

State of Hawaii
Department of Labor and Industrial Relations

Office of Community Services

Request for Proposals

**EMPLOYMENT SERVICES FOR LOW-INCOME PERSONS
AND
LEGAL PERMANENT RESIDENTS**

RFP No. OCS-LBR-903-03_20

July 9, 2019

The Office of Community Services (OCS), administratively attached to the Department of Labor and Industrial Relations (DLIR), is requesting proposals from qualified applicants to provide employment services to low-income persons and legal permanent residents. This is a State program funded by the Hawaii State Legislature. The contract term will be for one year from October 1, 2019 through September 30, 2020, with a possible extension for one additional year. Multiple contracts may be awarded under this request for proposals.

Proposals must be mailed, postmarked by the United States Postal Service on or before **Friday, August 9, 2019**, and received no later than 10 days from the submittal deadline. Alternatively, hand-delivered proposals must be received no later than 4:30 p.m., Hawaii Standard Time (HST), on **Friday, August 9, 2019**, at the drop-off sites designated on the Proposal Mail-in and Delivery Information Sheet. Proposals postmarked or hand-delivered after the submittal deadline shall be considered late and rejected. There are no exceptions to this requirement.

The Office of Community Services will conduct an orientation on **Friday, July 19, 2019**, from 10:00 a.m. to 12:00 noon HST, at 830 Punchbowl Street, Room 420, Honolulu, Hawaii 96813. All prospective applicants are encouraged to attend the orientation.

The deadline for submission of written questions is 4:30 p.m., HST, on **Monday, July 22, 2019**. All written questions will receive a written response from the State on or about **Monday, July 29, 2019**.

Any inquiries and requests regarding this RFP should be directed to Alan B. Burdick at 830 Punchbowl Street, Room 420, Honolulu, Hawaii 96813, telephone: (808) 586-8696, fax: (808) 586-8685, e-mail: alan.b.burdick@hawaii.gov.

Applicants shall submit four duplicate originals of their proposals by U.S. mail postmarked on or before **Friday, August 9, 2019**, or by hand-delivery to the Office of Community Services before 4:30 p.m., HST, on that date.

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: FOUR (4) ORIGINALS

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **Friday, August 9, 2019** and received by the state purchasing agency no later than 10 days from the submittal deadline.

All Mail-ins

DLIR/OCS RFP COORDINATOR

Office of Community Services
Department of Labor and Industrial Relations
830 Punchbowl Street, Room 420
Honolulu, Hawaii 96813

Jovanie D. Dela Cruz
Phone: (808) 586-8679
Fax: (808) 586-8685
Email: jovanie.d.delacruz@hawaii.gov

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), Friday, August 9, 2019**. Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 p.m., **Friday, August 9, 2019**.

Drop-off Site

Office of Community Services
Department of Labor & Industrial Relations
830 Punchbowl Street, Room 420
Honolulu, Hawaii 96813

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Section 1

Administrative Overview

Section 1

Administrative Overview

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

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.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	July 9, 2019
Distribution of RFP	July 9, 2019
RFP orientation session	July 19, 2019
Closing date for submission of written questions for written responses	July 22, 2019
State purchasing agency's response to applicants' written questions	July 29, 2019
Discussions with applicant prior to proposal submittal deadline (optional)	August 9, 2019
Proposal submittal deadline	
Discussions with applicant after proposal submittal deadline (optional)	
Final revised proposals (optional)	August 12-23, 2019
Proposal evaluation period	August 30, 2019
Provider selection	August 30, 2019
Notice of statement of findings and decision	Aug 31-Sep 30, 2019
Contracting period	October 1, 2019
Contract start date	

