



State of Hawai'i
Office of Hawaiian Affairs
Resource Management-Transitional Assistance Program

Request for Proposals

RFP No. OHA 15-01

Financial Literacy for Native Hawaiians

August 1, 2014

Note: If this RFP Solicitation was downloaded from the Hawaii State Procurement Office website, each applicant must provide contact information to the Solicitation contact person for this RFP Solicitation to be notified of any changes. OHA shall not be responsible for any missing addenda, attachments or other information regarding the Solicitation if a proposal is submitted from an incomplete RFP Solicitation.



**STATE OF HAWAII
OFFICE OF HAWAIIAN AFFAIRS**
560 N. NIMITZ HWY., SUITE 200
HONOLULU, HAWAII 96817
<http://www.oha.org>
Phone: (808) 594-0273 / Fax: (808) 594-1865
Email: geraldh@oha.org

August 1, 2014

Dear Applicant:

**SUBJECT: OHA REQUEST FOR PROPOSAL (RFP) FOR
STATE FISCAL YEAR (FY) 2015**

The Office of Hawaiian Affairs (OHA) is soliciting RFPs from qualified applicants to provide the following human service for State Fiscal Year 2015:

RFP Solicitation No.

Service Activity Title

OHA 15-01

Financial Literacy for Native Hawaiians

All prospective applicants are hereby notified that this RFP for competitive purchase of services is issued under the provisions of the Hawai'i Revised Statutes, Chapter 103F and its administrative rules.

The enclosed materials outline the application requirements of this solicitation. Included for your use are the administrative requirements, service specifications, proposal applications, budget instructions, as well as other reference materials. Prior to application submittal, it is imperative that the applicants closely review all information and follow detailed instructions provided.

Applicants shall submit their proposal(s) to OHA on or before **4:00 p.m. Hawaii Standard Time (HST), Friday, August 29, 2014** to the Office of Hawaiian Affairs, 560 N. Nimitz Hwy., Suite 200, Honolulu, Hawai'i, 96817. Any proposals received after the deadline, but with a postmark date of August 29, 2014 or prior shall be considered timely received. Proposal forms, specifications and special provisions can be obtained from:

- At the Hawaii State Procurement Office website at <http://hawaii.gov/spo/general/procurement-notice-for-solicitations>
- By emailing the sole contact person, Mr. Gerald Honda, Procurement Specialist at geraldh@oha.org; or
- By phone at (808) 594-0273.

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July 25, 2014

Proposals postmarked after August 29, 2014, or hand delivered after 4:00 p.m. HST on August 29, 2014, **shall be considered late and rejected**. There are no exceptions to this requirement.

Proposals delivered by facsimile transmission or e-mail will not be accepted. **One original and three copies of the proposal** are required.

OHA will conduct an orientation session at its office on Thursday, August 14, 2014, from 10:00 a.m. to 12:00 p.m., at Nā Lama Kukui in the Haumea Conference Room, 560 N. Nimitz Hwy., Suite 200, Honolulu, Hawaii. All prospective applicants are strongly encouraged to attend the session.

The deadline for submission of written questions is 4:30 p.m. H.S.T. on Friday, August 15, 2014. OHA will address all written questions with a written response by Friday, August 22, 2014. Written questions may be submitted to OHA by facsimile or e-mail. However, all applicants who submit written questions by facsimile or e-mail bears the full and exclusive responsibility for assuring the complete, correctly formatted, and timely transmission of their questions.

OHA reserves the right to amend the terms of this solicitation, to issue addenda, or to withdraw this solicitation at any time.

All applicants will be notified in writing regarding OHA's decision on his/her proposal(s) in mid-September 2014. Contracts for OHA 15-01 are expected to be in effect from November 1, 2014 to June 30, 2015.

Any questions or inquiries regarding this solicitation should be directed to the RFP Contact Person, Gerald Honda, by mail at 560 N. Nimitz Hwy., Suite 200, Honolulu, Hawai'i 96817, or e-mail at geraldh@oha.org, or by telephone to (808) 594-0273.

Thank you for your interest in applying and for working with us to provide quality services.

Mahalo,

Keith Yabusaki, Ph.D.
Office of Hawaiian Affairs
Resource Management - Transitional Assistance Program Manager

AN EQUAL OPPORTUNITY AGENCY

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: One (1) original and three (3) copies

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **August 29, 2014** and received by state purchasing agency no later than 10 days from the submittal deadline.

All Mail-Ins

Office of Hawaiian Affairs
Resource Management-Procurement
560 N. Nimitz Hwy., Suite 200
Honolulu, Hawai'i 96817

OHA RFP COORDINATOR

Gerald Honda
Phone: (808) 594-0273
Fax: (808) 594-1865
Email: geraldh@oha.org

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:00 P.M., Hawaii Standard Time (HST), August 29, 2014.** Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:00 p.m., August 29, 2014.

Drop-Off Site

Office of Hawaiian Affairs
Resource Management-Procurement
560 N. Nimitz Hwy., Suite 200
Honolulu, Hawai'i 96817

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Section 1

Administrative Overview

Section 1 Administrative Overview

Applicants are encouraged to thoroughly read this RFP. 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 this RFP.

1.1 Procurement Timetable

This timetable represents OHA's best estimate of key dates relating to this RFP. While some dates are fixed, such as the deadline for submitting proposals, others may be adjusted at OHA's discretion. The contract start date may be subject to the issuance of a notice to proceed.

