

State of Hawaii
EXECUTIVE OFFICE ON AGING

Request for Proposals

RFP No.: EOA-27-067

KUPUNALOHA PILOT PROGRAM TO PROVIDE
IN-HOME HEALTH CARE AND SUPPORT SERVICES
FOR ELDERLY INDIVIDUALS
ON THE ISLAND OF OAHU

August 3, 2026

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

August 3, 2026

**REQUEST FOR PROPOSALS
KUPUNALOHA PILOT PROGRAM TO PROVIDE
IN-HOME HEALTH CARE AND SUPPORT SERVICES
FOR ELDERLY INDIVIDUALS
ON THE ISLAND OF OAHU
RFP No. 26-EOA-007**

The Executive Office on Aging (EOA) is requesting proposals from qualified applicants to design and implement a KupunAloha Pilot Program and provide in-home health care and support services for elderly individuals who do not qualify for existing programs, such as Medicaid and cannot afford in-home care services on the island of Oahu.

The contract shall be for a 9-month period effective on the start date from the Notice to Proceed, or October 1, 2026 through June 30, 2027, with no options to extend the contract. The total budget is \$1,800,000.00.

The EOA will conduct a non-mandatory orientation on August 12, 2026, from 10:00 a.m. HST to 11:00 a.m. HST, or its adjournment at online via Microsoft Teams at this link:

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 295 272 310 680 48

Passcode: Aw7kj63w

All prospective Applicants are encouraged to attend the orientation.

Proposals shall be mailed, postmarked by the United States Postal Service (USPS) on or before September 4, 2026, and received no later than 10 calendar days from the submittal deadline. Proposals mailed via private mail services such as FedEx or UPS shall be considered the same as hand delivery, and therefore must be physically received by 4:30 p.m., HST on September 4, 2026, not postmarked. Any proposal postmarked or hand delivered after the submittal deadline shall be considered late and rejected. There are no exceptions to this requirement.

The deadline for submission of written questions is 4:30 p.m., HST, on August 19, 2026. All written questions will receive a written response from the State on or about August 21, 2026.

Inquiries regarding this RFP should be directed to the RFP contact person, Ms. Joy Windham at 250 South Hotel Street, Suite 406, Hawaii 96813, telephone: (808) 586-7267, fax: (808) 587-0185 or e-mail at joy.windham@doh.hawaii.gov.

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: One (1) Original + Three (3) Copies + One Electronic Copy (included with the offerors proposal as a flash drive, CD, or emailed PDF attachment to joy.windham@doh.hawaii.gov).

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **September 4, 2026, and received by the state purchasing agency no later than 10 days from the submittal deadline.**

All Mail-ins

Executive Office on Aging
Attn: Joy Windham
250 South Street, 406
Honolulu, Hawaii 96813

RFP COORDINATOR

Joy Windham
Telephone: (808) 586-7267
Facsimile: (808) 586-0185
Email:
joy.windham@doh.hawaii.gov

PRIVATE MAIL DELIVERIES SHALL BE ACCEPTED UNTIL 4:30 P.M., Hawaii Standard Time (HST), September 4, 2026. Deliveries by private mail services such as FEDEX or UPS, shall not be accepted if received after 4:30 p.m., September 4, 2026

Hand deliveries or drop-offs from Applicants will be accepted at 250 South Hotel Street, Honolulu, Hawaii 96813.

SUBMISSION OF PROPOSAL

Applicants shall plan accordingly to meet the proposal's due date. Proposals must be mailed-in, and sealed. Applicants are required to submit the completed proposal (One original, three copies, AND one electronic copy on a flash drive, CD, or emailed to joy.windham@doh.hawaii.gov) in a sealed envelope or box identified with the following information:

Applicant's name, address, and telephone number
The words, "REQUEST FOR PROPOSALS"
The Request for Proposals number
The title of the Request for Proposals
The date and time of the due date

Executive Office on Aging
Attention: Joy Windham
250 South Hotel Street, Suite 406
Honolulu, Hawaii 96813

The EOA shall not be responsible for any misrouting of improperly identified submittals. Proposals submitted by private mail delivery shall be deemed received when actually received and evidenced by the date and time registered by the EOA time stamp clock. Proposals submitted by USPS mail shall be deemed received on the post-mark date, provided the proposal is actually received by the purchasing agency within ten days from the postmark date. Proposals received after the deadline shall be rejected and returned unopened.

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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)	August 3, 2026
Distribution of RFP	August 3, 2026
RFP orientation session	August 12, 2026, 10:00 am HST
Closing date for submission of written questions for written responses	August 19, 2026, 4:30 pm HST
State purchasing agency's response to applicants' written questions	August 21, 2026
Discussions with applicant prior to proposal submittal deadline (optional)	To be determined
Proposal submittal deadline	September 4, 2026
Discussions with applicant after proposal submittal deadline (optional)	To be determined
Final revised proposals (optional)	To be determined
Proposal evaluation period	September 9, 2026 To September 16, 2026
Provider selection	September 18, 2026
Notice of statement of findings and decision	September 18, 2026
Contract start date	October 1, 2026

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/departement-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 Providers 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 Provider.

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:

Joy Windham
Executive Office on Aging
250 South Hotel Street, Suite 406
Honolulu, Hawaii 96813
Telephone Number: (808) 586-7267
Facsimile Number: (808) 586-0185
Email address: joy.m.windham@doh.hawaii.gov

1.6 RFP Point-of-Contact

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.

RFP Contact Person:

Joy Windham
Executive Office on Aging
250 South Hotel Street, Suite 406
Honolulu, Hawaii 96813
Telephone Number: (808) 586-7267
Facsimile Number: (808) 586-0185
Email Address: joy.windham@doh.hawaii.gov

1.7 Orientation

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

Date: August 12, 2026 **Time:** 10:00 am HST
Location: Online via Microsoft Teams

Providers 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.

Interested applicants may attend the orientation meeting via Microsoft Teams at:

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 295 272 310 680 48

Passcode: Aw7kj63w

1.8 Submission of Questions

Providers 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 August 19, 2026 **Time:** 4:30 p.m. **HST**

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

Date: August 21, 2026

1.9 Submission of Proposals

- A. **Forms/Formats** - Forms, except for program specific requirements, may be found on the State Procurement Office website referred to in Section 1.2, Website Reference. Refer to 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. **Provider Compliance.** All Providers shall comply with all laws governing entities doing business in the State.
- **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.
 - **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.
 - **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 Provider 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.

