

State of Hawaii
Department of Human Services
Social Services Division

Request for Proposals (RFP)

SSD-16-POS-3060

NEIGHBORHOOD PLACE SERVICES

Hawaii, Maui, and Oahu

RFP Posting Date: October 12, 2016

RFP Proposal Submission Deadline:

November 14, 2016, 4:30 p.m.

Hawaii Standard Time

NOTE: *It is the Applicant's responsibility to access the Public Procurement Notices for Solicitations for Health and Human Services on the State Procurement Office website or to contact the RFP Contact Person identified in this RFP regarding any subsequently issued addenda for this RFP. The State shall not be responsible for an incomplete proposal submitted as a result of the Applicant's not knowing about issued addenda, including additionally requested information or attachments, regarding this RFP.*

DAVID Y. IGE
GOVERNOR



RACHAEL WONG, DrPH
DIRECTOR

PANKAJ BHANOT
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
810 Richards Street, Suite 400
Honolulu, Hawaii 96813

MEMORANDUM

TO: RFP Proposal Applicants

FROM: Mona Maehara, Division Administrator
Social Services Division

SUBJECT: DEPARTMENT OF HUMAN SERVICES (DHS)
SOCIAL SERVICES DIVISION (SSD)
REQUEST FOR PROPOSALS (RFP)

The State of Hawaii, Department of Human Services, Social Services Division, is currently soliciting proposals from qualified Applicants to provide Neighborhood Place Services. The attached Request for Proposals (RFP) SSD-16-POS-3060 to provide this service is being issued under Hawaii Administrative Rules (HAR) and Hawaii Revised Statutes (HRS) Chapter 103F. Please see the following "Proposal Submission Information Sheet" for important proposal submission information.

An RFP Orientation will be held on October 31, 2016, 11:30 a.m. to 2:00 p.m. Hawaii Standard Time (HST). See 1.7 Orientation, Section 1 of this RFP for further information. All prospective Applicants are encouraged to attend the Orientation. For further information about the Orientation, to participate by phone via teleconference, or for special accommodations, please contact Ms. Christine Gamboa, POS Specialist/RFP Contact Person, at (808) 586-5687 or at cgamboa@dhs.hawaii.gov.

Questions received by Ms. Christine Gamboa at cgamboa@dhs.hawaii.gov by 4:30 p.m., Friday, October 17, 2016 will be answered via Addendum #1 on the SPO website.

For questions regarding this RFP see 1.8 Submission of Questions, Section 1 of this RFP for information on the question and answer process.

Thank you for your interest. The DHS looks forward to receiving and reviewing your proposals.

PROPOSAL SUBMISSION INFORMATION SHEET
PROPOSAL SUBMISSION DEADLINE:
November 14, 2016, 4:30 P.M., HAWAII STANDARD TIME.

PLEASE READ CAREFULLY AS THIS PROPOSAL SUBMISSION INFORMATION
MAY HAVE BEEN REVISED FROM PREVIOUS RFP's.

THE APPLICANT IS REQUIRED TO SUBMIT:

- 1. One (1) electronic copy of the proposal in both Portable Document Format (PDF) AND either Word or Excel format via email to the POS mailbox listed below.**
- 2. Printed copies of the proposal (one (1) original AND one (1) copy) via either the Applicant in person, private mail carrier (e.g., FedEx or United Parcel Service (UPS)), or the United States Postal Service (USPS) to the DHS office listed below.**
- 3. One (1) electronic copy of the proposal in both Portable Document Format (PDF) AND either Word or Excel format on either a Universal Serial Bus (USB) Flashdrive OR a Compact Disc (CD) (which must be readable by a personal computer system (PCS)) via either the Applicant in person, private mail carrier, or the USPS to the DHS office listed below.**

A COMPLETE PROPOSAL SUBMISSION IS
ALL THREE COMPONENTS RECEIVED BY THE SPECIFIED DATE AND TIME.
NO EXCEPTIONS SHALL BE MADE.

If the electronic **and** printed copies of the proposal are not received as described **or** not received by the specified date and time, the proposal submission shall be considered incomplete or late and **SHALL NOT BE ACCEPTED** for consideration. All submissions become DHS property.

1. All electronic copies submitted via email shall include in the email the RFP number, the Applicant's name, and the proposal submission attachments. All attachments shall be identified with the RFP number as abbreviated in the following example, the Applicant's initials (e.g., Humanity Community Services - HCS), and the attachment's content:
16-3020.HCS.narrative or 16-3020.HCS.budget.
2. The Applicant shall submit:
 - a. The complete proposal in PDF format; this may be separated into two or three sections for ease of sending if one PDF is too large provided that each section is labeled (e.g., 16-3020.HCS.#1, 16-3020.HCS.#2).
 - b. Either the complete proposal in Word/Excel format, as applicable (and separated as described in a. above, as needed), **or all** of the following documents from the proposal in Word/Excel format, as applicable: Narrative, Performance Measurement Forms, Organization and Program Charts, Job Descriptions (no resumes), Budget forms (including Administrative Budget), and Work Plan (if required).

The Applicant bears the complete responsibility for the submission of the electronic copies, including assuring their complete, correctly formatted, and timely submission and the risk that the electronic copies may not be readable by the DHS.

3. All printed and electronic copies submitted via the Applicant in person shall be enclosed in a sealed envelope identified with the RFP number and the Applicant's name on the outside.

All printed and electronic copies submitted via the Applicant in person, private mail carrier, and the USPS shall contain a cover sheet inside the sealed envelope with the RFP number, the Applicant's name, and a description of the envelope's contents on it (e.g., one printed original copy of the proposal, one printed copy of the proposal, one Flashdrive or one CD).

DHS OFFICE ADDRESS:

**Department of Human Services
Social Services Division
Purchase of Services Unit
810 Richards Street, Suite 400
Honolulu, Hawaii 96813**

EMAIL ADDRESS:

ssdposmailbox@dhs.hawaii.gov

RFP CONTACT PERSON:

Ms. Christine Gamboa, POS Specialist
Phone: (808) 586-5687
Email: cgamboa@dhs.hawaii.gov

PLEASE BE ADVISED:

1. Proposal submissions attempted after **November 14, 2016, 4:30 p.m. Hawaii Standard Time (HST)** shall **not** be accepted.
2. Any private mail carrier or USPS proposal submissions with a date stamp of **November 14, 2016, 4:30 p.m. Hawaii Standard Time (HST)** but received after **November 14, 2016, 4:30 p.m. Hawaii Standard Time (HST)** shall **not** be accepted.
3. All Applicants are **strongly encouraged** to submit **all** electronic copies of the proposal submission in advance of the proposal submission deadline. This will allow the Applicant the opportunity to: a) assure that they have been received by the DHS in a timely manner, and b) assure that the DHS can open and read them.
4. Proposals sent by facsimile (fax) shall not be accepted.
5. It is the Applicant's responsibility to access the Public Procurement Notices for Solicitations for Health and Human Services on the State Procurement Office website or to contact the RFP Contact Person identified above regarding any subsequently issued addendum for this RFP, which may include a revision to the proposal submission deadline.

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Section 1

Administrative Overview

Section 1

Administrative Overview

The Applicant is highly 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 or delete information, as applicable. It is the responsibility of the Applicant to understand the requirements of this specific RFP.