<u>Activity</u>	<u>Scheduled Date</u>
Public Notice Announcement of RFP	August 1, 2014
Distribution of RFP	August 1, 2014
RFP Orientation Session	August 14, 2014
Deadline for Receipt of Written Questions	August 15, 2014
OHA's Response to Written Questions	August 22, 2014
Proposal Submittal Deadline	August 29, 2014
Discussions with Applicant after Proposal Submittal Deadline (optional)	Aug 30 – Sept 12, 2014
Final Revised Proposals (optional)	Sept 8 - 11, 2014
Proposal Evaluation Period	Aug Sept 8 – Sept 12, 2014
Provider Selection	September 15 – 22, 2014
Notice of Statement of Findings and Decision	On or about September 22, 2014
Contract Start Date	November 1, 2014

1.2 Website Reference

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

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

Non-SPO websites

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

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

1.3 Authority

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

1.4 RFP Organization

This RFP is organized into five sections:

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

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

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

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

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

1.5 Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Office of Hawaiian Affairs
Resource Management – Procurement
560 N. Nimitz Hwy., Suite 200
Honolulu, Hawai'i 96817
Phone: (808) 594-0273
Fax: (808) 594-1865
Email: geraldh@oha.org

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.

Gerald Honda
Procurement Specialist
Phone: (808) 594-0273
Fax: (808) 594-1865 fax
Email: geraldh@oha.org

1.7 Orientation

An orientation for applicants in reference to this RFP will be held as follows:

Date:	August 14, 2014	Time:	10:00a.m. – 12:00 p.m.
Location:	<u>Office of Hawaiian Affairs, Haumea Conference Room, 560 N. Nimitz Hwy, Suite 200, Honolulu, Hawai‘i.</u>		

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

1.8 Submission of Questions

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

Deadline for submission of written questions:

Date:	<u>August 15, 2014</u>	Time:	<u>4:30 p.m. HST</u>
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State agency responses to applicant written questions will be provided by:

Date:	<u>August 22, 2014</u>
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1.9 Submission of Proposals

A. **Forms/Formats** - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website referred to in subsection 1.2, Website Reference. Refer to the Section 5, Proposal Application Checklist for the location of program specific forms.

1. **Proposal Application Identification (Form SPOH 200).** Provides applicant proposal identification.
2. **Proposal Application Checklist.** The checklist provides applicants specific program requirements, reference and location of required RFP proposal forms, and the order in which all proposal components should be collated and submitted to the state purchasing agency.

3. **Table of Contents.** A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
 4. **Proposal Application (Form SPOH-200A).** Applicant shall submit comprehensive narratives that address all proposal requirements specified in Section 3, Proposal Application Instructions, including a cost proposal/budget, if required.
- B. **Program Specific Requirements.** Program specific requirements are included in Sections 2 and 3, as applicable. Required Federal and/or State certifications are listed on the Proposal Application Checklist in Section 5.
- C. **Multiple or Alternate Proposals.** Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. **Hawaii Compliance Express (HCE).** All providers shall comply with all laws governing entities doing business in the State. Providers shall register with HCE for online compliance verification from the Hawaii State Department of Taxation (DOTAX), Internal Revenue Service (IRS), Department of Labor and Industrial Relations (DLIR), and Department of Commerce and Consumer Affairs (DCCA) . There is a nominal annual registration fee (currently \$12) for the service. The HCE's online "Certificate of Vendor Compliance" provides the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes. Refer to **subsection 1.2, Website Reference**, for HCE's website address.
- **Tax Clearance.** Pursuant to HRS §103-53, as a prerequisite to entering into contracts of \$25,000 or more, providers are required to have a tax clearance from DOTAX and the IRS. (See subsection 1.2, Website Reference for DOTAX and IRS website address.)
 - **Labor Law Compliance.** Pursuant to HRS §103-55, providers shall be in compliance with all applicable laws of the federal and state governments relating to workers' compensation, unemployment compensation, payment of wages, and safety. (See subsection 1.2, Website Reference for DLIR website address.)
 - **DCCA Business Registration.** Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations, unincorporated associations and foreign insurance companies shall be registered and in good standing with the DCCA, Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See subsection 1.2, Website Reference for DCCA website address.)

- E. **Wages Law Compliance.** If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS §103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to HRS §103-55, at the Hawaii State Legislature website. (See subsection 1.2, Website Reference for DLIR website address.)
- F. **Campaign Contributions by State and County Contractors.** HRS §11-355 prohibits campaign contributions from certain State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. Refer to HRS §11-355. (See subsection 1.2, Website Reference for Campaign Spending Commission website address.)
- G. **Confidential Information.** If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

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

- H. **Proposal Submittal.** All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet, or as amended. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet, or as amended. Proposals shall be rejected when:
 - 1. Postmarked after the designated date; or
 - 2. Postmarked by the designated date but not received within 10 days from the submittal deadline; or
 - 3. If hand delivered, received after the designated date and time.

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

Faxed proposals and/or submission of proposals on diskette/CD or transmission by e-mail, website or other electronic means are not permitted.

1.10 Discussions with Applicants

- A. **Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- B. **After Proposal Submittal Deadline -** Discussions may be conducted with applicants whose proposals are determined to have a reasonable expectation of being selected for award, but proposals may be accepted without discussions, in accordance with HAR §3-143-403.

1.11 Opening of Proposals

Upon the state purchasing agency's receipt of a proposal at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

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

1.12 Additional Materials and Documentation

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

1.13 RFP Amendments

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

1.14 Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's final revised proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPOH-200).* After final revised proposals are received, final evaluations will be conducted for an award.

1.15 Cancellation of Request for Proposal

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

1.16 Costs for Proposal Preparation

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

1.17 Provider Participation in Planning

Provider(s), awarded a contract resulting from this RFP,

☐ are required

☒ are not required

to participate in the purchasing agency's future development of a service delivery plan pursuant to HRS §103F-203.

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the release of a RFP, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals, if conducted in accordance with HAR §3-142-202 and 3-142-203.