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 §3-143-400.

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-200.

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 3-142-200.

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 anyone (1) 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 §3-143-600)

- (4) Inadequate response to request for proposals (HAR §3-143-609)
- (5) Proposal not responsive (HAR §3-143-610(a)(1))
- (6) Applicant not responsive (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. Refer to Section 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: Ms. Caroline Cadirao	Name: Ms. Joy Windham

Title: Director	Title: Program Specialist
Mailing Address: 250 South Hotel Street, Suite 406 Honolulu, Hawaii 96813	Mailing Address: 250 South Hotel Street, Suite 406 Honolulu, Hawaii 96813
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. Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

INSURANCE REQUIREMENTS

Provider shall maintain in full force and effect during the life of this contract, liability and property damage insurance to protect the Provider from claims for damages for personal injury, accidental death and property damage which may arise from operations under this contract, whether such operations be by himself or anyone directly or indirectly employed by either of them.

The following minimum insurance coverage(s) and limit(s) shall be provided by the Provider.

<u>Coverage</u>	<u>Limits</u>
Commercial General Liability (occurrence form)	\$1,000,000 per occurrence \$2,000,000 aggregate
Automobile, if applicable	Bodily Injury \$1,000,000/person \$1,000,000/occurrence Property Damage \$1,000,000/accident

The Commercial General Liability insurance policy required of the Provider, shall contain the following clauses:

1. "This insurance shall not be canceled, limited in scope of coverage or non-renewed until after 30 days' written notice has been given to the State of Hawaii, Executive Office on Aging, Attn: Joy Windham, 250 South Hotel Street, Suite 406, Honolulu, Hawaii 96813."

2. "The State of Hawaii is added as an additional insured as respects to operations performed for the State of Hawaii."
3. "It is agreed that any insurance maintained by the State of Hawaii will apply in excess of, and not contribute with, insurance provided by this policy."

The minimum insurance required shall be in full compliance with the Hawaii Insurance Code throughout the entire selection term, including all extended periods if exercised.

Please also submit the insurance policy endorsements that reflect the State of Hawaii, Executive Office on Aging is added as an additional insured, and also that your insurance policy shall be primary/non-contributory. In lieu of individual endorsements, a blanket endorsement will be acceptable.

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

Provider agrees to deposit with the State of Hawaii certificate(s) of insurance necessary to satisfy the State that the insurance provisions of this agreement have been complied with and to keep such insurance in effect and the certificate(s) on deposit with the State during the entire term of this agreement, including those of its Sub-Provider(s), where appropriate. Upon request by the State, Provider shall be responsible for furnishing a copy of the policy or policies.

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

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

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

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

The Department of Health's (DOH's) administratively attached agency, the Executive Office on Aging (EOA) is the designated lead agency in the coordination of a statewide system of aging and caregiver support services in the State of Hawaii as authorized by federal and state laws.

The federal Older Americans Act as amended in 2020 created a "Aging Network" of federal, state, and local agencies to plan and provide services that enable older adults to live independently in their homes and communities. It provides family caregiver support services, nutrition services, preventive health services, elder rights protection, and family caregiver support services.

Hawaii Revised Statutes, Chapter 349 establishes the EOA as the focal point for all matters relating to older adults' needs and the coordination and development of caregiver support services within the State of Hawaii.

The EOA receives community input through the Policy Advisory Board for Elder Affairs (PABEA). The PABEA membership consists of older adult consumers, service providers, and others in the field of aging. The Governor, with the consent of the State Senate, appoints all members, except ex-officio members. Ex-officio members are selected from various closely with EOA on matters pertaining to aging and family caregiving. Most of the membership must be age 60 or older, and at least one member must be from each county. Refer to the following link for more information regarding the EOA: [Executive Office on Aging](#)

The KupunAloha pilot program arises from community conversations centered on enhancing the quality of life for Hawai'i's elderly individuals—both those receiving care and those generously offering their time. A novel approach is particularly critical to this pilot project, given the limited federal and other funding available for many non-Medicaid-eligible beneficiaries who face barriers that prevent timely assessment and support. By thoughtfully pairing older adult volunteers with elderly individuals, KupunAloha fosters supportive relationships that extend far beyond daily tasks. Through structured home visits, volunteers will help expand the healthcare delivery system by complementing professional provider care. Each visit will follow a standardized process that assesses patient needs and matches them with a trained, certified, and well-supported volunteer, ensuring safe, compassionate, and culturally grounded care. Furthermore, KupunAloha

offers profound benefits to volunteers by providing a renewed sense of purpose, supporting cognitive engagement, and reducing the risk of social isolation—helping them remain active, connected, and valued within their communities.

The conversations resulted in the enactment of the KupunAloha Pilot Program. According to Act 246 from the Thirty-Third Legislature, 2026,

“...The legislature finds that an estimated twenty-five thousand elderly individuals in Hawaii who require in-home health care or support services and do not qualify for existing programs, such as Medicaid, cannot afford in-home care services...”¹

Furthermore, the purpose of Act 246 is to establish the following:

“...KupunAloha pilot program within the Department of Health to provide in-home health care and support services for individuals who do not qualify for existing government programs and cannot otherwise afford these services...”²

The target population makes up the 25,000 elderly individuals who do not qualify for Medicaid or other publicly funded programs yet cannot afford private in-home health care and supportive services. The lack of accessible support leads to preventable emergency utilization, hospitalizations, and premature institutionalization, significantly increasing health system costs and reducing quality of life.

The KupunAloha Pilot Program shall aim to provide early intervention, coordinated support, and a cost-efficient caregiving model that integrates volunteers, family caregivers, and licensed caregivers using a unified, technology-enabled care system.

The KupunAloha Pilot Program shall be designed to expand access to affordable, in-home health and wrap around long-term support services (LTSS) for elderly individuals. The KupunAloha Pilot Program shall preferably serve elderly individuals who are at high risk for hospitalization or institutional placement, who are being discharged from the hospital for in-home health care, and fall within the target population. Through coordinated care delivery, the strategic use of volunteers, and partnership with licensed in-home health care agencies, the program aims to help these elderly individuals remain healthy, safe, and independent in their homes for as long as possible.