1.2 Website Reference

Item	Website
1 Procurement of Health and Human Services	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/
2 RFP website	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 Click on the “References” tab.
4 General Conditions, AG-103F13	http://hawaii.gov/forms/internal/department-of-the-attorney-general/ag-103f13-1/view
5 Forms	http://spo.hawaii.gov Click on the “Forms” tab.
6 Cost Principles	http://spo.hawaii.gov Search: Keywords “Cost Principles”
7 Protest Forms/Procedures	http://spo.hawaii.gov/for-vendors/vendor-guide/protests-for-health-and-human-services/
8 Hawaii Compliance Express (HCE)	http://spo.hawaii.gov/hce/
9 Hawaii Revised Statutes	http://capitol.hawaii.gov/hrscurrent
10 Department of Taxation	http://tax.hawaii.gov
11 Department of Labor and Industrial Relations	http://labor.hawaii.gov
12 Department of Commerce and Consumer Affairs, Business Registration	http://cca.hawaii.gov click “Business Registration”
13 Campaign Spending Commission	http://ags.hawaii.gov/campaign/
14 Internal Revenue Service	http://www.irs.gov/
(Please note: website addresses may change from time to time. If a State link is not active, try the State of Hawaii website at http://hawaii.gov)	

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:

Office of Community Services
Department of Labor & Industrial Relations
830 Punchbowl Street, Room 420
Honolulu, Hawaii 96813
Telephone: 808-586-8696
alan.b.burdick@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.

Alan B. Burdick
Telephone: 808-586-8696
alan.b.burdick@hawaii.gov

1.7 Orientation

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

Date: Friday, July 19, 2019 **Time:** 10:00 am to 12:00 pm
Location: 830 Punchbowl Street, Room 420, Honolulu, Hawaii 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 point-of-contact 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: Monday, July 22, 2019 **Time:** 4:00 pm HST

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

Date: Monday, July 29, 2019

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 Section 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, as Attachment B. 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. Provider Compliance

All providers shall comply with all laws governing entities doing business in the State.

- 1. 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 the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS). Refer to Section 1.2, Website Reference for DOTAX and IRS website address.
- 2. 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. Refer to Section 1.2, Website Reference for the Department of Labor and Industrial Relations (DLIR) website address.
- 3. 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 Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. Refer to Section 1.2, Website Reference for DCCA website address.

Providers may register with Hawaii Compliance Express (HCE) for online compliance verification from the DOTAX, IRS, DLIR, and 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 Section 1.2, Website Reference, for HCE's website address.

Providers not utilizing the HCE to demonstrate compliance shall provide paper certificates to the purchasing agency. All applications for applicable clearances are the responsibility of the providers. All certificates must be valid on the date it is received by the purchasing agency. The tax clearance certificate shall have an original green certified copy stamp and shall be valid for six months from the most recent approval stamp date on the certificate. The DLIR certificate is valid for six months from the date of issue. The DCCA certificate of good standing is valid for six months from date of issue.

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 Section 1.2, Website Reference for statutes and 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 Section 1.2, Website Reference for statutes and 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. Proposals may **NOT** be submitted by facsimile, email, or other electronic means.

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 an 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:

- A. Rejection for failure to cooperate or deal in good faith. (HAR §3-141-201)
- B. Rejection for inadequate accounting system. (HAR §3-141-202)
- C. Late proposals (HAR §3-143-603)
- D. Inadequate response to request for proposals (HAR §3-143-609)
- E. Proposal not responsive (HAR §3-143-610(a)(1))
- F. 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 3-148, 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. Refer to Section 1.2, Website Reference for website address. Only the following matters may be protested:

- A. A state purchasing agency’s failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- B. A state purchasing agency’s failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- C. 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: Scott T. Murakami	Name: Jovanie D. Dela Cruz
Title: Director DLIR	Title: OCS Procurement Officer
Mailing Address: 830 Punchbowl Street, Room 321 Honolulu, Hawaii 96813	Mailing Address: 830 Punchbowl Street, Rm 420 Honolulu, Hawaii 96813
Business Address: Same	Business Address: Same

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. 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 as outlined on the SPO website. Refer to Section 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. Under welfare reform initiatives, statutory limits have been placed on public assistance. Under federal law, immigrants residing in the U.S. for less than five years are not eligible for federal welfare benefits and must obtain employment to earn their living. Therefore, the State seeks to provide services more broadly.

The purpose of these programs is to assist Hawaii's low-income, immigrant and refugee populations with overcoming and alleviating workforce barriers to economic self-sufficiency through an array of community-based programs and services.