1.18 Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

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

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

1.19 Notice of Award

A statement of findings and decision shall be provided to each responsive and responsible applicant by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the provider(s) awarded a contract prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

1.20 Protests

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

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

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

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

Head of State Purchasing Agency	Procurement Officer
Name: Kamanaʻopono Crabbe, Ph.D.	Name: Phyllis Ono-Evangelista
Title: Ka Pouhana, Chief Executive Officer	Title: Procurement Manager
Mailing Address: 560 N. Nimitz Hwy., Suite 200 Honolulu, Hawaiʻi 96817	Mailing Address: 560 N. Nimitz Hwy., Suite 200 Honolulu, Hawaiʻi 96817
Business Address: Same as above	Business Address: Same as above

1.21 Availability of Funds

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

1.22 General and Special Conditions of Contract

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

1.23 Cost Principles

To promote uniform purchasing practices among state purchasing agencies procuring health and human services under HRS Chapter 103F, state purchasing agencies will utilize standard cost principles outlined in Form SPOH-201, which is available on the SPO website. (See subsection 1.2 Website Reference for website address.) Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

Section 2

Service Specifications

Section 2

Service Specifications

2.1 Introduction

In 2010, OHA launched a new strategic plan to better serve Hawaiians, while transforming OHA into a more streamlined, performance-based organization. OHA shifted its focus from serving individual needs to applying its combined resources to programs and activities that will lead to broader change and maximize its impact on all Hawaiians. The plan was based on extensive research and several thousand interviews with Hawaiians across the state of Hawai'i and the United States, as well as with all key stakeholders. The strategic plan recognizes the fact that OHA can maximize its impact for Hawaiians by prioritizing its efforts in a few key areas, rather than broadly dispersing its resources. Under this plan, OHA is shifting its focus to advocacy and promoting systemic change in strategic results: 1) increase family income, 2) build stability in housing, 3) exceed education standards, 4) understand need for viable land base, 5) achieve pae'aina sustainability, 6) improve family lifestyle choices, 7) transfer assets to entity, 8) value history and culture, 9) participate in cultural activities, and 10) decrease chronic disease rates.

A. Overview, Purpose or Need

OHA will continue to partner with organizations that work toward its goals and will look for new ways to grow its assets so that it can better meet the needs of the Hawaiian community. Over the past 30 years, OHA has taken on the responsibility of providing the opportunity for a better life and future for all Hawaiians. Through hard work, perseverance, and core values to guide OHA's initiatives, thousands of people have benefited from the work of OHA.

The purpose of this solicitation is to contract for services to support OHA's Strategic Priority of Economic Self-Sufficiency. The purpose of the desired program(s) is to provide increased access to resources that will assist Native Hawaiians to progress toward greater economic self-sufficiency. Specifically, the desired program(s) will provide services that will assist Native Hawaiian beneficiaries increase economic self-sufficiency through financial literacy training.

Traditional methods of alleviating poverty focus on the supply of resources made available to members of any household. While all poverty-measuring systems invariably contain assumptions or generalizations inapplicable to the actual conditions of poverty, alternative and complementary methods of assisting persons towards self-sufficiency must be initiated to ensure addressing all self-sufficiency barriers. The basic assumptions of the current

Federal Poverty Guide Line (FPGL) do not accurately address cost-of-living issues, which include housing and food differentials, specific economic structure and opportunities available in each geographic region, or personal specifics such as prior bankruptcies or financial trouble, that increase the cost of being impoverished. The need exists to ensure Native Hawaiian families achieve financial stability.

B. Planning Activities Conducted In Preparation for this RFP

Pursuant to the Hawaii Administrative Rules §3-142-301 State Agency Planning Activities, OHA conducted planning activities, including, but not limited to the following:

Considered the views of provider organizations to improve service specifications and better achieve mandated goals. A request for information was utilized as designated in Section § 3-142-202;

Analyzed information from program monitoring and evaluation reports of current provider organizations;

Analyzed socio-economic and health data for trends to determine demand factors; and

Considered the views of service recipients and community advocacy organizations on conditions affecting the achievement of mandated goals.

C. Description of the Goals of the Service

The goal of these services is to increase the economic self-sufficiency of Native Hawaiians by implementing services that provide:

1. An asset building resource and support system that assists Native Hawaiian beneficiaries attain household financial and economic goals.
2. Enhanced subsistence, resilience, and independence by improving capacity for financial planning, savings, and management.

D. Description of the Target Population to be Served

Clients served by this program must be of Native Hawaiian ancestry.

The target population for these services is persons of Native Hawaiian ancestry whose income is at or below 250% of the federal poverty guideline for Hawai'i.

Providers must maintain proper documentation to demonstrate that program participants meet this eligibility requirement. Further details regarding documentation are provided in Section 2, III. Scope of Work.

E. Geographic Coverage of Service

Service areas include the counties of Honolulu, Hawai'i, Maui, and Kaua'i. The applicant may apply in any one or more of these areas. The applicant shall demonstrate capability to provide the required services in the area(s) for which it applies.

The applicant is responsible for clearly identifying the geographic areas that it proposes to serve.

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

Subject to the availability of funds, \$60,000 in OHA Funds is suggested from November 1, 2014 to June 30, 2015.

Funds may not be used for out-of-state travel, capital projects, or general organizational expenses. Funding will be allocated based on proposals submitted.

2.2 Contract Monitoring and Evaluation

Contracts under this RFP may be monitored on-site or from the office, depending upon assessment of risk. Monitoring activities may include reviews of all reports, interviews with staff and clients, and fiscal reviews including invoice testing and internal control supports. Monitoring will be based on activities in each of the following areas:

A. Performance/Outcome Measures

Activities may include comparison of reported outcomes and service activities to documentation substantiating claims, interviews with clients to ensure reported services were received, and other such measures.

B. Output Measures

Activities may include review of attendance sheets or other documents to substantiate number of people, or other documents such as program files to ensure services are provided as reported.

C. Quality of Care/Quality of Services

Activities may include interviews with clients to ensure satisfaction with service, as well as interviews with staff to gauge internal capacity to assess and improve services.

D. Financial Management

Activities may include risk assessment through examination of fiscal policies and procedures, and reconciling payment claims to actual service activities.