¹ Hawaii State Legislature: House Bill 1973, Relating to Health. Retrieved July 9, 2026, from https://www.capitol.hawaii.gov/sessions/session2026/bills/HB1973_CD1_.pdf.

² Hawaii State Legislature: House Bill 1973, Relating to Health. Retrieved July 9, 2026, from https://www.capitol.hawaii.gov/sessions/session2026/bills/HB1973_CD1_.pdf.

The EOA is seeking a qualified Provider to design, implement, and administer the KupunAloha Pilot Program on the island of Oahu. The KupunAloha Pilot Program shall be an innovative, community-driven initiative that integrates volunteer caregivers, family caregivers, and licensed paid caregivers into a coordinated, technology-enabled care model.

B. Planning activities conducted in preparation for this RFP

The EOA held a Request for Information for “KupunAloha Pilot Program to Provide In-Home Health Care and Support Services for Elderly Individuals on the Island of Oahu” on July 22, 2026 at 9:30 a.m. HST.

C. Description of the goals of the service

The goals of the KupunAloha Pilot Program are the following:

1. Expand access and reduce the cost and reliance of post-acute care by deploying trained volunteers to support patients safely in the comfort of their homes thus providing essential assistance, early identification of emerging needs, and social connection that helps prevent avoidable readmissions and reliance on more expensive clinical services.
2. Enhance the quality of life for elderly individuals and volunteers through meaningful engagement, increased social connectedness, and a sustained sense of purpose.
3. Provide coordinated care through a structured Plan of Care (POC) that integrates volunteer caregivers, family caregivers, and licensed in-home health care agencies and clinicians into a unified care team.
4. Provide the care team with technology that reduces the delays in care and enhances safety, communication, scheduling efficiency, training support, and outcome reporting.

D. Description of the target population to be served

The Provider shall target the following elderly individuals:

1. Are at high risk of hospitalization or institutional placement;
2. Are not eligible for Medicaid or other publicly funded LTSS programs;
3. Cannot afford private in-home health care;

4. Require early support to maintain health, safety, and independence at home.

The target population includes the estimated 25,000 statewide listed in Act 246.

E. Geographic coverage of service

The KupunAloha Pilot Program services shall be provided on the Islands of Oahu.

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

The funding available for the KupunAloha Pilot Program under this RFP is approximately \$1,800,000.00 for about a nine (9)-month period with no extensions.

2.2 Contract Monitoring and Evaluation

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

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

2.3 General Requirements

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

1. Provider shall be a profit corporation under the laws of the State of Hawaii or non-profit organization determined by the Internal Revenue Services to be exempt from the federal income tax.
2. If a non-profit corporation, Provider must have a governing board whose members have no material conflict or interest and serve without compensation.
3. Provider must have by-laws or policies that describe the manner in which business is conducted and policies that relate to nepotism and management of potential conflict of interest situations.

4. Provider shall partner with licensed in-home health care agencies that meet any and all applicable DOH licensing requirements.
5. Provider shall have its staff, volunteers, caregivers, subcontractors (if applicable) or other staff involved in this KupunAloha Pilot Program complete any mandated training by the DOH or EOA.
6. Provider shall comply with the Federal (e.g., Health Insurance Portability and Accountability, Americans with Disabilities Act, etc.), State of Hawaii, or County laws, codes, rules, regulations, etc.
7. Provider shall implement a secure Health Insurance Portability and Accountability-compliant platform supporting plans of care, scheduling, electronic visit verification, reporting, credentialing, data analytics, and communication across the caregiving team.
8. Provider shall maintain the platform, including user support, secure hosting, and system updates.
9. Provider shall maintain a searchable resource directory and referral tracking system.
10. Provider shall inform the EOA of any of its subcontracts.
11. Provider shall require all staff and volunteers who have direct contact with elderly individuals to have a current TB clearance.

B. Secondary purchaser participation

(Refer to HAR §3-143-608)

After-the-fact secondary purchases will be allowed.

Planned secondary purchases: No planned secondary purchases.

C. Multiple or alternate proposals

(Refer to HAR §3-143-605)

☐ Allowed ☒ Unallowed

D. Single or multiple contracts to be awarded

(Refer to HAR §3-143-206)

☒ Single ☐ Multiple ☐ Single & Multiple

E. Single or multi-term contracts to be awarded

(Refer to HAR §3-149-302)

☒ Single term (2 years or less)

☐ Multi-term (more than 2 years)

Contract terms:

Contract terms:

Initial term of contract: approximately October 1, 2026 to June 30, 2027 (nine months), or start date on the Notice to Proceed

Length of each extension: N/A

Number of possible extensions: N/A

Maximum length of contract: about nine (9) months

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

Conditions for extension: N/A

F. RFP contact person

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful provider(s). Written questions should be submitted to the RFP contact person and received by the day and time specified in Section 1, paragraph I (Procurement Timetable) of this RFP.

Joy Windham
Executive Office on Aging
250 South Hotel Street, Suite 406
Honolulu, Hawaii 96813
Telephone Number: (808) 586-7267
Facsimile Number: (808) 586-0185
Email address: joy.m.windham@doh.hawaii.gov

Scope of Work

A. Service Activities

(Minimum and/or mandatory tasks and responsibilities)

The KupunAloha Pilot Program shall be an innovative, community-driven initiative that integrates volunteer caregivers, family caregivers, and licensed paid caregivers into a coordinated, technology-enabled care model. This demonstration model is intended to eventually extend care particularly in rural areas which will use trained volunteers to increase visit

frequency and patient contact. Volunteers visit elderly individuals to see how they are feeling mentally and physically; record new needs and health-related events, such as falls; and take vitals, such as blood pressure, temperature, and weight. Using technology, the care team communicates the needs of the patient in a timely manner to address immediate concerns.