B. Planning Activities Conducted in Preparation for this RFP. Pursuant to the Hawaii Administrative Rules § 3-142-301, relating to State Agency Planning Activities, OCS conducted planning activities, including, but not limited to issuing a Request for Information (RFI), RFI No. OCS LBR 903-03_20, on May 15, 2019, pursuant to HAR §3-142-202. The provisions of this RFP take into account information provided in the responses to the RFI.

C. Description of the Service Goals. These programs aim to improve employment possibilities for low-income persons by enhancing their employment skills. The ES-LPR program should also include acculturation modules to help immigrants address language and cultural barriers in order to successfully secure employment.

D. Description of the Target Population to be Served. The target population for these services are unemployed or underemployed low-income persons, including immigrants, regardless of their length of presence in the United States, provided that their family household income is at or below 200 percent of the Federal Poverty Guidelines for Hawaii. Providers must maintain proper documentation to demonstrate that program participants meet this income eligibility requirement. Details on documentation are given in Section 2.4, Scope of Work.

E. Geographic Coverage of Service. The service area for this RFP is statewide. Applicants may apply to provide service in any one or more of the four counties. Applicants should clearly specify where they propose to provide service. Applicants proposing to serve Hawaii County should specify whether they propose to serve the entire island or one part or another.

Depending on funding availability and depending on the proposals received in response to this RFP, the State reserves the right, in its sole discretion, to limit the geographical area(s) of services under this program to certain counties and not others.

F. Probable Funding Amounts, Source, and Period of Availability. Subject to the availability of funds, \$900,000 in State funds is anticipated to be available for each year of the State Fiscal Biennium 2020-2021. Contracts for services to Low-Income Persons and Legal Permanent Residents shall be consolidated into single contracts for this period.

Funding will be allocated on the basis of the poverty level populations in each county as estimated by the most recent (2017) Small Area Income and Poverty Estimates (SAIPE) of the U.S. Bureau of the Census:

<u>County</u>	<u>Population in Poverty</u>	<u>% of State's Poverty-Level Population</u>
Hawaii	29,604	22.4
Honolulu	79,084	59.8
Kauai	7,172	5.4
Maui	16,342	12.4

https://www.census.gov/data-tools/demo/saipe/#/?map_geoSelector=aa_c&s_state=15

On the basis of these poverty-level populations, the anticipated approximate funding levels per County for these programs each year of the biennium are:

<u>County</u>	
Hawaii	\$201,600
Honolulu	\$538,200
Kauai	\$ 48,600
Maui	\$111,600

The State reserves the right to adjust these allocations.

2.2 Contract Monitoring and Evaluation

Contractual services will be subject to desk monitoring and monitoring by visitation by State office staff. The criteria by which the performance of the contract will be monitored and evaluated are:

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

2.3 General Requirements

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

1. The applicant shall be a non-profit, non-governmental agency. The applicant shall also be in good standing with relevant licensing bodies, and in compliance with professional standards and requirements.

2. The applicant shall hold all licenses, permits, and accreditations, and meet all standards required by applicable federal, state and county laws, ordinances, codes and rules to provide services. The applicant shall also be in good standing with required licensing bodies, and in compliance with professional standards and requirements.
3. To the extent applicable to this RFP, the applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201. Refer to SPO website in Section 1.2, Website Reference.

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

After-the-fact secondary purchases will be allowed subject to the approval of the State.

Planned secondary purchases

NONE

C. Multiple or Alternative 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

E. Single or Multi-Term Contracts to be Awarded (Refer to HAR §3-149-302)

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

The initial term of contract will be October 1, 2019 through September 30, 2020, contingent on availability of funding, with one option to extend on mutual agreement.

The initial period shall commence on the contract start date or 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 Mandatory Tasks and Responsibilities). For each of the payment outcomes listed below, the applicant must provide appropriate documentation verifying that participants successfully complete all tasks, activities, and employment associated with a particular level through the required program reports.