E. Administrative Requirements

Activities may include compliance testing, review of practices and costs to applicable cost principles, statutes, etc., and use of OHA funds for lobbying, other practices unallowable under State law and Contracted Agreement.

2.3 General Requirements

A. Specific Qualifications or Requirements, Including but not Limited to Licensure or Accreditation

1. 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.

2. The applicant must have IRS tax-exempt non-profit status and be registered to do business in the State of Hawaii, or be a government agency.

3. The applicant shall have a minimum three years of experience in Hawai'i providing assistance to Native Hawaiians and/or operating a related program serving Native Hawaiians in the program area for which the proposal is being made. The CEO of OHA may grant an exception from this requirement if the applicant has demonstrated the necessary experience in the program area.

4. The applicant shall have the program in operation in the geographic areas where the contract is awarded and be able to provide services beginning October 15, 2014 through June 30, 2015.

5. The applicant shall refer to Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 9/11), which can be found on the SPO website *hawaii.gov/spo/spoh/for-private-providers/.../costprinciples*.

6. The applicant must provide reasonable accommodations to assure capacity to deliver services to those participants with limited physical limitations. The applicant must provide reasonable accommodations to assure that it has the capacity to deliver services to all clients in a culturally and linguistically appropriate manner as practicable.

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

8. The applicant must use credible and tested measurement tools to evaluate program effectiveness in achieving outcomes.

9. When a disagreement arises between the Provider and OHA in regards to the performance of specific service activities within contracted specifications, the wishes of OHA shall prevail. Failure on the part of the Provider to comply shall be deemed cause for corrective action and subject to contractual remedies.

B. Secondary Purchaser Participation

(Refer to Hawaii Administrative Rules §3-143-605)

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

Planned secondary purchases will be allowed subject to approval of OHA.

NONE

C. Multiple or Alternate Proposals

(Refer to Hawaii Administrative Rules §3-143-605)

☐ Allowed ☒ Not allowed

D. Single or Multiple Contracts to Be Awarded

(Refer to Hawaii Administrative Rules §3-143-206)

☐ Single ☐ Multiple ☒ Single & Multiple

A single contract may be awarded to a proposal that demonstrates the ability to provide comprehensive and efficient education services for multiple counties within the state. Submit separate proposals if applying for more than one county, but not the whole state. Each service agency is limited up to one proposal per county or up to a total of three proposals. If applying for Statewide services, submit one and only ONE proposal but clearly delineate how services will be delivered in each county, how funds will be allocated for each county, and the amount and type of clients served in each county. Proposed outcomes will be compared one against the other for the same geographic areas. For example, Kaua'i county outcomes will be compared against all other proposed Kaua'i County outcomes.

Criteria for multiple awards: When advantageous to OHA, multiple awards may be awarded. These may be awarded when a single proposal is insufficient to cover the entire geographic area, when multiple proposals with different treatment modalities are deemed

meritorious, or when the total cost of the service is lower or number of outcomes is greater than in a single proposal.

E. Single or Multi-Term Contracts to Be Awarded

(Refer to Hawaii Administrative Rules Section 3-149-302)

☒ Single term (2 years or less)

☐ Multi-term (more than 2 years)

Contract terms:

Initial term of contract: 8 months

Length of each extension: up to 6 months

Number of possible no-cost extensions: 1

Maximum length of contract: 1 year and 2 months

Conditions for extension: N/A

The initial period shall commence on the contract 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 and/or mandatory tasks and responsibilities)

In Section 3, IV. Service Delivery, the applicant shall describe in detail the target area(s), target population(s), need of the target population(s) in the proposed service area(s), and how the applicant would provide the required services.

Services shall include, but not limited to: (1) outreach, screening, intake and assessment; (2) service planning; (3) case management including the development of an Individual Service Plan and monitoring and follow-up; (4) counseling and referral; (5) providing financial literacy education; and (6) measurement and evaluation.

Financial literacy training shall provide the following or similar topics: budgeting/financial planning, types and uses of credit, the importance of saving and credit.

The applicant shall describe in detail where and how it proposes to provide the required services, including the location and a schedule of services.

The applicant must describe the design and approach of the proposed program and how it will meet the needs of the population it plans to serve.

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, 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 for these services.

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, and the requirements of this Solicitation. 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 determine whether clients 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, including 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 make improvements to the program as needed. The evaluation plan should identify 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.

Annual contract monitoring by OHA may include on-site visits with comprehensive evaluation of several areas of performance. These may include review of conformance with standard contractual requirements, agency files, accounting practices, and case-

record keeping. In addition, on-going contract monitoring shall include a review of required reports and periodic assessment of program effectiveness.

The applicant must maintain throughout the term of the contract a system of self-appraisal and program evaluation to track and validate effectiveness of the activities provided. The evaluation process must include tools or instruments to track participant progress, 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 amount of the following output and performance/outcomes that it expects to achieve. Program outputs and outcomes reported to OHA for each specific activity must be a direct result of OHA’s funding for this program.

a. Outputs

- Total # of Native Hawaiians assessed for services
- Total # of Native Hawaiians enrolling in financial literacy training

b. Outcomes

- Total # of Native Hawaiians who completed an Individual Service Plan
- Total # of Native Hawaiians who receive and complete Financial Literacy Education
- Total # of financial counseling sessions provided

The applicant may also propose additional measures of effectiveness. Examples of additional measures include but are not limited to the following:

- Total # of Native Hawaiians identified as homeless
- Total # of Native Hawaiians identified as unemployed
- Total # of Native Hawaiians who became homeowners
- Average increase in credit scores
- Decrease in debt
- Decrease in debt-to-income ratio

- Average savings

Please use the **Output and Performance/Outcome Measurements Table (Section 5 - Attachment C)** located in Section 5, of this solicitation, and include it in the **Service Delivery and Program Overview sections** of your proposal application.