1.1 Procurement Timetable

Note: The Procurement Timetable represents the State's best estimated schedule. If an activity is delayed, subsequent activities may be delayed by the same number of days.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	10/12/2016
Distribution of RFP	10/12/2016
RFP Orientation	10/31/2016 11:30 a.m. - 2:00 p.m. HST
Applicants' submission of written questions for written responses deadline	11/2/2016 4:30 p.m.
State purchasing agency's response to Applicants' written questions deadline	11/4/2016
Discussions with Applicants prior to proposal submission (optional)	As needed
Proposal submission deadline	11/14/2016 4:30 p.m. HST
Discussions with Applicants after proposal submission (optional)	As needed
Final revised proposals deadline (optional)	As needed
Proposal evaluation period	11/22/2016 - 12/2/2016
Provider selection	12/2/2016
Statement of Findings and Decision (Notice of Award)	12/9/2016
Contract start date	1/1/2017

1.2 Website Reference

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

	For:	Website:
1	Procurement Notices for Solicitations (RFP) website	http://spo3.hawaii.gov/notices/notices
2	Procurement of Health and Human Services	http://hawaii.gov/spo2/health/rfp103f/
3	Hawaii Revised Statutes (HRS) and Hawaii Administrative Rules (HAR) for Purchases of Health and Human Services	http://spo.hawaii.gov/references/
4	Standard Contract – General Conditions (AG103F13)	http://hawaii.gov/forms/internal/department-of-the-attorney-general/ag-103f13-1/view
5	Cost Principles	http://spo.hawaii.gov/for-vendors/vendor-guide/methods-of-procurement/health-human-services/competitive-purchase-of-services-procurement-method/cost-principles-table-hrs-chapter-103f-2/
6	Forms	http://spo.hawaii.gov/all-forms/
7	Protest Procedures/Forms	http://spo.hawaii.gov/for-vendors/vendor-guide/protests-for-health-and-human-services/

Non-SPO websites

Note: Website addresses may change from time to time. If a link is not active, try the State of Hawaii website at <https://portal.ehawaii.gov/>

	For:	Website:
8	Hawaii Compliance Express (HCE)	https://vendors.ehawaii.gov/hce/splash/welcome.html
9	Department of Taxation	http://tax.hawaii.gov/
10	Department of Commerce and Consumer Affairs, Business Registration	http://dcca.hawaii.gov/ Click on “Business Registration”
11	Wages and Labor Law Compliance, HRS §103-055	http://www.capitol.hawaii.gov/hrscurrent/Vol02_Ch0046-0115/HRS0103/HRS_0103-0055.htm
12	Campaign Spending Commission	http://ags.hawaii.gov/campaign/
13	Internal Revenue Service	http://www.irs.gov/

1.3 Authority

This RFP is issued under the provisions of Hawaii Administrative Rules (HAR) and Hawaii Revised Statutes (HRS) Chapter 103F. The Applicant is charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by the Applicant shall constitute admission of such knowledge on the part of the Applicant.

1.4 RFP Organization

This RFP is organized into five sections:

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

Section 2, Service Specifications: Provides the Applicant with a description/details of the tasks to be performed, delineates the Provider's 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 shall be evaluated by the State purchasing agency.

Section 5, Attachments: Provides the Applicant with information and forms necessary to complete the proposal Application.

1.5 Contracting Office

The Contracting Office is responsible for overseeing the contracts resulting from this RFP including systems operations, fiscal agent operations, and monitoring and assessing the Provider's performance. The Contracting Office is:

Department of Human Services
Social Services Division
Purchase of Services Unit
810 Richards St, Suite 400
Honolulu, Hawaii 96813

1.6 RFP Contact Person

From the release of this RFP until the full execution of the contracts for the awarded Providers, any communication regarding this RFP shall be directed to the sole point-of-contact identified below unless otherwise directed:

Ms. Christine Gamboa
Purchase of Services Unit
Phone: (808) 586-5687
Email: cgamboa@dhs.hawaii.gov

1.7 Orientation

An RFP Orientation for Applicants regarding this RFP shall be held as follows:

Date:	October 31, 2016	Time:	11:30 a.m. – 2:00 p.m.
Department of Human Services, Benefits, Employment, and Support Services Division (BESSD) Video Conferencing Center (VCC) locations as follows:			
Locations:	Honolulu, Oahu, HI:	Haseko Center, 820 Mililani St., Suite 606	
	Hilo, Hawaii, HI:	Kinoole Shopping Center, 1990 Kinoole St.	
	Kona, Hawaii, HI:	Kona Center, 75-5722 Hanama Pl., Suite 1105	
	Wailuku, Maui, HI:	Waiehu Beach Center, 270 Waiehu Beach Rd., Suite 107	

The Orientation shall be held live at the Honolulu location listed above and via videoconference at the other locations. To attend the Orientation the Applicant shall contact Ms. Gamboa at (808) 586-5687 or cgamboa@dhs.hawaii.gov as soon as possible and provide their name, agency, telephone number, and email address as well as the number of people planning to attend the meeting.

If the Applicant would like to attend but is unable to participate at one of the video conferencing centers listed above, the Applicant shall contact Ms. Gamboa at (808) 586-5687 or cgamboa@dhs.hawaii.gov at least two days before the Orientation and provide the same information detailed above to participate via teleconference.

1.8 Submission of Questions

Due to the delay in the RFP Orientation date, preliminary written questions will be accepted **until 4:30 p.m. on Monday, October 17, 2016**. The Applicant is encouraged to submit written questions to Ms. Gamboa at cgamboa@dhs.hawaii.gov. Questions received by the above date will be answered on or around Friday, October 21, 2016 via Addendum #1 posted on the SPO website.

The Applicant shall also have the opportunity to ask questions at the Orientation and answers will be provided at the State purchasing agency's discretion. However, answers provided at the Orientation are intended only as general responses and may not fully represent the State purchasing agency's position. To ensure an answer to either a question from the Orientation or a question that develops after the Orientation, the Applicant shall submit the question in writing after the Orientation but no later than the Applicants' submission of written questions deadline. Formal official responses to the Applicants' written questions shall be provided in writing by the State purchasing agency via an addendum to the RFP.

The Applicants' submission of written questions deadline is **November 2, 2016, 4:30 p.m. Hawaii Standard Time.**

The State purchasing agency's response to the Applicants' written questions deadline is **November 4, 2016.**

1.9 Submission of Proposals

A. Forms/Formats

Forms, with the exception of program specific forms, may be found on the SPO website (see 1.2 Website Reference, Section 1 of this RFP). For program specific forms see the Proposal Application Checklist, Section 5 of this RFP.

1. Proposal Application Identification Form (SPOH-200)

This form provides the Applicant's proposal identification.

2. Proposal Application Checklist

This checklist provides the program specific requirements, the reference and location of required forms, and how the proposal components shall be ordered and submitted to the State purchasing agency.

3. Table of Contents

This sample format is meant to be a guide (see Section 5 of this RFP).

4. Proposal Application (SPOH-200A)

This form provides a framework within which the Applicant may submit comprehensive narratives to address the requirements specified in the Proposal Application Instructions, Section 3 of this RFP, including a complete budget. The Applicant may also choose to develop its own framework within which to address the requirements. Whatever framework is used, the Applicant must address all of the requirements in this RFP as specified.