The Scope of Work shall include, but not be limited to the following:

1. Provider shall provide a copy of its design of a KupunAloha Pilot Program for elderly individuals in its proposal.
 - a. The design shall include a complete **administrative and operation structure** for the program delivery of in-home health care and support services.
 - b. The design shall include intake, navigation, and care coordination that includes but is not limited to the following:
 - Intake Call Center to receive referrals
 - Process eligibility determinations
 - Documentation of all interactions
 - Ability to assess eligibility for elderly individuals who are not eligible for Medicaid, cannot afford private care, and considers early-intervention focus.
 - Provides warm handoffs and documented referrals for non-eligible individuals to appropriate public programs or community resources
 - Assign trained staff to conduct in-home assessments, develop individualized POC, stratify tasks among caregivers, and monitor progress
 - c. The design shall include **licensed in-home health care agency coordination** that includes but is not limited to the following:
 - Establish a network of licensed in-home health care agencies and maintain credentialing, readiness, and capacity.
 - Implement a task-based payment model enabling services to be billed by task rather than hourly.

- Assess elderly individuals' needs to match appropriately with qualified volunteers.
 - Coordinate scheduling among licensed caregivers, volunteers, and family caregivers to treat wounds, administer prescribed medications, and employ prescribed rehabilitation therapies.
 - Ensure participating agencies supervise the full caregiving team (paid and unpaid), use electronic visit verification tools, and incorporate in-home technologies.
- d. The design shall include **volunteer recruitment and coordination** that includes but is not limited to the following:
- Establish clear roles and boundaries between licensed healthcare professionals and community volunteers to ensure seamless care of patients.
 - Establish escalation protocols to ensure patient and volunteer safety.
 - Recruit, screen, train, supervise, and support volunteers across all islands.
- Establish an orientation program that clearly explains the scope of work to potential volunteers, enabling them to assess whether the KupunAloha Pilot Program aligns with their interests and capabilities.
- Maintain systems for onboarding, background clearance, competency validation, scheduling, communication, participant privacy and risk reduction, and retention.
- Develop a certification of completion program that includes initial and ongoing training and periodic recertifications. Consider allowing qualified volunteers with health care work experience to serve as subject matter experts and offer train-the-trainer opportunities led by the licensed in-home health care staff, enabling these volunteers to assist in training others while reducing the workload placed on licensed in-home health care staff through this pilot.
- Utilize volunteers as extenders of care by training them to screen patients and report health-related events to licensed in-home health care staff, while also preventing loneliness between prescribed visits.

--Establish a support system for volunteers, delivered by licensed in-home health care staff, to strengthen morale, reinforce confidence, and promote long-term retention.

--Establish a volunteer networking system to foster camaraderie, reinforce shared purpose, and build pride among volunteers.

--Establish a structured appreciation system that clearly demonstrates to volunteers that their contributions are valued and meaningful.

--Assign volunteers to provide allowable non-medical services (companionship, errands, safety checks, household support, take and report vitals, such as blood pressure, weight, and temperature to alert licensed clinicians of patient's health status when necessary and in a timely manner).

- Establish a comprehensive evaluation system for the volunteer program that documents effective procedures, reduction of costly health services and supports, captures lessons learned, and identifies areas for improvement to strengthen future implementation.

e. The design shall include **outreach and referral development** that includes, but is not limited to the following:

- Conduct public outreach to referral sources, including hospitals, clinics, AAAs, and community partners.
- Develop standardized referral materials and workflows.

***The EOA shall approve the design of the KupunAloha Pilot Program.

2. Provider shall acknowledge in its proposal that an individual SHALL NOT be considered eligible for the KupunAloha Pilot Program if:

- a. The individual is covered by Medicaid or any other government assistance program for in-home health care or support services;
- b. The individual does not meet the income requirements for the program established by the department; or
- c. The individual does not meet the need criteria for the program established by the department.

3. Provider shall list its proposed recommended criteria for income

requirements and other criteria (e.g. the submission of the Med Quest denial letter if one exists, etc.) for the KupunAloha Pilot Program in its proposal.

The Provider shall CLEARLY state its willingness to work WITH the EOA or DOH to develop criteria (e.g. age requirements, etc.) and income requirements for the pilot program in its proposal.

***The EOA shall approve the income requirements and criteria that shall be utilized for the KupunAloha Pilot Program.

A copy of the Provider's design, workflow, and protocols of a KupunAloha Pilot Program shall be included in its proposal.

4. Provider shall implement its design of a KupunAloha Pilot Program.

A timeline of the implementation schedule shall be included in its proposal. The implementation schedule shall include, but not be limited to the following:

- a. Distinct Project Phases: breaks down the project into standard stages such as discovery/assessment, planning, configuration, testing, training, deployment, post-implementation.
- b. Specific Start/End Dates for Tasks: comprehensive list of work items clearly highlight which tasks must be completed before subsequent steps task can begin
- c. Critical Milestones: major progress checkpoints that signify the completion of a significant phase (e.g., criteria and income requirements to be utilized, etc.)

*The milestones shall be used for the administrative costs. The milestones may need revising during the pilot project. The EOA will approve any proposed revisions.

- d. Resource Allocation: identification of the personnel, budget, and materials required at each stage of the rollout
 - e. Risk Mitigation Plans: anticipated roadblocks and built-in time buffers or contingency plans to keep the project on track
 - f. Communication Cadences: scheduled review points, stakeholder updates, and feedback loops to ensure ongoing alignment
5. Provider shall have a **technology infrastructure** that supports care coordination, training, scheduling, communication, data collection, and

reporting. Provider shall provide technical assistance, documentation, and continuous access for all users (paid caregivers, volunteers, navigators, agencies).

Provider shall state if it already has an existing technology system that can support the KupunAloha Pilot Program in its proposal.

6. Provider shall clearly describe the in-home health care and support services it plans to provide in the KupunAloha Pilot Program.
7. Throughout the implementation of the KupunAloha Pilot Program, the Provider shall provide the EOA with recommendations to improve the efficiency of the KupunAloha Pilot Program. If possible and feasible, adjustments shall be made to the program as approved by the EOA.
8. Provider shall develop training programs, manuals, and guidance for volunteers, caregivers, and other partnering stakeholders.

Provider shall provide a copy of any existing training programs, manuals, and guidance in its proposal.

9. Provider shall develop policies and procedures regarding the provision of the KupunAloha Pilot Program.

The Provider shall provide a copy of its policies and procedures in its proposal.