5. Experience – The applicant shall have a minimum three years of experience in Hawai'i providing assistance to Native Hawaiians and/or an equivalent of three years of operating a human services or related program serving Native Hawaiians in the program area for which the proposal is being made.

6. Coordination of Services – The applicant shall demonstrate its capability to coordinate the proposed services with relevant agencies and resources in the community.

7. Reporting Requirements for Program and Fiscal Data – Quarterly program progress and fiscal reports are required within thirty (30) calendar days after the last day of each quarter. The final report on the total contract period is required within sixty (60) calendar days after the last day for the contract period.

The program progress reports shall consist of statements by the service provider relating to the work accomplished during the reporting period and shall include a statement of the nature work performed, including actual performance measures, activity levels, and target group indicators, identification of persons served by the service provider during the reporting period, identification of any immediate problems encountered during the period, and any recommendations deemed pertinent by the service provider.

Fiscal reports shall detail the uses made by the service provider of compensation paid to it pursuant to this Contract, outline the expenditures incurred, and be certified by the service provider.

The applicant shall describe its ability to provide quarterly and final reports on program progress including, but not limited to, *program achievements, initiatives, adjustments, and challenges*.

OHA funding must be acknowledged in this report and in all other publications based on the project results. All project(s) reports and results are considered public property and cannot be patented, copyrighted or restricted in any manner unless specifically agreed to by both parties. Timely compliance with interim reporting requirements is required to continue to receive funding under the award.

Other reports may be required.

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. If the applicant believes facilities are unnecessary, they may indicate this with an explanation in their proposal.

2.5 COMPENSATION AND METHOD OF PAYMENT

A. Compensation

An initial advance payment of up to twenty-five percent (25%) of the total contract amount will be made upon contract execution and receipt of a written cash request. Subsequent payments shall be made to the applicant in monthly/quarterly installments, upon submission by the applicant of written requests for payment and OHA approval. OHA may retain some or all of each payment requested by the applicant. Payment of the retained amount shall be made based upon: (1) acceptance and approval of the written quarterly fiscal and program progress reports, and (2) acceptance and approval of final written fiscal and program progress reports. The reports shall be reviewed by OHA and shall be subject to the preliminary determination of appropriateness and allowability of the reported expenditures shall be subject to later verification and subsequent audit.

B. Unit of Service and Unit Rate

Not applicable.

C. Method of Payment

The method of payment will be cost reimbursement. The cost reimbursement contract will provide for payment of allowable incurred costs, to the extent prescribed in the contract. Cost reimbursement contracts establish an estimate of total cost for the purpose of obligating funds and establishing a ceiling that the successful applicant/contractor may not exceed without the approval of the procurement office.

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General Instructions for Completing Applications:

- *Proposal Application shall be submitted to OHA using the prescribed format outlined in this section. The proposal shall be organized and presented in the sections and subsections designated in the solicitation and with prescribed content for each section.*
- *The numerical outline for the application, the titles/subtitles, applicant's organization and solicitation identification information on the top right hand corner of each page should be retained. The instructions for each section may be omitted.*
- *Proposal must be typed on plain, white, letter-size paper with one-inch margins on all sides in a font size no smaller than 12 points.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one (1) and continuing through the complete proposal.*
- *Document spiral binding will not be accepted.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections is recommended.*
- *Applicant must submit a one-sided proposal application(s).*
- *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.*
- *Proposal Application should not exceed 25 pages of main text, not including appendices, attachments, cover sheet (and/or title page), required forms, and table of contents. Appendices, attachments, cover sheet (and/or title page), required forms, and table of contents should not exceed 50 pages.*
- *One (1) original and three (3) copies of each proposal are required. Original shall be clearly marked "ORIGINAL" and copies shall be clearly marked "COPY."*
- *Other supporting documents may be submitted in an Appendix, including visual aids to further explain specific points in the proposal; if used, they should be referenced.*

The Proposal Application Comprises the Following Sections:

- *Proposal Application Checklist*
- *Proposal Application Cover Sheet*
- *Table of Contents*
- *Program Overview with Performance Outputs and Outcomes Measurement Table*
- *Experience and Capability*
- *Project Staffing and Organization*
- *Service Delivery*
- *Financial*
- *Other*

3.1 Program Overview

The applicant shall give a clear and concise brief overview to highlight and summarize the content of the proposal to orient the evaluators to the program/services being offered. The Performance Outputs and Outcomes Measurement Table (Attachment C) shall also be attached.

3.2. Experience and Capability

A. Experience

The applicant shall provide a list and a brief description of past and current projects/contracts pertinent to providing financial literacy that includes all of the following information: The *contracting agency, contact person, address, telephone number and/or e-mail address, contract/program title, contract period, funding amount, and performance outcomes*. In addition, the applicant shall provide a copy of relevant reports or information relating to contract/program performance.

OHA reserves the right to contact references to verify experience.

B. Quality Assurance and Evaluation

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

The applicant shall explain how the applicant intends to determine whether or not the program was a success.

The applicant shall describe what evidence or documentation will be used to verify program accomplishments.

The applicant shall demonstrate that it has a written evaluation plan that effectively measures, monitors, and evaluates program performance and detects and addresses problems in a timely manner. (Refer to the “Quality Assurance and Evaluation Specifications,” in Section 2, III. Scope of Work).

C. Coordination of Services

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

If letters of support are submitted, include only letters that establish genuine support and actually make a commitment of time, money, personnel, space, or resources to the program and are absolutely necessary to support your proposal or that will enhance it.

The applicant shall demonstrate the partnership of any named agency through letters of intent, Memoranda of Understanding or Agreement, or other formalized documents outlining commitments and responsibilities.

D. Facilities

Provide a description of the facilities (i.e., location(s), layout, available technology and resources, etc.) and demonstrate its adequacy in relation to the proposed services.

If the facilities are not presently available, describe the plans to acquire the facilities and identify the resources that will be used to secure the facilities. If the applicant believes facilities are unnecessary, they may indicate this and an explanation in their proposal.

