhs.hawaii.gov

1.7 Orientation

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

Date: December 18, 2012 **Time:** 1:00 pm – 3:00 pm
Location: Via Teleconference - Contact Lorene for a call in number
600 Kapiolani Blvd., Room 304, Honolulu, HI 96813

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the subsection 1.8, Submission of Questions.

1.8 Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 1.6. Written questions should be received by the date and time specified in Section 1.1 Procurement Timetable. The purchasing agency will respond to written questions by way of an addendum to the RFP.

Deadline for submission of written questions:

Date: December 20, 2012 **Time:** 2:30pm HST

State agency responses to applicant written questions will be provided by**:**
Date: January 3, 2013

1.9 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 subsection 1.2, Website Reference. Refer to the Section 5, Proposal Application Checklist for the location of program specific forms.

1. **Proposal Application Identification (Form SPOH-200)**. Provides applicant proposal identification.

2. **Proposal Application Checklist**. The checklist provides applicants specific program requirements, reference and location of required RFP proposal forms, and the order in which all proposal components should be collated 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 SPOH-200A)**. Applicant shall submit comprehensive narratives that address all proposal requirements specified in Section 3, Proposal Application Instructions, including a cost proposal/budget, if required.

B. **Program Specific Requirements**. Program specific requirements are included in Sections 2 and 3, as applicable. Required Federal and/or State certifications are listed on the Proposal Application Checklist in Section 5.

C. **Multiple or Alternate Proposals**. Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2. 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. **Hawaii Compliance Express (HCE)**. All providers shall comply with all laws governing entities doing business in the State. Providers shall register with HCE for online compliance verification from the Hawaii State Department of Taxation (DOTAX), Internal Revenue Service (IRS) , Department of Labor and Industrial Relations (DLIR) , and Department of Commerce and Consumer Affairs (DCCA) . There is a nominal annual registration fee (currently $12) for the service. The HCE's online "Certificate of Vendor Compliance" 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 **subsection** 1.2, Website Reference, for HCE's website address.

- **Tax Clearance**. Pursuant to HRS §103-53, as a prerequisite to entering into contracts of $25,000 or more, providers are required to have a tax clearance from DOTAX and the IRS. (See subsection 1.2, Website Reference for DOTAX and IRS website address.)

- Labor Law Compliance. Pursuant to HRS §103-55, providers shall be in compliance with all applicable laws of the federal and state governments relating to workers' compensation, unemployment compensation, payment of wages, and safety. (See subsection 1.2, Website Reference for DLIR website address.)

- DCCA Business Registration. 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 shall be registered and in good standing with the DCCA, Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See subsection 1.2, Website Reference for DCCA website address.)

E. **Wages Law Compliance**. If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS §103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to HRS §103-55, at the Hawaii State Legislature website. (See subsection 1.2, Website Reference for DLIR website address.)

F. **Campaign Contributions by State and County Contractors**. HRS §11-355 prohibits campaign contributions from certain State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. Refer to HRS §11-355. (See subsection 1.2, Website Reference for Campaign Spending Commission website address.)

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

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

H. **Proposal Submittal**. All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet, or as amended. 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, or as amended. Proposals shall be rejected when:

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

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

Electronic proposals will not be accepted. Proposals submitted by e-mail, website, or other electronic means (diskettes, CD, memory sticks, etc.) will not be permitted.

1.10 Discussions with Applicants

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

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

1.11 Opening of Proposals

Upon the state purchasing agency's receipt of a proposal 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.

1.12 Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

1.13 RFP Amendments

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

1.14 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 final revised proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPOH-200).* After final revised proposals are received, final evaluations will be conducted for an award.

1.15 Cancellation of Request for Proposal

The RFP may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interest of the State.

1.16 Costs for Proposal Preparation

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

1.17 Provider Participation in Planning

Provider(s), awarded a contract resulting from this RFP,
☐ are required
☒ are not required
to participate in the purchasing agency's future development of a service delivery plan pursuant to HRS §103F-203.