The required services are as follows:

ES/LIP	ES/LPR
<p>Milestone 1: Outreach, Intake, ISP</p> <p>The provider will seek out participants in the appropriate low-income communities; ascertain potential participants' eligibility; enroll eligible participants; perform a formal assessment of the participant; ascertain the participant's job choice; and develop an Individual Service Plan (ISP) including the specific support the participant will need to obtain and perform the desired job, which the participant will sign. The provider will obtain advance authorization from the participant to receive reports from the participant's future employer.</p> <p>The provider is also expected to make a "whole person" assessment of the participant's and the participant's family's needs in such areas as health care, health insurance, child school enrollment, Head Start, and food services, and to make referrals as appropriate.</p> <p>This assessment should serve also as a final check that the participant will be able to participate in the program and in future employment without undue demands on his/her time and attention for personal or family needs.</p>	<p>Milestone 1: Outreach, Intake, ISP</p> <p>The provider will seek out participants in the appropriate immigrant communities; ascertain potential participants' eligibility; enroll eligible participants; perform a formal assessment of the participant; ascertain the participant's job choice; and develop an Individual Service Plan (ISP) including the specific support the participant will need to obtain and perform the desired job, which the participant will sign. The provider will obtain advance authorization from the participant to receive reports from the participant's future employer.</p> <p>The provider is also expected to make a "whole person" assessment of the participant's and the participant's family's needs in such areas as health care, health insurance, child school enrollment, Head Start, and food services, and to make referrals as appropriate.</p> <p>This assessment should serve also as a final check that the participant will be able to participate in the program and in future employment without undue demands on his/her time and attention for personal or family needs.</p>
<p>Milestone 2: Employment Preparation</p> <p>The provider will ensure that participants are adequately prepared for the needs and priorities of the work they seek by providing participants with teaching and coaching to assist with obtaining and retaining a job.</p> <p>These activities are intended to ensure that participants are equipped with the knowledge and skills necessary to obtain employment and to function effectively in the workplace. Participants will complete an Employment Preparation/Job Development program that</p>	<p>Milestone 2: Employment Preparation</p> <p>The provider will ensure that participants are adequately prepared for the needs and priorities of the work they seek by providing participants with teaching and coaching to assist with obtaining and retaining a job.</p> <p>These activities are intended to ensure that participants are equipped with the knowledge and skills necessary to obtain employment and to function effectively in the workplace. Participants will complete an Employment Preparation/Job Development program that</p>

ES/LIP	ES/LPR
<p>prepares the participants to enter the workforce and be successful in a formal work environment.</p> <p>The Program should involve a work readiness curriculum to include, but not be limited to, the following skills:</p> <ul style="list-style-type: none"> • Interviewing skills and résumé writing; • Effective time management; • Recognizing job priorities vs personal priorities; • Dressing for employment success on a limited budget and personal hygiene; • Financial literacy; • How to effectively budget; and • Self-motivation techniques to improve a sense of self-worth. <p>Milestone 2a: Vocational Training If needed and identified in the ISP, the participant may complete a recognized technical, vocational, trade or other training, GED certification, or skill enhancement program that assists the participant in achieving their employment objective.</p> <p>Training must be specific to a particular occupation and not include general topics such as workplace acculturation, time management, budgeting, and other “soft skills” training.</p> <p>Employment training would be through a third-party educational entity, such as a community college, trade school, or recognized certification program. The provider would not be eligible to provide the vocational training. The Office of Community Services would provide advance subsidies for employment training, plus funds available to the participant for educational assistance (e.g., transportation, credentials, certificates, uniforms, tools, books) in support of this Milestone. Each service provider’s contract shall set aside a minimum of ten percent (10%) and a maximum of fifteen percent (15%) of the total contract amount to be used for the benefit of program participants for</p>	<p>prepares the participants to enter the workforce and be successful in a formal work environment.</p> <p>The Program should involve a work readiness curriculum to include, but not be limited to, the following skills:</p> <ul style="list-style-type: none"> • Interviewing skills and résumé writing; • Effective time management; • Recognizing job priorities vs personal priorities; • Dressing for employment success on a limited budget and personal hygiene; • Financial literacy; • How to effectively budget; and • Self-motivation techniques to improve a sense of self-worth. <p>Milestone 2a: Vocational Training If needed and identified in the ISP, the participant may complete a recognized technical, vocational, trade or other training, GED certification, or skill enhancement program that assists the participant in achieving their employment objective.</p> <p>Training must be specific to a particular occupation and not include general topics such as workplace acculturation, time management, budgeting, and other “soft skills” training.</p> <p>Employment training would be through a third-party educational entity, such as a community college, trade school, or recognized certification program. The provider would not be eligible to provide the vocational training. The Office of Community Services would provide advance subsidies for employment training, plus funds available to the participant for educational assistance (e.g., transportation, credentials, certificates, uniforms, tools, books) in support of this Milestone. Each service provider’s contract shall set aside a minimum of ten percent (10%) and a maximum of fifteen percent (15%) of the total contract amount to be used for the benefit of program participants for</p>