B. Program specific requirements

See Service Specifications, Section 2 and Proposal Application Instructions, Section 3 of this RFP. For required State and/or federal certifications see Proposal Application Checklist, Section 5 of this RFP.

C. Multiple and alternate proposals

Multiple proposals shall be accepted and alternate proposals shall not be accepted (see Service Specifications, Section 2 of this RFP).

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 on-line 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 an annual registration fee for the service (currently \$12.00). The HCE's on-line "Certificate of Vendor Compliance" provides the registered Provider's current compliance status as of the Certificate's issuance date and is accepted for both contracting and final payment purposes. See 1.2 Website References, Section 1 of this RFP for the HCE website address.

1. Tax clearance

Pursuant to HRS §103-53, as a prerequisite to entering into a contract of \$25,000.00 or more the Provider shall be required to have a tax clearance from DOTAX and the IRS. See 1.2 Website References, Section 1 of this RFP for the DOTAX and the IRS website addresses.

2. Labor law compliance

Pursuant to HRS §103-55, the Provider shall be in compliance with all applicable laws of the State and federal governments relating to Payment of Wages, Safety, Workers' Compensation, and Unemployment Compensation. See Section 1, 1.2 Website Reference of this RFP for the DLIR website address.

3. DCCA business registration

Prior to entering into a contract, the owner of any entity doing business in the State, except the owner of a sole proprietorship, charitable organization, unincorporated association, or foreign insurance company, shall be registered and in good standing with the DCCA, Business Registration Division. Also, a foreign insurance company must register with the DCCA, Insurance Division. See 1.2 Website References, Section 1 of this RFP for the DCCA website address.

E. Wages law compliance

By submitting a proposal the Applicant certifies that it is in compliance with HRS §103-55 Wages, Hours, and Working Conditions of Employees of Contractors Performing Services. See 1.2 Website References, Section 1 of this RFP for the DLIR website address.

F. Campaign contributions by State and county providers/contractors

HRS §11-355 prohibits campaign contributions from certain State and county government providers/contractors during the contract term if the providers/contractors are paid with funds appropriated by a legislative body. See 1.2 Website Reference, Section 1 of this RFP for the Campaign Spending Commission website address.

G. Confidential information

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

Note: Expenditure/Item costs are not considered confidential and will not be withheld.

H. Proposal Submission

FOR PROPOSAL SUBMISSION INFORMATION REGARDING THIS RFP PLEASE REFER TO THE PROPOSAL SUBMISSION INFORMATION SHEET AT THE BEGINNING OF THIS RFP.

1.10 Discussion with the Applicant

- A. Prior to the proposal submittal deadline:** Discussion may be conducted with an Applicant to promote understanding of the State purchasing agency's requirements.
- B. After the proposal submittal deadline:** Discussion may be conducted with an Applicant whose proposal is determined to be reasonably susceptible of being selected for award, however, a proposal may be accepted without discussion per HAR §3-143-403.

1.11 Opening of Proposals

Upon the State purchasing agency's receipt of a printed, USB, and/or CD proposal copy at the designated location (including any modifications to and withdrawals of a proposal), a verification of receipt shall be date-stamped and, if possible, time-stamped for the Applicant's and the State purchasing agency's records.

Upon the State purchasing agency's receipt of an emailed proposal copy at the designated location, a verification of receipt shall be emailed to the Applicant as soon as possible after receipt on November 14, 2016 for the Applicant's and the State purchasing agency's records.

All received printed, USB, CD and/or emailed proposal copies shall be secured by the State purchasing agency and not examined for evaluation purposes until after the proposal submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and fully executed.

1.12 Additional Materials and Documentation

Upon request from the State purchasing agency, the Applicant shall submit any additional documentation/materials reasonably required by the State purchasing agency for its evaluation of the proposal.

1.13 RFP Amendments

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

1.14 Final Revised Proposals

If requested of the Applicant, a final revised proposal shall be submitted in the manner and by the date and time specified by the State purchasing agency. If the final revised proposal is not submitted, the previously submitted proposal shall be the Applicant's final revised proposal. The Applicant shall submit only the section/s of the proposal requiring revision as well as the Proposal Application Identification Form (SPOH-200) (see 1.2 Website Reference, Section 1 of this RFP). After the final revised proposals are received, final evaluations shall be conducted for the contract awards.

1.15 Cancellation of Request for Proposal

This 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 cost incurred by the Applicant in preparing or submitting a proposal is the Applicant's sole responsibility.

1.17 Provider Participation in Planning

Applicants awarded a contract resulting from this RFP shall be required to participate in the State purchasing agency's future development of a service delivery plan pursuant to HRS §103F-203.

The Providers' participation in the State purchasing agency's efforts to plan for or to purchase Health and Human Services prior to the release of an RFP, including the sharing of information about community needs, best practices, and the Providers' resources, shall not disqualify the 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 only those proposals submitted in accordance with all requirements set forth in this RFP, which comply with the service specifications, and which demonstrate an understanding of the problems involved as acceptable. A proposal offering any other set of terms and/or conditions may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

- | | | |
|-----------|--|------------------------|
| A. | Inadequate response to RFP | (HAR §3-143-609) |
| B. | Late proposal | (HAR §3-143-603) |
| C. | Applicant not responsible | (HAR §3-143-610(a)(2)) |
| D. | Proposal not responsive | (HAR §3-143-610(a)(1)) |
| E. | Inadequate accounting system | (HAR §3-141-202) |
| F. | Failure to cooperate or deal in good faith | (HAR §3-141-201) |

1.19 Notice of Award

A Statement of Findings and Decision (Notice of Award) shall be provided by mail (USPS) to all responsive and responsible Applicants for the award or non-award of a contract upon completion of the evaluation of all proposals. The Statement shall provide information regarding only the individual Applicant, not all of the Applicants, as well as the name of the Applicant that the contract was awarded to.

Any contract resulting from this RFP is subject to the approval of the State Department of the Attorney General (DAG) as to form and to all further

approvals, including the approval of the Director, as required by statute, rule, regulation, order, or other directive.

No work is to be undertaken by a Provider awarded a contract prior to the contract start date. The State is not liable for any costs incurred prior to the official contract start date.

1.20 Protests

Pursuant to HAR Chapter 148 and HRS §103F-501, an Applicant aggrieved by an award of a contract may file a protest. For the Notice of Protest form (SPOH-801) and related forms see 1.2 Website Reference, Section 1 of this RFP. Only the following matters may be protested:

- A. A State purchasing agency's failure to follow any procedure established by HRS Chapter 103F.
- B. A State purchasing agency's failure to follow any rule established by HRS Chapter 103F.
- C. A State purchasing agency's failure to follow any requirement, procedure, or evaluation criterion in the RFP issued by the State purchasing agency.

The Notice of Protest shall be postmarked by the USPS or hand delivered to: 1) the Head of the State purchasing agency (HOPA) conducting the procurement, and 2) the procurement officer conducting the procurement within five (5) working days of the postmark of the Statement of Findings and Decision (Notice of Award) sent to the Applicant protestor. If delivery services other than the USPS are used they shall be considered hand delivery and the Notice of Protest shall be considered submitted on the date received by the State purchasing agency.