Describe how the facilities meet the ADA requirements, as applicable. Also, identify any special equipment that may be required for the services and whether the applicant is in possession of the equipment, or will need to acquire it.

3.3 Project Staffing and Organization

A. Staffing

1. Proposed Staffing – The applicant shall describe and demonstrate that (1) the proposed staffing pattern and student/staff ratio are appropriate for the viability of the services; (2) the applicant's assignment of staff will be sufficient to effectively administer, manage, supervise, and provide the required services; and (3) staff has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services. Include a list that identifies whether a specific staff is employed by your agency or a position will be created to deliver each of the specified services described in Sec 2, III. Scope of Services.

The applicant shall fully explain, justify, and demonstrate any proposed use of a subcontractor to be as effective as in-house staff for the provision of the required services. Demonstrate that the proposed subcontractor is fully qualified for the specific work that would be subcontracted, by including a description of the proposed subcontractor's experience, capability, project organization, staffing, and proposed services as set forth for applicants in this solicitation. Explain how the applicant will assure the quality and effectiveness of the subcontractor, monitor and evaluate the subcontractor, and insure compliance with all of the requirements of this solicitation.

The applicant shall fully explain, justify, and demonstrate any proposed use of volunteers to be as effective as in-house staff for the provision of the required services. Demonstrate that proposed volunteers are or would be fully qualified for the specific work assigned, could be relied on, and would be available when and where needed to provide the required services. Explain how it would provide sufficient management, supervision, oversight, and evaluation of volunteers, and otherwise assure their work quality and effectiveness. Explain how it will assure that volunteers perform in compliance with the requirements of this solicitation.

2. Staff Qualifications – The applicant shall provide (1) the minimum qualifications for staff assigned to the program; (2) include position descriptions; and (3) explain how the minimum qualifications and/or actual qualifications would assure delivery of quality services.

The applicant shall identify key staff members who will be involved in the management, administrative, and program functions needed to provide and support the services being requested. The applicant shall also provide resumes, employment history, responsibilities, program experience, and significant accomplishments for each staff member.

B. Project Organization

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

The applicant shall explain 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.

The applicant shall describe the training that would be provided for program staff to strengthen their capability to effectively provide the program services.

2. Organization Charts – Both the “Organization-wide” and “Program” organization charts shall be attached to the Proposal Application.

The applicant shall provide an “Organization-wide” chart that shows the program placement of the required services within the overall agency, and a “Program Organization” chart that shows lines of communication between program administration and staff. Written explanations of both organization charts shall be included as needed for clarification.

The applicant shall reflect the position of each staff and line of responsibility/supervision. Include the position title, name of individual and full-time equivalency (FTE). The

applicant shall demonstrate that the applicant's proposed organization would be sufficient to effectively administer, manage, and provide the required services.

3.4 Service Delivery

The applicant shall clearly identify and describe the geographic areas and the targeted population groups that it proposes to serve. Demonstrate with demographic data and other documentation, that the geographic area(s) it proposes to serve (1) contains significant numbers of the target population of this RFP; (2) there is a determined need for the services under this solicitation; (3) the services available to the area are insufficient to fill the need; and (4) the extent of services proposed for each area will effectively address the needs.

The applicant shall describe its program in sufficient detail to provide a complete and comprehensive picture of its total program design. The applicant shall explain how it would provide all of the services required in Section 2, III. Scope of Work, addressing all service locations, tasks, activities, time lines, 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.

The applicant shall describe and justify 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 participants with multiple barriers to obtain successful outcomes.

If a new program is being proposed, the applicant shall provide a detailed start-up plan. The plan shall include tasks, activities, personnel, and timeframe. The plan shall clearly show how the applicant would have the program established with necessary staffing to meet the anticipated number of participants and provide the required services in all applicable geographic areas by October 15, 2014.

The applicant shall demonstrate outputs and outcomes it expects to achieve or will results from its services are feasible and its proposed services are effective. Explain in sufficient detail how the outputs and outcomes will be tracked and documented in the student file and/or agency records.

The applicant shall describe its ability to provide complete, accurate and timely reports on program performance.

The applicant shall submit projected outputs and outcomes using the Performance Output and Outcome Measurements Table in Section 5, Attachments. If the applicant proposes additional outputs or outcomes than those provided by OHA, a justification with the proposed change should be included.

The applicant shall demonstrate its capability to provide financial literacy education. From technical assistance given, beneficiaries understand the concept and importance of savings and spending wisely, and are now equipped and empowered to make good financial decisions.

3.5 Financial

A. Pricing Structure

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

1. Pricing Structure Based on Cost Reimbursement – The cost reimbursement pricing structure reflects a purchase arrangement in which OHA pays the contractor for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation.

2. Budget Forms – As applicable, provide a budget with line-item detail and detailed calculations for each budget object class identified in the budget forms below. Detailed calculations must include estimation methods, quantities, unit costs, and other similar quantitative detail sufficient for the calculation to be duplicated.

All budget forms, instructions and samples are located on the SPO website (see Section 1.2, Website Reference). The following budget form(s) shall be submitted with the Proposal Application:

- 1. SPO-H-205 Proposal Budget for FY 2015**
- 2. SPO-H-206A Budget Justification – Personnel: Salaries and Wages**
- 3. SPO-H-206B Budget Justification – Personnel: Payroll Taxes, Assessment and Fringe Benefits**
- 4. SPO-H-206E Budget Justification – Contractual Services: Administrative**
- 5. SPO-H-206F Budget Justification – Contractual Services: Subcontracts**
- 6. SPO-H-206H Budget Justification – Program Activities**

The applicant shall also utilize and refer to form SPO-H-201, Chapter 103F, HRS, Cost Principles in Purchases of Health and Human Services, in preparing its cost proposal.