ES/LIP	ES/LPR
<p>expenses such as tuition for vocational training at third-party educational institutions and related expenses such as (1) transportation; (2) credential evaluation services; (3) required documentation and clearances; (4) school uniforms and tools; and (5) similar expenditures. The provider shall submit receipts for such expenses to the State for reimbursement. The provider will be expected to submit copies of the receipts and a copy of the certificate of completion with its program progress report to the State. If the participant fails to complete the education, the provider will submit a narrative explaining the situation.</p> <p>Milestone 3: Job Placement and Maintenance The provider will help the participant become successfully employed for a period of at least one month.</p>	<p>expenses such as tuition for vocational training at third-party educational institutions and for <u>related</u> expenses such as (1) transportation; (2) credential evaluation services; (3) required documentation and clearances; (4) school uniforms and tools; (5) ESL; and (6) similar expenditures. The provider shall submit receipts for such expenses to the State for reimbursement. The provider will be expected to submit copies of the receipts and a copy of the certificate of completion with its program progress report to the State. If the participant fails to complete the education, the provider will submit a narrative explaining the situation.</p> <p>English as a Second Language (ESL) instruction is to be available through funds provided by the State. A participant would be able, on approval, to take ESL or vocational training or both, and need not take either.</p> <p>Milestone 3: Job Placement and Maintenance The provider will help the participant become successfully employed for a period of at least one month.</p>

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

1. **Personnel.** The applicant shall demonstrate that personnel possess the necessary knowledge, skills and abilities to effectively deliver the proposed services. The applicant shall have written descriptions for each position, requirements and qualifications, and policies and procedures to ensure that all employees are fully qualified to engage in activities and perform the services required.
2. **Administrative.** Written policies and procedures are required for all services including personnel standards, operating procedures, determination of participant eligibility, documentation, record-keeping, data gathering, reporting, financial administration, quality assurance, monitoring and evaluation. The applicant is required to have a written outcome-based program plan and an on-going planning and evaluation process that they will submit to OCS.

- 3. Quality Assurance and Evaluation Specifications.** The applicant shall have a written quality assurance plan, including procedures to assure that its services are provided in conformance with all federal, state, and county requirements, the requirements of this RFP and POS contracts. The plan shall include procedures on how the applicant will monitor management, fiscal and program operations for compliance with all requirements. The plan shall also provide for procedures to ensure that participants receive consistent, high quality services. The quality assurance plan shall identify roles and responsibilities for on-going implementation.

The applicant shall have a written plan for evaluation of performance in providing the required services. This includes, but is not limited to the procedures and methodology to measure, monitor and collect data on outputs and outcomes, and to evaluate the outcomes and other results of its services. The evaluation plan should also include procedures to identify and resolve problems, and improve the program as needed. Staff roles and responsibilities for assuring on-going implementation.

The applicant must also indicate the specific measurement tool(s) and/or procedures that will be utilized to document and verify that each proposed program output and outcome was accomplished.

The applicant will indicate what system of self-appraisal and program evaluation will be used to track and validate the effectiveness of the activities provided. The evaluation process must include tools or instruments to identify participant barriers, which are relevant to participant outcomes and include a process for making improvements or taking corrective action based upon the evaluation findings.