Head of State Purchasing Agency and Procurement Officer
--

Director of the Department of Human Services
--

Mailing Address:

Department of Human Services

P.O. Box 339

Honolulu, Hawaii 96809-0339

Business Address:

Department of Human Services

1390 Miller Street, Room 209

Honolulu, Hawaii 96813

1.21 Availability of Funds

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

1.22 General and Special Conditions of Contract

Both General and Special Conditions shall be contractually required (see 1.2 Website Reference, Section 1 and Section 5 of this RFP).

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 shall utilize standard Cost Principles (SPOH-201) (see 1.2 Website Reference, Section 1 of this RFP). The State Cost Principles shall not exempt the Provider from complying with any cost principles under federal law.

Section 2

Service Specifications

Section 2 Service Specifications

2.1 Introduction

A. Overview and purpose

The Department of Human Services (DHS), Child Welfare Services (CWS) is seeking proposals for Providers to provide Neighborhood Place (NP) Services statewide to strengthen families in support of the DHS' mandate to protect children who have been harmed or threatened with harm by their families.

Problems within families such as unemployment, poverty, lack of parenting skills, substance abuse, or an absent parent may negatively impact family members, especially children, and may result in family violence in the form of child abuse or neglect and the consequent separation of the family as one unit. Services to be provided include the following:

1. Providing assistance to families in need so that children may be cared for, as much as possible, in their own homes or in the homes of relatives or other kin; and
2. Promoting the formation and maintenance of stable families through family strengthening initiatives.

These services, provided in accordance with Public Law 104-93, as amended, may provide for a safe and healthy environment for Hawaii's children and their families and contribute to the development of stronger family units both now and in the next generation.

Concerning #1 above, these services shall be provided to current Temporary Aid to Needy Families (TANF) recipients and/or TANF-eligible families.

Concerning #2 above, these services shall be provided without regard to income or TANF eligibility.

Family strengthening activities provided through community-based Neighborhood Places may include, but not be limited to, direct services such as crisis intervention, informal counseling, early childhood education, parenting groups, parent-child interaction activities, promotion of socialization skills, and assistance in obtaining needed resources.

In addition to direct services it shall be critical to engage local communities and develop resources for families by assisting communities in assessing their capacities and needs for supporting families, providing workshops on the

Neighborhood Place model, forming networks of resources for families in need, and supporting and expanding Neighborhood Places throughout the state.

B. Planning activities conducted in preparation for this RFP

- Information from funders (legislature, federal agencies, private foundations, etc.) on funding terms and conditions.
- Information from other state agencies on services to the same target group.
- Views of service recipients and community advocacy groups on conditions affecting achievement of desired goals.
- Views of Provider organizations on how to improve service specifications; a request for information (RFI) process may have been used for this purpose.
- Information from POS monitoring and other reports for current contracts.
- Other data (socio-economic and health trends, waiting lists for services, client satisfaction surveys, etc.).

A Request for Information (RFI) was posted on the State Procurement Office (SPO)/Procurement Notices System website on June 28, 2016 and written comments, suggestions, and questions were accepted until July 11, 2016 to gather information and assist in the development of this RFP.

Planning information may be obtained from Christine Gamboa, POS Specialist and RFP contact person, by email at cgamboa@dhs.hawaii.gov.

C. Service goals

There are three broad outcome domains in the continuum of child welfare services: safety, permanency, and child and family well-being. Additionally, the principles of family-centered, strengths/needs-based practice are important elements in service provision. Based on these, the guiding principles of CWS Branch are:

1. The safety of children is the paramount concern that must guide all child welfare services. Child safety must be the paramount concern when making service provision, placement, and permanency planning decisions.
2. Reasonable efforts to maintain and reunify families are important except when it is determined that the child’s safety in the family cannot be assured. Thus, risk and safety assessment skills are important in maintaining the quality of child welfare services and decision making.

3. Children should be helped to stay with their families, when safety can be assured, through the provision of timely, appropriate, quality, individualized service activities and supports that build on the strengths of children and families and are responsive to their needs.
4. If children cannot remain safely in their homes, foster care and other temporary placements shall be considered as an extension of family life rather than as an alternative to it. The child's need for attachment and connections shall be addressed through strengthening the family as a resource for the child.
5. Family crises provide opportunities to the families to address problems. When timely, appropriate, and high quality services are provided to families in crisis, family members, CWS Branch staff, and Family Court are able to make informed decisions about the biological, resource, or adoptive parents' ability to protect and care for their children.
6. Service activities shall be comprehensive, coordinated, and collaborative and provided in all designated geographic areas under the contract.
7. Service activities shall be culturally appropriate, responsive to the strengths, needs, values and preferences of the child and the family, and delivered in a manner that is respectful of and builds on the strengths of the family, the community, and cultural ties. Service activities shall address the physical, emotional, educational, and social needs of the child and the family's ability to protect the child. Service activities shall provide clear and attainable goals and objectives for each participant.
8. Service activities shall be individualized, addressing the unique capacities and needs of each child and family.
9. Service activities shall empower families to help themselves and to gain and maintain mastery and control over their ability to protect their children.

D. Target population to be served

The State is committed to helping develop safe, healthy, and nurturing communities that:

1. Value all youth and their families as productive and contributing members, and
2. Provides opportunities for the youth and their families' actualization of their highest potential, including the formation and maintenance of stable families as a cornerstone for those communities.

In this context the target group for NP Services includes:

1. Families with children at risk of child abuse/neglect who request services to support and strengthen their families to decrease the risk of child abuse/neglect.
2. Families with children identified by Neighborhood Places to be at risk of child abuse/neglect and who are not known to CWS but need services to support and strengthen their families.
3. Families assessed by CWS and have unconfirmed findings of child abuse/neglect but need supportive services to prevent child abuse/neglect.
4. Families referred to CWS and not accepted for CWS investigation but assessed as needing supportive services.
5. Families assessed by CWS and confirmed for child abuse/neglect but needing no more than six (6) months of supportive services after the CWS case is closed.

Specifics regarding the target population may be adjusted to meet the needs of the community and to comply with State or federal laws. In that event, the DHS shall notify the Provider in writing about the necessity of the change/s and what the proposed change/s will be. The Provider shall have the opportunity to discuss the change/s prior to its/their implementation.

The estimated number of families to be serviced annually statewide is 370 families.

E. Geographic coverage of service

The Provider shall be responsible for the provision of the full range of contracted services throughout the contracted area/s, including service capacity and staffing.

Services shall be provided statewide to the geographic areas listed below; services may be expanded to other geographical areas, if additional resources become available, to those clients who qualify as detailed in 2.1, A. and D:

1. East Hawaii with NP located in Puna, Hawaii.
2. West Hawaii with NP located in Kailua-Kona, Hawaii.
3. Maui with NP located in Wailuku, Maui.
4. Central Oahu with NP located in Kalihi, Oahu.
5. Waianae Coast with NP located in Waianae, Oahu.

F. Period of availability, probable funding amounts, and sources

Each contract shall be awarded for an initial term of one (1) year and six (6) months with the possibility of two (2) extensions for two (2) years each thereafter,

subject to the availability of State and federal funds, continued identified community need, and the satisfactory performance of services by the Provider as determined by the DHS. The maximum contract term shall not exceed five (5) years and six (6) months, from January 1, 2017 through June 30, 2022.