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the 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 §§3-142-202 and 3-142-203.

1.18 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 §3-141-201)
(2) Rejection for inadequate accounting system. (HAR §3-141-202)
(3) Late proposals (HAR §3-143-603)
(4) Inadequate response to request for proposals (HAR §3-143-609)
(5) Proposal not responsive (HAR §3-143-610(a)(1))
(6) Applicant not responsible (HAR §3-143-610(a)(2))

1.19 Notice of Award

A statement of findings and decision shall be provided to each responsive and responsible applicant 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 provider(s) awarded a contract prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

1.20 Protests

Pursuant to HRS §103F-501 and HAR Chapter 148, an applicant aggrieved by an award of a contract may file a protest. The Notice of Protest form, SPOH-801, and related forms are available on the SPO website. (See subsection 1.2, Website Reference for website address.) Only the following matters may be protested:

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

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

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

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

Head of State Purchasing Agency	**Procurement Officer**
Name: Patricia McManaman	Name: Lorene Gokan
Title: Director of Human Services	Title: Vocational Rehabilitation; Program Specialist
Mailing Address: P.O. Box 339 Honolulu, HI 96809	Mailing Address: 600 Kapiolani Blvd., Room 304 Honolulu, HI 96813
Business Address: 1390 Miller Street, Room 209 Honolulu, HI 96813	Business Address: 600 Kapiolani Blvd., Room 304 Honolulu, HI 96813

1.21 Availability of Funds

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

1.22 General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. (See subsection 1.2, Website Reference for website address.) Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

1.23 Cost Principles

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 SPOH-201, which is available on the SPO website. (See subsection 1.2 Website Reference for website address.) Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

Section 2

Service Specifications

Section 2
Service Specifications

2.1 Introduction

A. **Overview, purpose or need**

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

Supported Employment Services are provided to individuals with Most Significant Disabilities (MSD) who have been unable to maintain competitive employment and who need supported employment services to obtain and maintain meaningful employment. Services are to be individualized, consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities, and informed choice.

B. **Planning activities conducted in preparation for this RFP**

Request for Information was posted on November 16, 2012 with a deadline of November 26, 2012 for responses.

C. **Description of the** service **goals**

Assist individuals in locating job openings, applying for, securing and maintaining competitive employment for at least 90 days.

D. **Description of the target population to be served**

Vocational Rehabilitation consumers referred to the contracted program are of working age who have most significant disabilities and who have been unable to maintain competitive employment and who need supported employment services to obtain and maintain meaningful employment. The applicant must be prepared to serve individuals who are deaf, blind, and deaf-blind.

E. **Geographic coverage of service**

The service will be provided island wide Kauai, Oahu, Maui and Molokai. On the island of Hawaii, provider(s) are being sought to serve the Hilo area and provider(s) are being sought for the Kona area.

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

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

SFY 2013-2014	$300,000
SFY 2014-2015	$300,000

2.2 Contract Monitoring and Evaluation

The criteria by which the performance of the contract will be monitored and evaluated are:

(1) Performance/Outcome Measures
(2) Output Measures
(3) Quality of Care/Quality of Services
(4) Financial Management
(5) Administrative Requirements

2.3 General Requirements

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

The physical facilities of applicants must meet Americans with Disabilities Act (ADA) requirements. Telecommunication devices, visual alarms for fires and other emergencies are essential for consumers who are deaf or hard of hearing.

Applicant organizations accredited by the Commission and accreditation of Rehabilitation Facilities (CARF) will be given preference.

The applicant shall comply with Chapter 103F, HRS Cost Principles for Purchase of Health and Human Services identified in SPOH-H-201, which can be found in the POS Manual.

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

<u>After-the-fact secondary purchases</u> will be allowed.