- 4. Output and Performance/Outcome Measurements.** The applicant shall set forth, using the table in Section 5, Attachment C, the numbers of the following outputs and performance/outcomes that it expects to achieve. Program outputs and outcomes reported to OCS for each specific activity must be a direct result of OCS's funding for this program.

a. Outputs

- Number of individuals assessed for services;
- Number of individuals for whom Individual Service Plans are to be prepared;
- Number of individuals who are to enter the Employment Preparation Program; and
- Number of individuals who are to complete the Employment Preparation Program.

b. Outcomes

- Number of individuals to be placed in long-term, unsubsidized employment;

- Number of individuals to be placed in part-time employment (at least 20 hours per week);
- Number of individuals to be placed in full-time employment (at least 40 hours per week);
- Number of individuals to be employed for at least 30 days;
- Number of individuals who are to receive English language training;
- Number of individuals who are to successfully complete Vocational Training.
- Number of individuals, already employed, who are to obtain a 50% increase in hourly wage without a decrease in hours worked; and
- Number of individuals, already employed, who are to obtain 20 additional hours of employment per week.

The applicant may also propose other measures of effectiveness. The applicant should use the “**Output and Outcome Measurements**” Table located in Section 5, of this RFP, and **include it** in the **Service Delivery section** of its proposal application.

5. **Experience.** The applicant shall demonstrate that it has the necessary skills, abilities, knowledge, and experience relating to the delivery of the proposed services. The applicant shall have a minimum of five (5) years of experience in Hawaii providing employment assistance to low-income persons.
6. **Coordination of Services.** The applicant shall demonstrate its capability to coordinate the proposed services with relevant agencies and resources in the community. Specifically, the applicant shall provide examples of how relationships/agreements with other agencies, community groups, employers, etc. assist in achieving program goals and objectives.

The applicant shall provide, as attachments to its proposal in response to this RFP, letters of intent, memoranda of agreement, and/or memoranda of understanding with other agencies with which the applicant plans to work in performing the contract, if awarded to the applicant. Such letters and/or memoranda should outline as clearly as practical the nature of the work to be performed by the collaborating agency, and it should outline the allocation of responsibilities and the compensation to be given to each party.

7. Reporting Requirements for Program and Fiscal Data.

- a. **Required Program Reports** – The PROVIDER shall submit the following program reports:
 - Quarterly progress reports, which shall be due within fifteen days after the end of each reporting period. The progress reports must provide a summary of goals, objectives, activities, accomplishments, and challenges, and must include outcome data and analysis; and

- A final progress report is due within 60 days after the end of the contract.
- b. **Required Fiscal Reports and Procedures** – The provider shall be responsible for the following fiscal reports:
- The provider shall maintain accounting procedures and practices acceptable to OCS, including books, records, documents and other evidence.
 - Any funds provided pursuant to a contract awarded under this RFP which are unencumbered on the date that the project terminates shall be returned to OCS. In addition, all funds provided under the contract awarded under this RFP which are encumbered but not disbursed within sixty (60) days after the project terminates shall be returned to OCS.
 - The provider must submit a request for payment on the OCS Cash Payment Request form by the 15th day of the month following the period that they submit their program report.
 - The provider must submit a Project Expenditures and Obligations Report by the 15th day after the end of each calendar quarter. A final Cash Payment Request and a final Project Expenditures and Obligations Report must be submitted within sixty days after the contract period ends.

The source of funding for the contract contemplated by this RFP is State appropriations anticipated to be made by the Legislature and approved by the Governor during the first half of 2019.

The provider has the option to choose either a monthly program report and cash request or a quarterly program report and cash request.

The provider shall make monthly or quarterly program progress reports that shall include narrative and statistical descriptions of program progress.

- c. **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 the Americans with Disabilities Act (ADA) requirements, as applicable, including any special equipment that may be required for the services.

2.5 COMPENSATION AND METHOD OF PAYMENT

Compensation will be based on a milestone system using the following schedule:

ES/LIP		ES/LPR	
Milestone 1 – outreach, intake, assessment - ISP	\$400	Milestone 1 – outreach, intake, assessment - ISP	\$400
Milestone 2 – job preparation	\$800	Milestone 2 – job preparation	\$800
Milestone 2a – third party vocational training & participant stipend.	** See Section 2.4 table	Milestone 2a – third party vocational training & participant stipend.	** See Section 2.4 table
Provider fee related to vocational training	\$200	Provider fee related to vocational training	\$200
Milestone 3 – Job placement and maintenance	\$600	Milestone 3 – Job placement and maintenance	\$600
Total maximum per participant to provider	\$2,000	Total maximum per participant to provider	\$2,000

Milestones need not run consecutively or in any specific order. The ultimate goal is to maximize the number of participants that secure and maintain employment for 30 days or more.