10. Provider shall develop a comprehensive evaluation plan and reporting framework that documents program successes, captures lessons learned, and offers actionable recommendations to guide future improvements.
11. Provider shall provide periodic or as requested reports to DOH or EOA. The Provider shall provide the reports to the DOH or EOA as requested and by its deadline.
12. Provider shall regularly openly communicate via telephone, email, in-person or online meetings with the EOA or DOH. The Provider shall provide timely communication responses back with the EOA or DOH.

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

1. Personnel

- a) Provider's proposed staffing shall ensure that the Scope of Services can be fulfilled in its entirety.

Provider shall provide a copy of its proposed staffing in its proposal.

b) Provider's staff should have minimum qualifications:

- Staff trained to conduct in-home assessments, care planning, and risk monitoring
- Staff trained in the referral process, eligibility determination, resource navigation, and warm handoffs
- Paid and unpaid caregivers who meet credentialing, background screening, and health screening requirements
- Technology staff qualified in HIPAA-compliant systems and platform management
- Volunteers trained in using DOH-aligned curricula and competency-based methods

Qualifications must meet licensed agency standards and comply with State and Federal regulations.

c) Provider shall maintain qualified staff in administrative, fiscal, technology, service delivery roles (including volunteer coordinators, program leadership), and subcontractors (if applicable).

The staff's qualifications should be included in the proposal.

- d) Ensure volunteer caregivers, paid caregivers, subcontractors (if applicable), and all other staff involved in the KupunaAloha Pilot
- e) Program receive the required background checks, screenings, and competency-based training.
- f) Ensure licensed agency caregivers and all applicable staff involved in the KupunaAloha Pilot Program shall meet all DOH licensure and training standards.

Personnel employed by any subcontractor are subject to the same qualifications and/or restrictions as specified for the Provider's employees.

The Provider shall have its applicable staff complete any mandated training by the DOH or EOA.

The Provider shall employ staff that can coordinate and effectively communicate with elderly individuals, caregivers, DOH or EOA staff, other government agencies, or community-based agencies. The

Provider shall employ staff that can complete various reporting requirements.

The Provider shall have the ability to supervise, train and provide administrative direction to staff relative to the delivery of services related to this KupunAloha Pilot Program.

The Provider and/or Sub-Provider shall inform and educate their staff of all Hawaii Administrative Rules and Hawaii Revised Statutes that have reference to the delivery of KupunAloha Pilot Program.

2. Experience

The Provider shall clearly demonstrate its ability to provide a KupunaAloha Pilot Program with the necessary skills and knowledge in the following:

- In-home and community-based support services for elderly individuals
- Care coordination and development of Plans of Care for elderly individuals
- Volunteer recruitment, training, and management who service elderly individuals
- Licensed in-home health care operations
- Technology-enabled service delivery and HIPAA-compliant Systems
- Fiscal management, reporting, and performance monitoring

The Provider shall clearly demonstrate its experience to provide a KupunAloha Program with its experience:

- Demonstrated experience delivering care to elderly individuals, volunteer programs, or technology-enabled caregiving models in Hawaii
- Experience coordinating multi-agency or multi-sector caregiving teams
- Examples of prior contracts or projects relevant to in-home support, LTSS, or community-based program for elderly

individuals

- Ability to develop training curricula, manage data systems, and oversee licensed caregivers
- Experience must reflect the Provider's ability to implement task-based care models and manage complex service delivery.

Provider must have the professional capacity to fully execute program operations in compliance with State and Federal standards.

Provider shall demonstrate that all current KupunAloha Pilot Program staff meet any licensing and or credential requirements.

Provider shall demonstrate its ability to operate services in the State of Hawaii.

3. **Administrative**

The Provider shall operate the KupunAloha Pilot Project in accordance with applicable DOH or EOA Policies and Procedures, Federal (e.g., Health Insurance Portability and Accountability, Americans with Disabilities Act, etc.), State of Hawaii, and County Codes, Regulations, Rules, Laws, etc.

4. **Quality assurance and evaluation specifications**

The Provider shall implement quality-assurance procedures for all service activities, including POC auditing, satisfaction monitoring, service timeliness, care-team coordination, and supervision. The provider's quality-assurance procedures should include its methodology for tracking outcomes, measurable metrics, internal controls, performance monitoring, and corrective action process.

The Provider shall monitor compliance across licensed agencies, volunteers, and family caregivers.

The Provider shall implement risk-mitigation procedures, including maintaining required insurance levels and following medical-legal guidelines prepared by the contracted consultant.

The Provider shall state its willingness to allow EOA to monitor the Provider's compliance with the mandates and evaluate the KupunAloha Pilot Program services performed. Based on the assessment/audit report, the Provider shall develop with EOA, an action plan to address deficiencies.

The Provider shall work with the EOA regarding quality assurance and evaluation specifications. EOA's Contract Monitor shall monitor the Provider's compliance with the services related to this KupunAloha Pilot Program. EOA's Contract Monitor, who may suspend or terminate the KupunAloha Pilot Program services under the provisions of this contract, shall evaluate unacceptable practices or deviation from the KupunAloha Pilot Program service specifications. Prior to the suspension of the agreement by EOA, the Provider shall be allowed to make every effort to correct any perceived unprofessional conduct by its staff and shall be given reasonable time to do so.

The Provider should provide a copy of the policies and procedures, workflows, surveys, or other tools it plans to utilize for the Quality Assurance and Evaluation for the Kupuna Aloha Pilot Project.

5. Coordination of services

The Provider shall coordinate and effectively communicate with elderly individuals, caregivers, DOH or EOA staff, other government agencies, or community-based agencies. The Provider shall openly communicate and discuss with EOA's staff (e.g., Contract Monitor) any concerns related to the KupunAloha Pilot Program.

The Provider shall maintain relationships and coordinate with volunteer organizations, licensed in-home health care agencies, health plans, physicians, technology vendors, hospitals, clinics, AAAs, VA, Med-QUEST, and other stakeholders.

The Provider shall facilitate communication, shared care plans, scheduling, documentation, and reporting across all partners.

The Provider shall demonstrate its ability to coordinate services as it relates to the KupunAloha Pilot Program.