Total contract funding is anticipated to be \$900,000.00 per fiscal year, allocated per contract as follows:

Geographic Areas	Maximum Annual Contract Amounts
East Hawaii	\$180,000.00
West Hawaii	\$180,000.00
Maui	\$180,000.00
Central Oahu	\$180,000.00
Waianae Coast, Oahu	\$180,000.00

Total contract funding shall be pro-rated for periods of less than one (1) year.

The allocation of funding per contract is based on the total funding amount available for the service and the estimated costs of providing services to the goal numbers of clients to be served in each geographic area (see Performance Measurement Form A, Section 2 of this RFP). The allocation includes compensation for operating costs, including personnel; administrative expenses shall not exceed 15% of the total allocation.

Funding increases and decreases shall also be subject to the availability of State and federal funds, changes in the service specifications (e.g., the target population to be served, the geographic location's needs, utilization increases/decreases, service activities, and service delivery), and satisfactory performance by the Provider as determined by the DHS.

Funding for any given year or for the contract as a whole may increase up to 300% of the original amount without being considered a fundamental change per Hawaii Administrative Rules (HAR) §3-149-303(d).

2.2 Contract Monitoring and Evaluation

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

- A. Quality of Care/Quality of Services**
- B. Output Measures**
- C. Performance/Outcome Measures**
- D. Financial Management**
- E. Administrative/Management Requirements**

2.3 General Requirements

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

The Provider shall comply with the following requirements as well as the General and Special Conditions, which include further requirements of this contract (see Section 5 of this RFP).

1. The Provider shall provide services in concurrence with all Hawaii Revised Statutes (HRS), with particular attention to Chapters 346, 350, and 587; Hawaii Administrative Rules (HAR); Code of Federal Regulations, Title 45 – Public Welfare, Part 1340 – Child Abuse and Neglect Prevention and Treatment (45 CFR 1340); and the DHS policies and procedures.
2. The Provider shall be qualified, as well as certified, licensed, and/or accredited, as applicable, to perform the services solicited in this RFP.
3. The Provider shall share any and all information with the DHS, as necessary, and other parties, as applicable, to ensure the safety, permanency, and well-being of the child and the family.
4. The Provider may be required to become involved in Family Court activities if a member of the Provider’s staff receives a subpoena or a court order from the Court to attend a Court hearing and/or provide information to the Court. Subpoenaed and court-ordered staff are required to attend the Court hearing and/or provide the requested information to the Court. Subpoenaed and court-ordered staff shall cooperate with the DHS and the Department of the Attorney General (DAG) regarding the Court hearing and/or the provision of the requested information to the Court, including assisting the DAG in preparation for their appearance at the Court hearing.
 - a. Court involvement may include, but is not limited to, providing testimony in Court, attending Court hearings, and submission of reports to the Court. Court hearings may pertain, but are not limited, to those involving Temporary Restraining Orders (TROs), Juvenile Court, and paternity, child custody, and divorce matters.
 - b. Subpoenaed and court-ordered staff may be required to testify as a qualified child abuse and neglect expert regarding their respective area of service provision.
 - c. Testimony shall be based on the observations and assessments made during the staff’s service provision.
 - d. The DHS may require the use of a specified format on which to provide requested information to the Court and/or identify specific information that shall be included in reports to the Court. Provision of requested information to the Court may include providing staff resumes, if requested.

- e. Non-subpoenaed or court-ordered staff may accompany a family to Court to provide support if requested by the family. Non-subpoenaed or court-ordered staff may be allowed to be present in the courtroom if deemed appropriate by the Court.
- 5. The Provider shall not impose any income eligibility standard on clients or families as a basis for receiving services provided through this contract.
- 6. Disagreements may occur between the Provider and the DHS regarding various issues (e.g. the performance of service activities within contracted specifications). The DHS shall make every effort to resolve these disagreements in a manner acceptable to both parties. However, if a disagreement is unable to be resolved acceptably to both parties after significant communication between them has occurred, the DHS shall prevail. If the Provider fails to comply with the DHS' directive, it may be deemed cause for corrective action and/or potential contractual remedies, including contract termination.
- 7. The contract shall be modified, as necessary, to include changes in the service specifications (e.g. the target population to be served, the geographic location's needs, utilization increases/decreases, service activities, and service delivery), State or federal statutes or rules, and/or the requirements of applicable funding sources. In that event, the DHS shall notify the Provider in writing about the necessity of the change/s and what the proposed change/s will be. The Provider shall have the opportunity to discuss the change/s prior to its/their implementation.
- 8. The Provider shall participate in quality assurance/improvement projects for research and evaluation purposes as requested by the DHS. Such activities shall include one Child and Family Service Review (CFSR) per year/per qualified staff as arranged by the DHS. Qualifications of the Provider's staff to participate in the CFSR shall be determined by the DHS.

Other quality assurance/improvement activities that the Provider may participate in shall include data collection and requests related to current DHS initiatives, programs, and activities. The DHS may request that the Provider provide records for review for these purposes.

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

After-the-fact secondary purchases shall be allowed.

Planned secondary purchases shall not be allowed.

C. Multiple or alternate proposals

(Refer to HAR §3-143-605)

Multiple proposals shall be allowed.

Alternate proposals shall not be allowed.

D. Single or multiple contracts to be awarded

(Refer to HAR §3-143-206)

Single Multiple Single & Multiple

Single contracts shall be awarded for each geographic area. However, multiple contracts may be awarded to one Applicant for different geographic areas.

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)

Initial contract term:

One (1) year and six (6) months, from January 1, 2017 through June 30, 2018.

The initial term shall commence on the contract start date.

Number of possible extensions: Two (2) extensions.

Length of extensions: Two (2) years.

Maximum contract term:

Five (5) years and six (6) months, from January 1, 2017 through June 30, 2022, subject to the Option to Extend provision of the contract (see #14, Special Conditions, Section 5 of this RFP).

Conditions for extension:

1. Ongoing need for the service, as determined by the State.
2. Availability of funding.
3. Acceptable utilization, as determined by the State.
4. Satisfactory performance, as determined by the State.
5. Satisfactory compliance with the terms and conditions of the contract, as determined by the State.
6. Must be in writing, shall allow 30 calendar days for consideration and approval, and shall be executed prior to the contract expiration date.

F. Subcontracting

(Refer to #3.2 General Conditions, Section 5 of this RFP)

Subcontracting shall be allowed with the prior written approval of the DHS. Subcontracting is encouraged to provide an array of services to families in all areas of the state, including culturally specific programming.

Prior to the start of the contract, the Provider shall submit any subcontracts to the DHS for review. The Provider shall ensure that its subcontractors comply with **all** of the contract requirements of this RFP. The Provider shall submit documentation of its subcontractor's compliance with the contract requirements as requested by the DHS.

2.4 Scope of Work

The Provider shall provide NP Services in compliance with and including all of the following tasks and responsibilities:

A. Service delivery

Services to clients and their families shall be evidence-based or evidence informed and follow best or promising practice principles. Services shall be provided using a trauma-informed approach, meaning attending to a client's emotional as well as physical safety, including understanding how trauma affects the client's life.

Services shall be culturally and linguistically appropriate, fully serving clients with Limited English Proficiency (LEP). Services shall also be fully accessible and accommodate clients with any disability.