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 (Refer to Section 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 composed 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 provide a description of projects/contracts pertinent to the proposed services.

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

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

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

3.3 Project Organization and Staffing

A. Staffing

1. Proposed Staffing. The applicant shall describe the proposed staffing pattern, participant/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in Section 2, 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 Section 2, Service Specifications, as applicable)

B. Project Organization

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

2. Organization Chart. The applicant shall identify 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 2.1, Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

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. Refer to Section 1.2, Websites References for website address. The following budget form(s) shall be submitted with the Proposal Application:

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):
- 2. 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	30 points
Project Organization and Staffing	10 points
Service Delivery	50 points
Financial	10 Points

TOTAL POSSIBLE POINTS 100 points

4.3 Evaluation Criteria

A. Phase 1 – Evaluation of Proposal Requirements.

1. Administrative Requirements

2. Proposal Application Requirements

- a. Proposal Application Identification Form (Form SPOH-200)
- b. Table of Contents
- c. Program Overview
- d. Experience and Capability
- e. Staffing and Project Organization
- f. Service Delivery
- g. Financial (All required forms and documents)
- h. Other
- i. Program Specific Requirements (as applicable)

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

1. **Program Overview (0 Points).** No points are assigned to Program Overview. The intent is to give the applicant an opportunity to orient evaluators as to the service(s) being offered.
2. **Experience and Capability (30 Points).** OCS will evaluate the applicant's experience and capability to provide the services under this RFP as follows:
 - a. **Necessary Skills (5 Points)**
 - Applicant demonstrates that it has necessary skills, abilities, and knowledge to effectively deliver the proposed services.
 - b. **Experience (25 Points)**
 - The degree to which the applicant has the necessary experience to implement the proposed program based on past experience and demonstrated ability to meet program outcomes including but not limited to expending funds before contract expiration date. **A minimum of 5 years prior experience is required.**
3. **Staffing and Project Organization (10 Points)**
 - a. **Staffing (5 points)**
 - **Proposed Staffing** – Applicant provides a description of its staffing pattern, client/staff ratio, and caseload capacity that is reasonable to ensure viability of services. Demonstrates that the applicant's assignment of staff would be sufficient to effectively administer, manage, supervise, and provide the required services. If subcontractors or volunteers are used, demonstrates that use is as or more effective than applicant staff and work will be completed in accordance with the requirements of this RFP.
 - **Staff Qualifications** – Provides the minimum qualifications (including experience) for staff assigned to the program along with resumes, responsibilities, program experience, or other documents to substantiate fulfillment of qualifications to administer and provide the required services.

b. Project Organization (5 points).

- **Supervision and Training** – Applicant provides a description of the applicant’s ability to supervise, train, and provide administrative direction to staff relative to the delivery of the proposed services. Applicant explains how the program organization and assignment of personnel are sufficient for the effective administration, management, supervision, and provision of services under the program to meet the projected caseload. Applicant describes the training that would be provided for staff to strengthen their capability to effectively provide the proposed services.
- **Organization Chart** – To reflect the position of each staff and line of responsibility/supervision, both “Organization-wide” chart and a “Program” organization chart are attached to the Proposal Application. (Include position title, name, and full-time equivalency)

4. Service Delivery (50 Points)

- a. The applicant provides a complete and comprehensive plan of its total program design that explains, in detail, how it would provide all of the services required, addressing all service locations, major tasks, activities, time lines/schedules, and other pertinent information. Time lines should include goals and objectives with start and completion dates, major milestones or special events, important deadlines, scheduled reports and evaluations, as well as special requirements by the funding source. **(15 Points)**
- b. The applicant clearly identifies and describes the geographic area and the target population to be served. The applicant demonstrates, with demographic data and other documentation, that the geographic areas it proposes to serve contains significant numbers of the target population of this RFP, there is a determined need for the required services, the services available to the area are insufficient to fill the need, and the extent of services proposed by applicant for each area will effectively address the needs. **(10 Points)**
- c. The applicant describes its overall approach and methodology in addressing the need identified in this RFP, including a logical step-by-step progression of proposed program services from start to finish and how it would effectively serve clients with multiple barriers to obtain successful outcomes. **(10 Points)**
- d. The applicant provides projected amounts for the required outputs and outcomes that it expects to achieve or that will result from its services, and why these amounts of outputs and outcomes are feasible and demonstrates the effectiveness of services. The applicant demonstrates applicant’s ability to propose the proper instruments, measuring tools, and documentation that it will use to verify each of the program outputs and outcomes. The applicant explains in sufficient detail what evidence will be collected and documentation that will be submitted to verify that service outputs and outcomes are accomplished. **(15 Points)**