<u>Planned secondary purchases</u>

None

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

☐ Allowed ☒ Unallowed

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

☐ Single ☐ Multiple ☒ Single & Multiple

Criteria for multiple awards: Geographic coverage of service, more than one provider may be needed to furnish quantities needed by the agency.

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

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

Contract terms:

Initial term of contract:	July 1, 2013 – June 30, 2015
Length of each extension:	NA
Number of possible extensions:	None
Maximum Length of Contract:	July 1, 2013 – June 30, 2015

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

2.4 Scope of Work

The scope of work encompasses the following tasks and responsibilities:

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

1. The following **individualized services** shall be provided, as necessary and appropriate, to the participants referred by the Division of Vocational Rehabilitation. (Individualized Services: No service will be automatically provided to all consumers.)

   a) Assess and enhance the client's job readiness knowledge, habits, and skills, including dress and grooming, interpersonal skills, etc.

   b) Training in various skills such as money management, transportation, recreation, etc., which will support successful employment.

   c) Ongoing behavior management, as necessary, to deal with behavioral deficits and inappropriate behavior.

   d) Develop an individualized job placement plan with the participation and informed choice of the client and with the concurrence of the Vocational

Rehabilitation Counselor.

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

f) Job analysis

g) Assist the client in the development of a resume.

h) Assess and enhance the client's ability to complete job applications and participation in interviews.

i) Negotiating for necessary job accommodations with the employer.

j) Continuous assessment of the need for an ability to benefit from assistive technology, in terms of employment.

k) Job training at the worksite to ensure the client is able to perform the duties required.

l) Ongoing supervision, coaching, counseling, and teaching of the individual to ensure the social and technical skills necessary to adjust to the work situation and environment.

m) Ongoing case management.

n) Assist in acquiring funding and support for long term support services needed for job maintenance.

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

   a) Milestone #1: ($2,000) Job Readiness Assessment

      This milestone is achieved when the VR Counselor receives a written report assessing the client's readiness to begin the job placement process. Included with this milestone is up to 40 hours of job readiness training.

   b) Milestone #2: ($500) Job Placement Plan

      This milestone is achieved when the VR Counselor receives a written Job Placement Plan. The creation of the job placement plan shall be a collaborative report which includes tasks to be accomplished, due dates for each task, and the names of people who are responsible for completing those tasks.

   c) Milestone #3: ($2,100) Placement on the Job for 3 Days with a Job Coach

      This milestone is achieved when the VR Counselor receives written notification that the participant has been on the job for three days with the assistance of a job coach, and the VR Counselor determines that the job is consistent with the client's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

   d) Milestone #4: ($2,700) Placement on the Job for 3 Days with minimal Job Coaching

      This milestone is achieved when the VR Counselor receives written documentation on the following three outcomes:

      a. The client has been employed at least 3 days with minimal job coaching.

      b. A written employer evaluation form has been received by the VR Counselor which indicates satisfactory job performance during the past 3 days.

      c. A current satisfaction questionnaire has been completed by the participant in not having any significant problems.

   e) Milestone #5: ($3,200) Placement on the Job for 30 Days with minimal Job Coaching

This milestone is achieved when the VR Counselor receives written documentation on the following three outcomes:

a. The client has been employed at least 30 days with minimal job coaching.

b. A written employer evaluation form has been received by the VR Counselor which indicates satisfactory job performance during the past 30 days.

c. A current satisfaction questionnaire has been completed by the participant in not having any significant problems.

f) Milestone #6: ($3,600) Placement on the Job for 90 Days and Successful Case Closure

This milestone is achieved when the VR Counselor is able to close the client's case with DVR in status 26, rehabilitated. To receive this milestone, the VR Counselor must have written documentation that the following conditions have been met:

a. The client has been employed 90 or more days.

b. The participant and the VR Counselor are satisfied with the job, hours, wages, and benefits.

c. The job pays at least minimum wage. The wage and benefit levels are not less than that customarily paid by the employer for the same or similar work performed by able bodied employees.