In completing the required budget forms, the applicant should consider the evaluation criteria contained in Section 4, whereby the comprehensiveness of the information presented and the justification of all cost items are particularly important factors. If more space is needed to fully explain and justify the proposed cost items, the applicant should attach additional sheets as necessary.

- 3. Budget Justification** – The budget justification should be in a narrative form. It evaluates the appropriateness and reasonableness of project costs in relation to anticipated program activities and planned outcomes.

a. Personnel:

- Description: Costs of employee salaries and wages.
- Justification: Identify key project staff, if known, at the time of application. For each staff person, provide: title, time commitment to the project as a percentage or full-time equivalent, and annual salary.

b. Fringe:

- Description: Costs of employee fringe benefits unless treated as part of an approved indirect cost rate.
- Justification: Provide a breakdown of the amounts and percentages that comprise fringe benefits, payroll taxes and assessment costs such as health insurance, FICA, retirement, unemployment insurance, social security, etc.

c. Travel:

- Description: Costs of project-related travel by applicant employees.
- Justification: For each trip show: the total number of traveler(s); travel destination; duration of trip; per diem; mileage allowances, if privately owned vehicles will be used; and other transportation costs as well as subsistence allowances.

d. Equipment:

- Description: "Equipment" means an article including items of personal property, as distinguished from real property, having a useful life of more than one year and an acquisition cost of \$500 or more. Note: Equipment purchased with OHA grant funding must continue to be used to benefit the Hawaiian community after the term of the OHA grant.
- Justification: For each type of equipment requested, provide: a description of the equipment, the cost per unit, the number of units, the total cost, and a plan for use by the project.

e. Supplies:

- Description: Costs of all tangible personal property other than that included under the Equipment category.
- Justification: Specify general categories of supplies and their costs. Show computations and provide other information that supports the amount requested.

f. Contract/Consultant Services:

- Description: Costs of all contracts for services and goods except for those that belong under other categories such as equipment, supplies, etc. Include third-party evaluation contracts, if applicable, and contracts with secondary recipient organizations, including delegate agencies and specific project(s) and/or businesses to be financed by the applicant.
- Justification: Demonstrate that all procurement transactions will be conducted in a manner to provide, to the maximum extent practical, open and free competition.
- Note: Whenever the applicant intends to delegate part of the project to another agency, the applicant must provide a detailed budget and narrative for each delegate agency, by agency title, along with the required supporting information.

g. Other:

- Enter the total of all other costs. Such costs, where applicable and appropriate, may include but are not limited to: insurance; medical costs; professional services costs; space and equipment rentals; printing and publication; computer use; training costs, such as tuition and stipends; staff development costs; and administrative costs.
- Justification: Provide computations, a narrative description and a justification for each cost under this category.

h. Indirect Charges:

- Description: OHA shall not allow indirect cost rates.

B. Other Financial Related Materials

1. **Accounting System** – The applicant shall demonstrate through narrative and appropriate documentation the adequacy of applicant's accounting system and procedures to assure proper and sound fiscal administration. i.e. such as submitting its most recent independent audit and/or management letter, Also, the applicant shall describe its ability to provide complete, accurate and timely fiscal reports that are in compliance with generally accepted accounting principles.
2. **Need for Funding** – If the services proposed by applicant are to be part of a larger project supported by other funding sources, the applicant shall identify the other funding amounts and sources, provide the planned or anticipated total project budget and explain its need for these OHA funds.

3.6 Other

A. Litigation

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

Section 4

Proposal Evaluation

Section 4

Proposal Evaluation

4.1 Introduction

The evaluation of proposals received in response to this solicitation 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 evaluation committee of designated reviewers, which are selected and approved by OHA's CEO or his/her designee, 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

<u>Evaluation Categories</u>	<u>Possible Points</u>
<i>Administrative Requirements</i>	
<i>Proposal Application</i>	100 Points
Program Overview	0 points
Experience and Capability	25 points
Project Organization and Staffing	16 points
Service Delivery	45 points
Financial	14 Points
TOTAL POSSIBLE POINTS	100 Points

4.3 Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

1. Administrative Requirements – Application Checklist
2. Proposal Application Requirements
 - a. Proposal Cover Sheet
 - b. Table of Contents

- c. Program Overview with Performance Outputs & Outcomes Measurement Table
- d. Experience and Capability
- e. Project Staffing and Organization
- f. Service Delivery
- g. Financial (All required forms and documents)
- h. Program Specific Requirements (as applicable)

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

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. The Performance Outputs and Outcomes Measurement Table (Attachment D) must be also be attached.

2. Experience and Capability (25 Points) – OHA will evaluate the experience and capability to provide the services as follows:

a. Program Experience (10 points)

- Demonstrates prior experience substantiating minimum one (1) year experience in provision of services to the Hawaiian community. List relevant projects. The following information shall be included: Contracting Agency, Contact Person, Contact Information, Contract/Program Title, Contract Period, Funding Amount, Performance Outcomes (budgeted & actual), Copy of Reports or Information Relating to Contract/Program Performance.

b. Quality Assurance and Evaluation (5 points)

- Demonstrates effective quality assurance and evaluation plans for the proposed services and include methodology. Applicant has (1) a written quality assurance plan sufficient to assure consistent and high quality of administration and services; and (2) a written evaluation plan to effectively measure, monitor and evaluate program performance (short and long-term); and a plan to timely respond to program problems as they arise.

c. Coordination of Services (5 points)

Demonstrates capability to coordinate services with other agencies and resources in the community. Demonstrates minimum partnerships for services proposed, including lending institutions, credit counseling agencies, and other agencies, community groups, etc. with formalized relationships or letters of commitment to assist in achieving program goals and objectives.

d. Facilities (5 points)

- Describes how the facilities are adequate relative to the proposed services (internet, sufficient space, private rooms, accessibility, etc.).

Also, describes how the facilities are in compliance with the American with Disabilities Act (ADA) and other applicable rules and regulations. If facilities are not required at a specific location, please provide justification.