5. Financial (10 Points)

- a.** The applicant provides its most recent independent financial audit, with any accompanying management letter, to demonstrate the adequacy of the applicant's accounting system and procedures to assure proper and sound fiscal administration of funding. **(5 points)**
- b.** The applicant explains why it considers its proposed services to be cost effective for the area and target population to be served. **(5 points)**

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

C. Phase 3 – Recommendation for Award

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

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Proposal Table of Contents
- C. Outputs and Outcomes Measurements Table
- D. Outcomes Timeline 2020-2021
- E. Tuition and Client Assistance Budget (to be prepared by applicant)
- F. Organizational Chart (to be prepared by applicant)

Attachment A

Proposal Application Checklist

Applicant: _____ RFP No.: OCS-LBR-903-03_20

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		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	HCE SPO Website*	X	
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*		
SPO-H-205A	Section 3, RFP	SPO Website*		
SPO-H-205B	Section 3, RFP,	SPO Website*		
SPO-H-206A	Section 3, RFP	SPO Website*		
SPO-H-206B	Section 3, RFP	SPO Website*		
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:				
<i>Federal Certifications</i>		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program-Specific Requirements:				
Attachment A – Proposal Application Checklist			X	
Attachment B – Sample Table of Contents			X	
Attachment C – Output and Outcome Measurements Table			X	
Attachment D – Outcomes Timeline 2020-2021			X	
Attachment E – Tuition and Client Assistance Budget			X	
Attachment F – Organizational Chart			X	

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

Authorized Signature

Date

Attachment B
Sample Proposal Table of Contents

1.0	Program Overview	1
2.0	Experience and Capability	1
	A. Necessary Skills	2
	B. Experience and Past Performance	4
	C. Quality Assurance and Evaluation	5
	D. Facilities	6
3.0	Project Organization and Staffing	7
	A. Administrative Staffing	7
	B. Program Staffing	9
4.0	Service Delivery	11
	A. Program Model.....	15
	B. Proposed Outcomes	16
5.0	Financial	16
	See Section 5, Attachment C	
6.0	Litigation	17
7.0	Attachments	
	A. Proposal Application Checklist	
	B. Sample Proposal Table of Contents	
	C. Output and Outcome Measurements Table	
	D. Outcomes Timeline 2020-2021	
	E. Tuition and Client Assistance Budget	
	F. Organizational Chart	

Organization: _____
 RFP No: _____

ATTACHMENT C

OUTPUT AND OUTCOME MEASUREMENTS TABLE

OUTPUTS	LIP Number of Participants	LPR Number of Participants
Number of individuals assessed for services		
Number of individuals who receive completed Individual Service Plans		
Number of individuals who enter Employment Preparation Training		
Number of individuals who enter English as a Second Language Training		
Number of individuals completed Employment Preparation Program		
Number of individuals enrolled in Vocational Training		
OUTCOMES		
Number of individuals placed in permanent, unsubsidized employment		
Number of individuals placed in part-time employment (at least 20 hours a week)		
Number of individuals placed in full-time employment (at least 40 hours a week)		
Number of individuals who are already employed who obtain 20 additional hours of employment per week		
Number of individuals who are already employed who obtain a 50% increase in hourly wage without a decrease in hours worked		
Number of individuals employed for 30 days		
Number of individuals who receive English language services (ESL).		
Number of individuals who complete Vocational Training		

All numbers should reflect **actual** expected outputs and outcomes to be achieved by applicant, not necessarily the maximum number of charges OCS will pay for.