6. Reporting requirements for program and fiscal data

The Provider shall perform fiscal management, that includes but is not limited to the following:

- Invoicing
- Financial Tracking

- Compliance Reporting

The Provider shall be required to email DOH's and EOA's staff (e.g., Contract Monitory, SHPDA's Administrator, etc.) a monthly report of the following **Output and performance/outcome measurements (but not limited to)**:

The Provider shall provide a detailed description of its outcome evaluation and measures of effectiveness and should include, but not limited to:

- Number of elderly individuals served.
- Number and percentage of completed service tasks.
- Reduction in preventable emergencies and hospital utilization, when available.
- Annual metric values and outcome measures defined by the State.
- All data elements required in State templates without altering structure.

Reports shall be filed separately from billings. Monthly reports should detail their operational activities, progress, problems, financial problems, etc.

Monthly report shall be in a format to be approved by EOA, no later than the 10th of each month, unless otherwise specified by EOA.

C. Facilities

The PROVIDER shall maintain the following:

- Adequate administrative facilities, call-center capacity, technology infrastructure, and secure storage of data.
- Sufficient facilities or remote-work systems for KupunAloha Pilot Program staff, volunteers, and other staff to carry out the duties listed in the Scope of Services.
- Facilities must comply with ADA requirements where applicable.

2.5 COMPENSATION AND METHOD OF PAYMENT

A. Pricing structure or pricing methodology to be used

The EOA shall pay for services rendered. The administrative and KupunAloha Pilot Program setup costs shall be paid based on the milestones proposed by the Provider in the Scope of Services. The price (unit rate) shall be per in-home health care or support services (unit of service) per day (unit of service).

Copies of handouts, materials and supplies, administrative costs, etc. shall be included in the milestones or unit rate and shall not be billed separately. The service fee includes all taxes and shall be the all-inclusive cost to the State.

Provider shall not receive separate compensation for time spent in consultation with EOA staff regarding contractual matters, staff meetings, case conferences, training, etc.

The unit price shall include all taxes, shall be the all-inclusive cost to the State, and no other charges shall be honored.

B. Method of compensation and payment

Payment to the Provider shall be made on a reimbursement basis for the KupunAloha Pilot Program services rendered.

Total payment under this Agreement shall NOT exceed \$1,800,000.00 for the KupunAloha Pilot Program.

Any costs incurred over the sums set out in the budget shall NOT be paid. Provider invoice shall include the contract number, Invoice "To," Invoice "From," Last and First name of Client, Admission Date, Discharge Date, Billable Days, Unit Price, Unit Quantity, Milestones, and Total Payment Due. If a Sub-Providers performed the services indicate full business name of Sub-Provider. All invoices shall be accompanied by the following documentation:

A signed copy of the invoice as to the accuracy and authenticity by the Provider's authorized representative.

EOA shall approve the invoice format that the Provider utilizes.

Provider shall submit to EOA, the monthly invoice, original and three (3) copies, for payment of delivered services no later than 30 days after the milestones or services rendered for each month. The address is:

Executive Office on Aging
Attn: Joy Windham

250 South Hotel Street, Suite 406
Honolulu, Hawaii 96813

The monthly invoice shall include where the Provider's representative shall certify the request for payment and EOA's representative shall approve for payment:

I certify that all expenditures reported, or payments requested are to the best of my knowledge in full compliance with the terms and conditions of the contract:

Agency Representative

Date

Certified Correct and Approved for Payment:

Department

Date

Provider shall be compensated in full for each service provided in accordance with the terms and conditions of the resultant Agreement.

Final Payment Requirements. If the Contractor is currently registered in HCE, the Contractor is required to submit a valid "Certificate of Vendor Compliance" for final payment on the contract. Otherwise, valid hard copies of the tax clearance certificate (not more than two months old).

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 comprised of the following sections:

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

3.1 Program Overview

Applicant shall give a brief overview to orient evaluators as to the Clean and Sober Housing services being offered.

3.2 Experience and Capability

A. Necessary Skills

Applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed KupunAloha Pilot Program services.

Applicant shall provide a description of projects, contracts, etc. pertinent to the proposed KupunAloha Pilot Program services. Applicant shall include points of contact, addresses, e-mail/phone numbers. The State reserves the right to contact references to verify experience.

1. List of experience as a provider of in-home health care and support services;
2. List of Applicant's experience as providing in-home health care and support services to elderly individuals;
3. List of contracts performed for in-home health care and support services for elderly individuals; and
4. List of other prior contracts with the public sector in providing in-home health care and support services in general for elderly individuals specifically.

* Applicant shall discuss any problems or difficulties encountered in prior contracts.

Applicant shall provide a point of contact and telephone number for each contract listed. EOA reserves the right to contact any of the listed points of contact to inquire about the Applicant's past experience with in-home health care and support services for elderly individuals. Applicant shall include resumes of all key staff who will be involved with the KupunAloha Pilot Program.

Applicant shall clearly demonstrate its ability to provide a KupunaAloha Program with the necessary skills and knowledge in the following:

- Home- and community-based services for elderly individuals
- Care coordination and development of Plans of Care for elderly individuals
- Volunteer recruitment, training, and management who service elderly individuals

- Licensed home care operations
- Technology-enabled service delivery and HIPAA-compliant systems
- Fiscal management, reporting, and performance monitoring

B. Experience

The Applicant shall clearly demonstrate its experience to provide a KupunAloha Program with its experience:

- Demonstrated experience delivering care to elderly individuals, Volunteer programs, or technology-enabled caregiving models in Hawaii
- Experience coordinating multi-agency or multi-sector caregiving teams
- Examples of prior contracts or projects relevant to in-home support, LTSS, or community-based program for elderly individuals
- Ability to develop training curricula, manage data systems, and oversee licensed caregivers
- Experience must reflect the Provider's ability to implement task-based care models and manage complex service delivery.

The Applicant must have the professional capacity to fully execute program operations in compliance with State and Federal standards.

The Applicant shall demonstrate that all current KupunAloha Pilot Program staff meet any licensing and or credential requirements.

The Applicant shall demonstrate its ability to operate services in the State of Hawaii.

C. Quality Assurance and Evaluation

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

The Applicant shall discuss how it plans to implement quality-assurance procedures for all service activities, including POC auditing, satisfaction monitoring, service timeliness, care-team coordination, and supervision. The provider's quality-assurance procedures should include its methodology for tracking outcomes, measurable metrics, internal controls, performance monitoring, and corrective action process.