Services shall be provided to all clients regardless of gender identity or sexual orientation. The Provider shall use gender neutral language in its program and prohibit harassment and discrimination based on gender, gender identity, gender expression, and sexual orientation.

The Provider shall make every reasonable effort to assure that services are provided in a flexible manner to clients and their families so as to best meet their specific needs. Service activities may need to be scheduled outside of normal office hours, such as in the evenings or on the weekends, to accommodate clients' schedules.

Services shall continue to be provided for as long as necessary as determined by the client and the Provider.

The Provider shall assure and be responsible for the continuity of services in the event of staff illness, medical emergencies, vacancies, or other situations that might otherwise result in reduced program services.

1. Client services shall:
 - a. Be age and developmentally appropriate.
 - b. Be client-centered, designed to meet the unique needs of each client and build on their strengths to promote and enhance safety, health, and well-being. Service and discharge planning shall be designed in conjunction with the client to the extent possible. The client's desires, needs, and perspective shall guide the development of all plans.
 - c. Facilitate the client's increased access to physical safety and resources and support them in facing any barriers to receiving services.
 - d. Assist the client in strengthening their resilience by reducing risk factors and increasing protective factors, such as building competence/self-esteem, strengthening the relationship between them and their family, as appropriate, and promoting pro-social activities in the school and in the community.
 - e. Enhance the family's ability to provide safety, nurturance, and support for the child, as appropriate.
 - f. Be provided in an environment that is welcoming, inclusive, de-stigmatizing, and not re-traumatizing.

B. Service activities

The Provider shall establish and implement written procedures for intake, assessment, provision of service activities, and completion/termination of services (discharge), including the applicable criteria and timeframe for completion.

Services may be provided at program facilities, the client's home, or community locations. The selected location shall provide for safe and appropriate interactions between the client, their family, and the Provider's staff.

1. In a comprehensive manner, using the Neighborhood Place model, the Provider shall conduct family strengthening activities for at-risk children, youth, and families in each geographic area served. These activities are intended to promote the formation, strengthening, maintenance, and/or reunification of the family unit and specifically address the areas of problem identification and problem solving, anger management, inter-personal relationships, parenting skills, family and social communication, and social and community responsibility. Services shall be designed to promote:
 - a. Protective factors;
 - b. Nurturing and attachment;
 - c. Knowledge of child and youth development;
 - d. Knowledge of parenting techniques;
 - e. Parental resilience;
 - f. Concrete supports for parents;
 - g. Social and emotional competence of children; and
 - h. Social connections.

2. The Provider shall ensure the allocation of resources for the following core service activities:
 - a. Intake and assessment of risk, strengths, competencies, and needs for all families referred or self-referred to the Neighborhood Places.
 - b. Information and referral to connect children and families to existing resources and services. It shall not be sufficient to provide only information to the families. The Provider shall know the resources, both public and private, available to the families and be willing and able to facilitate the families' access to and participation in those services. Assistance may be accomplished by assisting families in filling out applications, going with them to appointments, advocating on their behalf with other Providers, and other "hands on" activities to assist them with accessing and participating in services and/or obtaining other benefits.
 - c. Development of an Individualized Program Plan (IPP) for families being referred from CWS that shall meet their needs and ameliorate the risk of child abuse and neglect. The IPP shall identify goals, measurable objectives, milestones or timelines, and specific services to be provided. The IPP shall be mutually agreed on and signed by the client and the Provider and, as applicable, updated semi-annually. Engaging the client in the development of the IPP is essential to its success. The client shall lead the development of the IPP as much as possible. The Provider shall assure that staff who develop IPPs with clients shall be trained in client engagement and service plan development.
 - d. Case management for families in accordance with their IPPs, including the arrangement of necessary services and monitoring their progress.
 - e. An array of services to prevent child abuse and neglect and divert families from the CWS system that shall include:
 - 1) Crisis intervention;
 - 2) Informal counseling including, but not limited to, relationship counseling and anger management;
 - 3) Education about early childhood development;
 - 4) Parenting groups;
 - 5) Parent-child interaction activities;
 - 6) Socialization activities; and
 - 7) Advocacy.
 - f. Follow-up contact with families six (6) months after case closure to determine whether they have remained safe and healthy and whether they are in need of additional NP Services or CWS services.
 - g. Referral to CWS of any family that is deemed too high risk for abuse or neglect to receive NP Services or that has an incident of abuse or neglect during involvement with the Neighborhood Places.
 - h. Dissemination of information regarding the Neighborhood Places and other resources available to strengthen families by means of workshops, trainings, and participation in community activities.
 - i. Maintenance of the existing Neighborhood Places and expansion, as appropriate, of the availability of NP Services to communities not

- currently served, as well as meeting service needs identified in the future, should additional funding and resources become available.
- j. Development of enhanced resources for families through engaging with the DHS and other community agencies and resources to improve collaboration and coordination. This may include using those opportunities listed above, such as information and referral for families, as well as other opportunities. This may also assist communities in assessing their capacities, developing their own resources to support families, and develop networks of supports for families in need.
3. The Provider shall gather information about the families it services and provide the State with the names of family members known to be TANF recipients as well as the primary wage earner's income so that TANF eligibility may be confirmed. This is pertinent as NP Services utilizes Federal funding which requires the State to report this information.
 4. The Provider shall ensure appropriate service transitions for clients to other service providers/community agencies, as applicable, when the contract ends.

C. Administrative/Management Requirements

1. Experience

The Provider shall have verifiable experience for the last three (3) years in providing NP Services or similar services to clients.

2. Ability

The Provider shall have the necessary abilities, skills, and knowledge relating to the delivery of the contracted services.

3. Personnel

The Provider shall ensure that all staff, volunteers, and contracted personnel have the educational qualifications, work experience, necessary training, and appropriate certification/license, as applicable, to fulfill their job position requirements and provide the contracted service activities.

The Provider shall assure that:

- a. All staff, volunteers, and contracted personnel are at least 18 years old.
- b. All staff, volunteers, and contracted personnel providing direct services shall have, at minimum, a Bachelor's degree in social work, psychology, or a related field from an accredited institution. Staff shall also have a minimum of six (6) months of experience in providing direct services to clients. Staff who do not meet the experience requirement may provide direct services only under the

close supervision of personnel with, at minimum, a Bachelor's degree in social work, psychology, or a related field from an accredited institution and a minimum of six (6) months of experience in providing direct services to clients. Close supervision includes recommended actions and the review and approval of reports.

- c. All staff, volunteers, and contracted personnel shall demonstrate a willingness to work with others, including clients coping with multiple issues, families that present safety issues, and co-workers, as part of a team.
- d. Program supervision, including supervision of staff, volunteers, and contracted personnel, shall be provided by staff with, at a minimum, a Master's degree in social work, psychology, or a related field from an accredited institution and at least one (1) year of experience in providing direct services to clients. A Bachelor's degree and four (4) years of relevant experience may replace the requirement for a Master's degree. Supervision shall include, but not be limited to, individual staff, volunteer, and contract personnel supervision, case reviews, periodic observation of service delivery, and ongoing evaluation of program effectiveness and outcome measures.
- e. Volunteers shall be under the control and direction of the Provider even though they are not paid staff or contracted personnel.
- f. If a job applicant does not meet the education, work experience, and/or training qualifications for a specific job position, but the Provider still recommends hiring the applicant, a request for a waiver of the qualifications shall be submitted to the DHS in writing via email. The request shall include:
 - 1) The name of the applicant and his/her qualifications.
 - 2) The reason for the Provider's request and the justification for hiring the applicant (e.g. the applicant may not have the required education but may have adequate years of experience and/or training that demonstrates their ability to adequately perform the job position's duties).
 - 3) The Provider's plan for the supervision and training to be provided to the applicant if hired.