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

1. Personnel

Applicants shall include minimum and mandatory staffing requirements. Staff proposals shall include minimum qualifications for each personnel type.

Preferences shall be given to:

- Qualified staff with disabilities
- Staff who are current Certified Rehabilitation Counselors (CRC)

2. **Administrative**

The State (represented by the DVR Branch Administrator) shall provide guidelines and program direction to the provider and shall collaborate to coordinate their job placement and employer relations efforts.

a) The provider shall utilize appropriate reports and records pertaining to the provision of services in accordance with standards developed by DVR. Reports and records shall be maintained by the Provider and made available for monitoring and reviewed by the DVR staff upon request.

b) Comply with Section 504 of the Rehabilitation Act of 1973, as amended, and requirements pursuant to 34 CFR part 104.

c) Comply with provisions of Hawaii Revised Statutes (HRS) Chapter 371 Part II, Language Access.

d) Comply with the following changes to the Standard Contract - General Conditions

General Condition 1.4 is replaced with the following:

Insurance Requirements. PROVIDER shall obtain from a company authorized by law to issue such insurance in the State of Hawaii (or meet Section 431:8-301, Hawaii Revised Statutes, if utilizing an insurance company not licensed by the State of Hawai`i), as follows:

Occurrence Based Commercial General Liability Insurance: No less than one million dollars ($1,000,000.00) per occurrence and two million dollars ($2,000,000.00) in the aggregate for bodily injury and property damage. The insurance policy shall be on an occurrence basis, rather than claims made.

Automobile Liability Insurance: For automobiles owned or leased by the PROVIDER and used to carry out services specified in this Agreement, insurance that complies with the Hawaii No Fault Insurance Law of at least one million dollars ($1,000,000.00) combined single limit with respect to bodily injury and property damage. Automobile liability insurance shall include excess coverage for PROVIDER'S employees who use their own vehicles in the course of their employment.

All insurance coverage shall be primary and shall cover the insured for all work to be performed under the Contract, including changes, and all work performed incidental thereto or directly or indirectly

connected therewith. PROVIDER shall maintain in effect all insurance until the STATE certifies that PROVIDER's work under the Contract has been completed satisfactorily.

The insurance policies shall also provide that:

1) It is agreed that any insurance maintained by the State of Hawaii will apply in excess of, and not contribute with, insurance provided by this policy; and

2) The STATE and its officers and employees are Additional Insureds with respect to operations performed for the State of Hawaii.

Prior to or upon execution of the Agreement, PROVIDER shall obtain and provide to the STATE a certificate of insurance verifying the existence of the insurance coverage in the amounts stated above. The certificate shall indicate that the STATE and its officers and employees are Additional Insureds.

PROVIDER shall immediately provide written notice to the contracting department or agency should any of the insurance policies evidenced on its certificate of insurance forms be cancelled, limited in scope, or not renewed upon expiration.

Should the insurance coverages be cancelled, limited in scope, or not renewed upon expiration, before PROVIDER's work under the Contract is certified by the STATE to have been completed satisfactorily, PROVIDER shall immediately procure replacement insurance that complies in all respects with the requirements of this section, and provide a current certificate of insurance to the STATE.

If the scheduled expiration date of the insurance policy is earlier than the expiration date of the time of performance under the Agreement, the PROVIDER shall timely renew the policy and provide the STATE an updated certificate of insurance.

Nothing in the insurance requirements of this Contract shall be construed as limiting the extent of PROVIDER's responsibility for payment of damages resulting from its operations under this Contract, including PROVIDER's separate and independent duty to defend, indemnify, and hold the STATE and its officers and employees harmless pursuant to other provisions of this Contract.

3. **Quality assurance and evaluation specifications**

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

Provider shall describe its own quality assurance procedures and participate in all DVR required quality assurance activities.

Provider shall streamline all consumer services and processes to ensure timely services. For example, time from referral to intake, time from intake to plan development, etc. All key measures will be monitored.