The Applicant shall demonstrate its ability to monitor compliance across licensed agencies, volunteers, and family caregivers.

The Applicant shall describe the implementation of its risk-mitigation procedures, including maintaining required insurance levels and following medical-legal guidelines prepared by the contracted consultant.

The Applicant shall state its willingness to allow EOA to monitor the Applicant's compliance with the mandates and evaluate the KupunAloha Pilot Program services performed. Based on the assessment/audit report, the Applicant will state its willingness to develop with EOA, an action plan to address deficiencies.

The Applicant shall state its willingness to work with the EOA regarding quality assurance and evaluation specifications. EOA's Contract Monitor shall monitor the Applicant's compliance with the services related to this KupunAloha Pilot Program. EOA's Contract Monitor, who may suspend or terminate the KupunAloha Pilot Program services under the provisions of this contract, shall evaluate unacceptable practices or deviation from the KupunAloha Pilot Program service specifications. Prior to the suspension of the agreement by EOA, the Applicant will be allowed to make every effort to correct any perceived unprofessional conduct by its staff and will be given reasonable time to do so.

The Applicant should provide a copy of the policies and procedures, workflows, surveys, or other tools it plans to utilize for the Quality Assurance and Evaluation for the Kupuna Aloha Pilot Project.

D. Coordination of Services

The Applicant shall demonstrate how it coordinates and effectively communicates with elderly individuals, caregivers, DOH or EOA staff, other government agencies, or community-based agencies. The Applicant shall state its ability to openly communicate and discuss with EOA's staff (e.g., Contract Monitor) any concerns related to the KupunAloha Pilot Program.

The Applicant shall demonstrate how it maintains relationships and coordinate with volunteer organizations, licensed home care agencies, health plans, physicians, technology vendors, hospitals, clinics, AAAs, VA, Med-QUEST, and other stakeholders.

The Applicant shall demonstrate how it facilitates communication, shared care plans, scheduling, documentation, and reporting across all partners.

The Applicant shall demonstrate its ability to coordinate services as it relates to the KupunAloha Pilot Program.

E. Facilities

The PROVIDER shall demonstrate the following:

- Adequate administrative facilities, call-center capacity, technology infrastructure, and secure storage of data.
- Sufficient facilities or remote-work systems for KupunAloha Pilot Program staff, volunteers, and other staff to carry out the duties listed in the Scope of Services.
- Facilities must comply with ADA requirements where applicable.

3.3 Project Organization and Staffing

A. Staffing

1. Proposed Staffing

Applicant shall describe the proposed staffing for the viability of KupunAloha Pilot Program. (Refer to the personnel requirements in Section 2, Service Specifications, as applicable.)

2. Staff Qualifications

Applicant shall provide the minimum qualifications (including experience) for staff, volunteers, or other stakeholders assigned to the KupunAloha Pilot Program (Refer to the qualifications in Section 2, Service Specifications, as applicable)

B. Project Organization

1. Supervision and Training

The Applicant shall demonstrate experience in supervising and training staff to work relative to the delivery of the proposed KupunAloha Pilot Program services to elderly individuals.

The Applicant shall state its level of willingness and ability to inform and educate the staff, volunteers, or other stakeholders assigned to the KupunAloha Pilot Program of all Hawaii Administrative Rules, Hawaii Revised Statutes, rules, regulations, codes, etc. as it relates to the KupunAloha Pilot Program.

2. Organization Chart

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

3.4 Service Delivery

Applicant shall include a detailed discussion of the Applicant's approach to applicable service activities and management requirements from Section 2.1, 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.

Applicant shall include a complete description of KupunAloha Pilot Program services proposed for elderly individuals. This section shall include, at a minimum, the following:

The KupunAloha Pilot Program shall be an innovative, community-driven initiative that integrates volunteer caregivers, family caregivers, and licensed paid caregivers into a coordinated, technology-enabled care model. This demonstration model is intended to extend care particularly in rural areas which will use trained volunteers to increase visit frequency and patient contact. Volunteers visit elderly individuals to see how they are feeling mentally and physically; record new needs and health-related events, such as falls; and take vitals, such as blood pressure, temperature, and weight. Using technology, the care team communicates the needs of the patient in a timely manner to address immediate concerns.

The Scope of Work shall include, but not be limited to the following:

1. The Applicant shall provide a copy of its design of a KupunAloha Pilot Program for elderly individuals in its proposal.
 - a. The design shall include a complete **administrative and operation structure** for the program delivery of in-home health care and support services.
 - b. The design shall include intake, navigation, and care coordination that includes but is not limited to the following:
 - Intake Call Center to receive referrals
 - Process eligibility determinations
 - Documentation of all interactions

- Ability to assess eligibility for elderly individuals who are not eligible for Medicaid, cannot afford private care, and considers early-intervention focus.
 - Provides warm handoffs and documented referrals for non-eligible individuals to appropriate public programs or community resources
 - Assign trained staff to conduct in-home assessments, develop individualized Plans of Care (POC), stratify tasks among caregivers, and monitor progress
- c. The design shall include **licensed home care agency coordination** that includes but is not limited to the following:
- Establish a network of licensed home care agencies and maintain credentialing, readiness, and capacity.
 - Implement a task-based payment model enabling services to be billed by task rather than hourly.
 - Assess elderly individual's needs to match appropriately with qualified volunteers.
 - Coordinate scheduling among licensed caregivers, volunteers, and family caregivers to treat wounds, administer prescribed medications, and employ prescribed rehabilitation therapies.
 - Ensure participating agencies supervise the full caregiving team (paid and unpaid), use electronic visit verification tools, and incorporate in-home technologies.
- d. The design shall include **volunteer recruitment and coordination** that includes but is not limited to the following:
- Establish clear roles and boundaries between licensed healthcare professionals and community volunteers to ensure seamless care of patients.
 - Establish escalation protocols to ensure patient and volunteer safety.
 - Recruit, screen, train, supervise, and support volunteers across all islands.

-- Establish an orientation program that clearly explains the scope of work to potential volunteers, enabling them to assess whether the KupunAloha Pilot Program aligns with their interests and capabilities.

--Maintain systems for onboarding, background clearance, competency validation, scheduling, communication, participant privacy and risk reduction, and retention.