The DHS shall respond in writing via email asking for more information or approving/disapproving the waiver, including noting any conditions, such as a probationary plan, that need to be implemented in order to hire the applicant.

- g. No job applicant who does not meet the minimum qualifications for a job position shall be hired for work under the contract without written approval from the DHS.
- h. Verifications of education, work experience, certification/license, and waiver as well as job performance information are the responsibility of the Provider and shall be maintained and updated in the staff, volunteers, and contracted personnel files.
- i. The Provider shall comply with the following criminal history requirements:

- 1) The Provider shall conduct an initial criminal history record check and sex offender check as well as submit a consent form to the DHS Licensing Unit for a CWS Central Registry Check for all staff, volunteers, and contracted personnel job applicants who apply to work under the contract, especially those who will be providing direct services as this necessitates close proximity to children.

The Provider shall search www.ecrim.hawaii.gov/ahewa/ (Adult Criminal Conviction Information System, Hawaii Criminal Justice Data Center) and search www.nsopr.gov (National Sex Offender Registry) prior to hiring staff, volunteers, or contracted personnel.

- 2) Conditional employment in a non-direct service position may be offered to an applicant for a period not to exceed 30 days pending the receipt of the results of the checks.
- 3) The Provider shall have an established procedure to address any criminal conviction results with an applicant. If after such results have been received and the Provider has discussed the results with the applicant and still recommends hiring the applicant, a request for a waiver shall be submitted to the DHS in writing. The request shall include:
 - a) The name of the applicant and their qualifications.
 - b) The reason for the Provider's request and their justification for hiring the applicant (e.g. the conviction was a misdemeanor which occurred several years before and the applicant's record has been clean since then), including the basis for the determination that such a criminal conviction does not pose a risk to the health, safety, or well-being of children.
 - c) The Provider's plan for the supervision to be provided to the applicant if he/she were hired.

The DHS shall respond in writing via email asking for more information or approving/disapproving the waiver, including noting any conditions, such as a probationary plan, that need to be implemented in order to hire the applicant.

- 4) The DHS Licensing Unit receives the complete results of the CWS Central Registry Check and sends the Provider a copy of the results which includes only limited information.

If an applicant has a CWS Central Registry history which may pose a risk to the health, safety, or well-being of children, the Licensing Unit shall contact the applicant and may work with the applicant and the Provider in gathering more details and reviewing the information. The Licensing Unit shall contact the applicant and the Provider with the results of the review.

- 5) No job applicant with a criminal and/or CWS Central Registry history shall be hired for work under the contract without written approval from the DHS.

- 6) All three checks shall be completed again one (1) year after hire and again every two (2) years thereafter.
- 7) The results of all checks and copies of all consent forms shall be maintained and updated in the staff, volunteers, and contracted personnel files.

See “CRIMINAL HISTORY RECORD CHECK STANDARDS and PROTECTIVE SERVICES CENTRAL REGISTRY CHECK STANDARDS (Revised 4/18/13)”, Section 5 of this RFP.

4. Training

- a. The Provider shall have in place both an initial and an annual, ongoing training plan for staff, volunteers, and contracted personnel which shall identify the specific trainings to be provided and the time frames in which they will be provided. The initial trainings shall be completed before staff, volunteers, and contracted personnel may provide direct services without direct supervision.
- b. All staff, volunteers, and contracted personnel providing direct services to clients shall have, at minimum, training in the following areas before they provide direct services without direct supervision:
 - 1) An agency orientation including, but not limited to, policies and procedures addressing:
 - a) Intakes, assessments, service planning, and discharge planning.
 - b) Documentation requirements.
 - c) Non-discrimination, including working with clients with LEP and/or disabilities.
 - d) Working with interpreters.
 - e) Confidentiality and ethics.
 - f) Security and safety provision.
 - g) Emergency response and disaster preparedness procedures.
 - h) Culturally-embracing service provision.
 - i) Working sensitively with the LGBTQ population.
 - 2) Trauma-informed care.
- c. A training record shall include each training topic completed, the number of training hours for each training, each training’s completion date, and each training’s facilitator, and will be maintained and updated in the staff, volunteers, and contracted personnel files.
- d. All training shall be provided by appropriately qualified and experienced trainers.

5. Dispute/Conflict resolution procedures

The Provider shall have written dispute/conflict resolution procedures to address disagreements with staff, volunteers, and contracted personnel, with clients, and with community resources.

6. Client files
- a. Client files shall contain basic client information such as name, gender, birthdate, race/ethnicity, address, phone number, marital status (if applicable), language spoken, any LEP concerns, and any health/physical/mental conditions or special needs. Files shall also contain copies of all assessments, service plans, discharge plans, reports, and any other documentation, such as case notes and service referrals.
 - b. Files shall be maintained and updated during the service period.
 - c. Files shall be kept strictly confidential.
 - d. The Provider shall retain client files for six (6) years after the last service date.
 - e. The Provider shall allow the DHS access to any file upon request.
7. Reporting requirements for program and fiscal data
- a. The Provider shall be responsible for the following required program reports:
 - 1) The Provider shall complete the monthly Client Eligibility List (CEL) and the Quarterly Activity Report (QAR) in the formats provided by the DHS. The Provider shall report individual information about the clients served as well as the numbers of clients served, service units completed, program activities completed, accomplishments of the program objectives and outcomes, problems encountered, any program recommendations, and proposed future activities. The QAR shall also document any staffing changes. The CEL and QAR forms and the information required to be provided on those forms may be revised during the contract period.
 - 2) The Provider shall complete the quarterly Limited English Proficiency (LEP) Report in the format provided by the DHS. The Provider shall report the number of parents and children who were offered and who received language access services, the type of language access service provided, the type of service provider used, and the expenditures spent on language access services during the reporting period.
 - 3) The CEL shall be submitted to the DHS via email by the 15th of the month following the reporting period.
The QAR shall be submitted to the DHS by the last day of the month following the reporting period.
The LEP Report shall be submitted to the DHS via email by the last day of the month following the reporting period.
 - b. The Provider shall be responsible for the following required fiscal reports:
 - 1) The Provider shall complete the annual Budget and monthly Expenditure Report in the formats provided by the DHS. The Provider shall summarize its annual projected program and personnel expenditures in the Budget, and report the actual expenditures of contract funds, during the reporting period for