4. **Output and performance/outcome measurements**

The single most critical performance measure is the number of consumers who maintained satisfactory competitive employment for a minimum of 90 days.

a) The number of persons rehabilitated into employment.

b) The percentage of persons rehabilitated who are persons who have most significant disabilities and require supported employment services.

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

5. **Experience**

The provider shall have experience working with persons who have most significant disabilities in the areas of job development, job placement and job coaching.

6. **Coordination of services**

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

7. **Reporting requirements for program and fiscal data**

The provider shall:

a) Deliver monthly reports to referring Vocational Rehabilitation Counselors, updating the status of the individual consumer and reporting of milestones achieved.

b) Deliver quarterly progress reports that include data on services provided, number of clients served, and other data according to DVR.

c) Deliver quarterly financial reports that include data on submitted budget forms.

d) Submit monthly invoices to DVR. Invoices will be paid upon receipt, based on funding availability and on the condition that all required monthly, quarterly, and annual reports have been received by DVR in accordance with the established due dates.

C. **Facilities**

The provider shall describe its facilities/offices and demonstrate its adequacy in relation to the proposed services and how it meets ADA requirements. The provider shall also indicate which, if any, special equipment will be used to meet these requirements. If not presently available, the provider shall describe plans to secure facilities.

2.5 COMPENSATION AND METHOD OF PAYMENT

Fixed Rate

A. **Pricing structure or pricing methodology to be used**

Payments shall be made after the following outcomes are achieved.

$2,000	Milestone #1:	Job Readiness Assessment
$500	Milestone #2:	Job Placement Plan
$2,100	Milestone #3:	Placement on the Job for 3 Days with a Job Coach
$2,700	Milestone #4:	Placement on the Job for 3 Days; minimal job coaching
$3,200	Milestone #5:	Placement on the Job for 30 Days; minimal job coaching
$3,600	Milestone #6:	Placement on the Job for 90 Days and Successful Case Closure

B. **Units of service and unit rate**

Monthly payments upon submission of invoice for milestones achieved.

C. **Method of compensation and payment**

Monthly payments will be made upon submission of invoice, based on funding availability and on the condition that all required monthly, quarterly, and annual reports have been received by DVR in accordance with the established due dates.

Section 3

Proposal Application Instructions

Section 3
Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPOH-200A) is available on the SPO website (see 1.2 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 is comprised of the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

3.1 Program Overview

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

3.2 Experience and Capability

A. **Necessary Skills**

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

B. **Experience**

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services. The applicant shall provide a description of experience in working with persons with significant and most significant disabilities in the areas of job development, job placement, and job coaching.

The applicant shall include points of contacts, addresses, email/phone numbers. The State reserves the right to contact references to verify experience.

C. **Quality Assurance and Evaluation**

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

D. **Coordination of Services**

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community. The applicant shall describe its formal and informal agreements and relationships with other community resources and supports for the targeted geographic area.

E. **Facilities**

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable, and the special equipment that may be required for the services.

3.3 Project Organization and Staffing

D. **Staffing**

1. Proposed Staffing

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services.

(Refer to the personnel requirements in the Service Specifications, as applicable.)

2. Staff Qualifications

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

E. **Project Organization**

1. Supervision and Training

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

2. Organization Chart

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

3.4 Service Delivery

Applicant shall include a detailed discussion of the applicant's approach to applicable service activities and management requirements from Section 2, Item 2.1, Scope of Work, including a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

Service delivery shall begin with the receipt of referral for services for VR consumers from VR counselors. The applicant shall provide a detailed description of assessment, development of a Job Placement Plan, job placement methods used to achieve the service goals.

3.5 Financial

A. **Pricing Structure**

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

All budget forms, instructions and samples are located on the SPO website. (See subsection 1.2, Websites References for website address.) The following budget form(s) shall be submitted with the Proposal Application:

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

B. **Other Financial Related Materials**

1. Accounting System

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

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

3.6 Other

A. **Litigation**

The applicant shall disclose and explain any pending litigation to which they are a party, including the disclosure of any outstanding judgment.