3. Project Staffing and Organization (16 Points) – OHA will evaluate the project organization and staffing as follows:

a. Staffing (10 points)

- Proposed staffing pattern and student/staff ratio is reasonable to insure viability of the services. Assignment of staff is sufficient to effectively administer, manage, supervise and provide the required services. Identify key staff having the necessary skills, abilities, and knowledge relating to the delivery of the proposed services. Include a list that identifies whether a specific staff member is employed by your agency or a position will be created to deliver each of the specified services described in Sec 2, III. Scope of Services. (5 points)
- Minimum staff qualifications (including experience) for staff assigned to the program are clearly described. Explanation on how the minimum qualifications or actual qualifications assure delivery of high quality services. Include resumes, employment history, responsibilities, program experience and significant accomplishments for key staff members as an Attachment. (5 points)

b. Project Organization (6 points)

- Demonstrates the ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. (3 points)
- Requested organization charts shall be included. The described organization adequately explains how the proposed services will be effectively administered, managed and delivered. (3 points)

1. Service Delivery (45 Points) – OHA will evaluate the service delivery as follows:

- Using data and evidence-based knowledge, the applicant demonstrates that (a) the geographic area the applicant proposes to serve contains significant numbers of the target population; (b) the target population in the designated area has a need for the proposed services; and (c) the services already provided in the designated area is insufficient to meet the need/demand of the target population. State the number of Hawaiian beneficiaries to be served by this program and explain how this program will benefit them. (7 points)

- Demonstrates that the program design is comprehensive and complete. Sufficient details on the proposed program, including, but not limited to, descriptions of the service locations, program tasks, activities, time lines and other pertinent information are provided. The ability to develop and disseminate culturally sensitive literature and other materials and effectively outreach within the Native Hawaiian community is clearly described. Explain how program activities will achieve OHA's Strategic Result(s). (8 points)
- Demonstrates how the proposed approach and methodology is effective and efficient in addressing the needs of the Hawaiian community by showing (a) a step-by-step progression of services provided to the students; and (b) how the services will effectively assist Hawaiian beneficiaries with multiple barriers to obtain a successful outcome. Provides a detailed start-up plan for any services not currently being provided, as well as implementation timelines for partnerships not currently developed. Explain how the project will impact the Hawaiian community by program's end. (8 points)
- Feasible, realistic and effective program outputs and outcomes are proposed. Sufficient detail on how the outputs and outcomes will be tracked and documented in the clients' files and program records are provided. The ability to provide complete, accurate and timely reports on program performance including, but not limited to Program Progress Reports is clearly described. (10 points)
- Applicant's capability to provide financial literacy education. From technical assistance given, beneficiaries understand the concept and importance of savings and spending wisely, and are now equipped and empowered to make good financial decisions. (12 points)

5. Financial (14 Points)

- Demonstrates that the proposed costs are reasonable and necessary by providing adequate information and justification for all cost items. Matching in-kind staff support requirement met. (7 points)
- Demonstrates, through narrative and appropriate documentation the adequacy of applicant's accounting system and procedures to assure proper and sound fiscal administration of funding. i.e. such as submitting its most recent independent audit and/or management letter. Describes how complete, accurate and timely fiscal reports will be submitted. (7 points)

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.

OHA reserves the right not to select and award the lowest price proposal application. OHA also reserves the right to decide at its discretion not to select and award any of the submitted applications.

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Table of Contents
- C. Performance Outputs and Outcomes Measurement Table

Attachment A: Proposal Application Checklist

Applicant: _____ RFP No.: _____

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

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Applicant to place "X" for items included in Proposal
General:				
Proposal Application Identification Form (SPOH-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPOH-200A)	Section 3, RFP	SPO Website*	X	
Hawaii Compliance Express Verification Certificate	Section 1, RFP	Hawaii Compliance Express SPO Website*		
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5		
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*		
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*	X	
SPO-H-206F	Section 3, RFP	SPO Website*	X	
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*	X	
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:				

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

Attachment B: Sample Table of Contents

1.0	Program Overview	1
2.0	Experience and Capability	1
	A. Necessary Skills	2
	B. Experience.....	4
	C. Quality Assurance and Evaluation.....	5
	D. Coordination of Services.....	6
	E. Facilities	6
3.0	Project Organization and Staffing	7
	A. Staffing.....	7
	1. Proposed Staffing	7
	2. Staff Qualifications	9
	B. Project Organization	10
	1. Supervision and Training	10
	2. Organization Chart (Program & Organization-wide) (See Attachments for Organization Charts)	
4.0	Service Delivery	12
5.0	Financial.....	20
	See Attachments for Cost Proposal	
6.0	Litigation.....	20
7.0	Attachments	
	A. Cost Proposal	
	SPO-H-205 Proposal Budget	
	SPO-H-206A Budget Justification - Personnel: Salaries & Wages	
	SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments, and Fringe Benefits	
	SPO-H-206C Budget Justification - Travel: Interisland	
	SPO-H-206E Budget Justification - Contractual Services – Administrative	
	B. Other Financial Related Materials	
	Financial Audit for fiscal year ended June 30, 1996	
	C. Organization Chart	
	Program	
	Organization-wide	
	D. Performance and Output Measurement Tables	
	Table A	
	Table B	
	Table C	
	E. Program Specific Requirements	

Attachment C:
PERFORMANCE OUTPUTS AND OUTCOMES MEASUREMENT TABLE

Organization:

Performance Measures	2015
1) Outputs	
Total # of Native Hawaiians assessed for services	
Total # of Native Hawaiians enrolling in financial literacy training	
2) Outcomes	
Total # of Native Hawaiians who completed an Individual Service Plan (ISP)	
Total # of Native Hawaiians who receive and complete Financial Literacy Education	
Total # of financial counseling sessions provided	

*All numbers should reflect **actual** expected outputs and outcomes to be achieved by the applicant. The applicant may also propose additional measures of effectiveness.