- which an invoice will be submitted, in the Expenditure Report. The Report shall also list other sources of funding used for the contract and their amounts as well as document all staff and contracted personnel that work under the contract. Expenditures reported in the Report shall be subject to review by the DHS, such as a review of all applicable receipts, to verify the amounts and the appropriateness of the reported expenditures.
- 2) The annual Budget shall be due by April 30 of the current fiscal year for the following fiscal year.
The Expenditure Report shall be submitted by the 15th of the month following the reporting period.
 - c. See Attachments, Section 5 of this RFP for samples of the program and fiscal reports.
8. Output and performance and outcome measurements
 - a. The Provider shall maintain the capacity to deliver services throughout the contract term as specified in the Performance Measurement Forms A, B, and C, Section 2 of this RFP.
 - b. The effectiveness of the contract shall be evaluated according to the utilization of the services, the numbers of the various service activities provided, and the outcomes achieved.
 - c. Unless otherwise agreed to in writing, the number of clients to be served and the numbers of the various service activities to be provided shall change in proportion to any funding changes.
 - d. See the Performance Measurement Forms A, B, and C at the end of this Section 2 of this RFP.
 9. Quality assurance and evaluation specifications
 - a. The Provider shall maintain throughout the contract term a system of self-appraisal for on-going evaluation of the performance effectiveness and quality of its program services.
 - b. The evaluation process shall use credible and tested measurement tools or instruments.
 - c. The Provider shall collect data on the impact of services, including identifying indicators of change, which are relevant to outcomes.
 - d. The Provider shall include a process for implementing improvements and taking corrective action based upon the evaluation's findings.
 - e. The Provider shall provide a copy of its evaluation documentation to the DHS upon request.
 10. Insurance requirements (see #1.4, General Conditions, Section 1 and #2., Special Conditions, Section 5 of this RFP)
 - a. The Provider shall maintain throughout the contract term the following insurance coverage:
 - 1) General Liability Insurance of no less than \$1 million per occurrence and \$2 million annual aggregate for bodily injury and property damage.

- 2) Automobile Liability Insurance of no less than \$1 million per accident for any auto, non-owned autos, and hired autos.
 - 3) Professional Liability Insurance (Errors and Omissions) of no less than \$1 million per claim and \$2 million annual aggregate.
 - b. On the Certificate it shall be stated that the State of Hawaii is named as an additional insured with respect to operations performed for the State, and any insurance maintained by the State will apply in excess of, and not contribute to, the insurance provided by the policy.
 - c. The Provider shall include any subcontractor as additional insured under its policies or provide to the DHS separate Certificates of Insurance and endorsements for each subcontractor. Any subcontractor shall comply with the same insurance requirements as the Provider.
 - d. The DHS reserves the right to amend insurance requirements in order to maintain all contracts in compliance with the most current State requirements.
11. Hawaii Compliance Express (HCE)

The Provider shall be compliant with all statutes and administrative rules. Per HRS §103D-310(c), HRS Chapter 103F, and HAR §3-120-112, the Certificate of Vendor Compliance provided by the HCE is acceptable verification of the Provider's good standing as a vendor doing business in the State of Hawaii. The Provider shall be an HCE member with compliant status.

12. All contracts shall be monitored by the DHS in accordance with requirements set forth by HRS Chapter 103F. Ongoing contract monitoring shall include review of program and fiscal reports and periodic assessment of service delivery and program effectiveness. In addition, annual contract monitoring may include site visits with a comprehensive evaluation of several areas, including review of the Provider's compliance with contractual requirements, agency personnel files, client files, and accounting practices.

D. Facilities

The Provider shall obtain and maintain adequate facilities for the satisfactory delivery of contracted services. The Provider's facilities shall meet American Disabilities Act (ADA) requirements, as applicable, and provide any special equipment necessary for service provision. The facilities may be shared with another/other agencies but must be available for the contracted geographic area/s. The facilities shall be operational by the contract start date.

2.5 Compensation and Method of Payment

The Provider shall comply with HRS Chapter 103F, Purchases of Health and Human

Services Cost Principles (see the SPO website) in the development of its budget and its expending of contract funding.

Unless otherwise proposed and agreed between the Provider and the DHS, the pricing structure for these services is as checked below. The pricing structure may be revised by mutual agreement throughout the contract term.

- Cost reimbursement where the State pays the Provider up to a maximum annual contract amount for budgeted costs actually expended in the delivery of contracted services.
- Fixed rate cost where the State pays the Provider up to a maximum annual contract amount a service unit rate for the delivery of a set number of service units.
- Base cost/Fixed rate cost combination where the State pays the Provider a base cost for operations plus a fixed rate cost for delivered units.
- Negotiated rate where the State determines a set number of service units needed and negotiates with the Provider a delivery cost for the service units. The cost divided by the number of units needed determines a service unit rate.

A. Units of service

The units specified in Performance Measurement Forms A, B, and C are relevant to service delivery and capacity.

B. Method of compensation and payment

1. A monthly invoice shall be submitted in a format specified by the DHS. The invoice shall be submitted by the 15th of the month following the reporting period. See Attachments, Section 5 of this RFP for a sample of the invoice.

Payment shall be made after receipt and preliminary approval of an invoice, reports, and any other documents required by the DHS.

All client costs shall be supported by documentation indicating who services were provided to, when services were provided, and what services were provided.

2. The Provider may use contract funding for expenditures associated with client interpreter or translation services as well as expenditures incurred to fully accommodate clients with disabilities. These expenditures may be included in the invoiced amount for reimbursement to the Provider.
3. The Provider shall not require any additional fees from clients for services provided through this contract without the prior approval of the State.

4. The Provider shall not use funds received through this contract for services and costs for which it received compensation from other State, federal, or other sources.

FORM A - PEOPLE TO BE SERVED

ORGANIZATION: _____

PROGRAM/SERVICE: Neighborhood Place Services

GEOGRAPHIC AREA: _____

	PEOPLE TO BE SERVED	ANNUAL GOAL	FY 17
1.	Total # of families provided NP Services.		
2.	# of families provided NP Services upon CWS case closure.		
3.	# of families not involved with CWS but provided NP Services to prevent child abuse and neglect.		
4.	# of families provided information and referral services only.		

FORM B - SERVICE ACTIVITIES**ORGANIZATION:** _____**PROGRAM/SERVICE:** Neighborhood Place Services**GEOGRAPHIC AREA:** _____

	SERVICE ACTIVITIES	Estimated ANNUAL GOAL (%)	FY 17
1.	a. # of assessments completed within three (3) working days.		
	b. # of assessments not completed within three (3) working days.		
2.	a. # of IPPs developed with families within seven (7) days of contact.		
	b. # of IPPs not developed with families within seven (7) days of contact.		
3.	# of workshops/trainings provided for families.		
4.	# of community activities in which the NP participates to disseminate information to families.		
5.	# of community activities in which the NP participates to disseminate information to professionals about NP services and other community resources.		
6.	# and % of families who received IPPs where contact was made with the family through a follow-up inquiry six (6) months after closure of NP Services.		
7.	# and % of families who received IPPs where efforts were made to contact the family for a follow-up inquiry six (6) months after closure of NP Services but contact was unable to be made.		

FORM C - OUTCOMES

ORGANIZATION: _____

PROGRAM/SERVICE: Neighborhood Place Services

GEOGRAPHIC AREA: _____

	OUTCOMES	ANNUAL GOAL (%)	FY 17
1.	% of families that complete the measurable objectives in their IPPs.	90%	
2.	% of families not confirmed for child abuse or neglect within six (6) months of closure of NP Services.	95%	
3.	% of prevention families not confirmed for child abuse or neglect within six (6) months of closure of NP Services.	95%	