Section 4

Proposal Evaluation

Section 4
Proposal Evaluation

4.1 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.

4.2 Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

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

Evaluation Categories and Thresholds

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

4.3 Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

1. Administrative Requirements

- Application Checklist

2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPOH-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

B. Phase 2 - Evaluation of Proposal Application (100 Points)

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

1. *Experience and Capability (20 Points)*

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

A. Necessary Skills **(5)**

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

B. Experience **(10)**

- Provided projects/contract pertinent to job placement and retention services for deaf persons.

C. Quality Assurance and Evaluation **(2)**

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

D. Coordination of Services **(1)**

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

E. Facilities **(2)**

- Adequacy of facilities relative to the proposed services.

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

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

A. *Staffing*

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

B. *Project Organization*

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

3. *Service Delivery (55 Points)*

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

- Timely processing of referrals. **(5)**
- Coordination and communication with referring VR Counselor via scheduled and on-demand meetings and reports. **(5)**
- Provision of job coaching services. **(5)**
- Number of full time equivalent positions dedicated to placement. **(10)**
- Ensuring participant satisfaction with job in terms of hours, wages, and benefits. **(20)**
- Creative job search: Fitting the job to the individual versus fitting the individual with existing jobs with known employers. **(10)**

5. *Financial (10 Points*)

Pricing structure is based on fixed unit of service rate:

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

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

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

Section 5

Attachments

A. Proposal Application Checklist

B. Sample Table of Contents

Proposal Application Checklist

Applicant: _____ RFP No.: _____

The applicant's proposal must contain the following components in the order shown below. Return this checklist to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website.

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Applicant to place "X" for items included in Proposal
General:				
Proposal Application Identification Form (SPOH-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 (SPOH-200A)	Section 3, RFP	SPO Website*	**X**	
Hawaii Compliance Express Verification Certificate	Section 1, RFP	Hawaii Compliance Express SPO Website*		
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*	**X**	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5		
SPO-H-206A	Section 3, RFP	SPO Website*	**X**	
SPO-H-206B	Section 3, RFP	SPO Website*	**X**	
SPO-H-206C	Section 3, RFP	SPO Website*		
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*		
SPO-H-206F	Section 3, RFP	SPO Website*		
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*		
SPO-H-206I	Section 3, RFP	SPO Website*		
SPO-H-206J	Section 3, RFP	SPO Website*		
Certifications:				
Federal Certifications		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:				

*Refer to subsection 1.2, Website Reference for website address.

Organization: _____
RFP No:_____

Proposal Application
Table of Contents

1.0 Program Overview 1

2.0 Experience and Capability 1
- A. Necessary Skills 2
- B. Experience 4
- C. Quality Assurance and Evaluation 5
- D. Coordination of Services 6
- E. Facilities 6

3.0 Project Organization and Staffing 7
- A. Staffing 7
  - 1. Proposed Staffing 7
  - 2. Staff Qualifications 9
- B. Project Organization 10
  - 1. Supervision and Training 10
  - 2. Organization Chart (Program & Organization-wide)
    (See Attachments for Organization Charts

4.0 Service Delivery 12

5.0 Financial 20
See Attachments for Cost Proposal

6.0 Litigation 20

7.0 Attachments
- A. Cost Proposal
  - SPO-H-205 Proposal Budget
  - SPO-H-206A Budget Justification - Personnel: Salaries & Wages
  - SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments, and Fringe Benefits
  - SPO-H-206C Budget Justification - Travel: Interisland
  - SPO-H-206E Budget Justification - Contractual Services – Administrative
- B. Other Financial Related Materials
  - Financial Audit for fiscal year ended June 30, 1996
- C. Organization Chart
  - Program
  - Organization-wide
- D. Performance and Output Measurement Tables
  - Table A
  - Table B
  - Table C
- E Program Specific Requirement