-- Develop a certification of completion program that includes initial and ongoing training and periodic recertifications. Consider allowing qualified volunteers with health care work experience to serve as subject matter experts and offer train-the-trainer opportunities led by the licensed in-home health care staff, enabling these volunteers to assist in training others while reducing the workload placed on licensed in-home health care staff through this pilot.

--Utilize volunteers as extenders of care by training them to screen patients and report health-related events to licensed in-home health care staff, while also preventing loneliness between prescribed visits.

--Establish a support system for volunteers, delivered by licensed in-home health care staff, to strengthen morale, reinforce confidence, and promote long-term retention.

--Establish a volunteer networking system to foster camaraderie, reinforce shared purpose, and build pride among volunteers.

--Establish a structured appreciation system that clearly demonstrates to volunteers that their contributions are valued and meaningful.

--Assign volunteers to provide allowable non-medical services (companionship, errands, safety checks, household support, take and report vitals, such as blood pressure, weight, and temperature to alert licensed clinicians of patient's health status when necessary and in a timely manner).

- Establish a comprehensive evaluation system for the volunteer program that documents effective procedures, reduction of costly health services and supports, captures lessons learned, and identifies areas for improvement to strengthen future implementation.

e. The design shall include **outreach and referral development** that includes, but is not limited to the following:

- Conduct public outreach to referral sources, including hospitals, clinics, AAAs, and community partners.
- Develop standardized referral materials and workflows.

***The EOA shall approve the design of the KupunAloha Pilot Program.

2. The Applicant shall acknowledge in its proposal that an individual SHALL NOT be considered eligible for the KupunAloha Pilot Program if:

- a. The individual is covered by Medicaid or any other government assistance program for in-home health care or support services;
- b. The individual does not meet the income requirements for the program established by the department; or
- c. The individual does not meet the need criteria for the program established by the department.

3. The Applicant shall list its proposed recommended criteria for income requirements and other criteria (e.g. the submission of the Med Quest denial letter if one exists, etc.) for the KupunAloha Pilot Program in its proposal.

The Provider shall CLEARLY state its willingness to work WITH the EOA to develop criteria and income requirements for the pilot program in its proposal.

***The EOA shall approve the income requirements and criteria that will be utilized for the KupunAloha Pilot Program.

A copy of the Applicant's design, workflow, and protocols of a KupunAloha Pilot Program shall be included in its proposal.

4. The Applicant shall implement its design of a KupunAloha Pilot Program.

A timeline of the implementation schedule shall be included in its proposal.

The implementation schedule shall include, but not be limited to the following:

- a. Distinct Project Phases: breaks down the project into standard stages such as discovery/assessment, planning, configuration, testing, training, deployment, post-implementation.
- b. Specific Start/End Dates for Tasks: comprehensive list of work items, clearly highlight which tasks must be completed before subsequent

steps task can begin

- c. Critical Milestones: major progress checkpoints that signify the completion of a significant phase (e.g., criteria and income requirements to be utilized, etc.)

*The milestones will be used for the administrative costs. The milestones may need revising during the pilot project. The EOA will approve any proposed revisions.

- d. Resource Allocation: identification of the personnel, budget, and materials required at each stage of the rollout
- e. Risk Mitigation Plans: anticipated roadblocks and built-in time buffers or contingency plans to keep the project on track
- f. Communication Cadences: scheduled review points, stakeholder updates, and feedback loops to ensure ongoing alignment

- 5. The Applicant shall have a **technology infrastructure** that supports care coordination, training, scheduling, communication, data collection, and reporting. The Applicant shall provide technical assistance, documentation, and continuous access for all users (paid caregivers, volunteers, navigators, agencies).

The Applicant shall state if it already has an existing technology system that can support the KupunAloha Pilot Program in its proposal.

- 6. The Applicant shall clearly describe the in-home health care and support services it plans to provide in the KupunAloha Pilot Program.
- 7. Throughout the implementation of the KupunAloha Pilot Program, the Applicant shall provide the EOA with recommendations to improve the efficiency of the KupunAloha Pilot Program. If possible and feasible, adjustments shall be made to the program as approved by the EOA.

- 8. The Applicant shall develop training programs, manuals, and guidance for volunteers, caregivers, and other partnering stakeholders.

The Applicant shall provide a copy of any existing training programs, manuals, and guidance in its proposal.

- 9. The Applicant shall develop policies and procedures regarding the provision of the KupunAloha Pilot Program.

The Applicant shall provide a copy of its policies and procedures in its

proposal.

10. The Applicant shall develop a comprehensive evaluation plan and reporting framework that documents program successes, captures lessons learned, and offers actionable recommendations to guide future improvements.
11. The Applicant shall provide periodic or as requested reports to DOH or EOA. The Applicant shall provide the reports to the DOH or EOA as requested and by its deadline.
12. The Applicant shall regularly openly communicate via telephone, email, in-person or online meetings with the EOA. The Applicant shall provide timely communication responses back with the EOA.

3.5 Financial

A. Pricing Structure

The EOA will pay for services rendered. The Applicant shall submit a cost proposal utilizing the price (unit rate) per in-home health care or support service (unit of service) per day (unit of service). The cost proposal shall be attached to the Proposal Application.

The administrative and KupunAloha Pilot Program setup costs shall be paid based on the milestones proposed by the Provider in the Scope of Services.

Copies of handouts, materials and supplies, administrative costs, etc. shall be included in the milestones or unit rates and shall not be billed separately. The service fee includes all taxes and will be the all-inclusive cost to the State.

The Applicant shall not receive separate compensation for time spent in consultation with EOA staff regarding contractual matters, staff meetings, case conferences, training, etc.

The milestones and unit prices shall include all taxes, will be the all-inclusive cost to the State, and no other charges will be honored.

- B. Applicant shall acknowledge that the means for which fiscal documents (e.g., invoices) are submitted to the Department shall be approved by the Department.

All budget forms, instructions and samples are located on the SPO website (see the Proposal Application Checklist in Section 5 for website address).

The following budget form(s) shall be submitted with the Proposal Application:

SPO-H-205, Budget
SPO-H-205A, Organization-Wide Budget by Source of Funds
SPO-H-206A, Budget Justification – Personnel – Salaries and Wages
SPO-H-206B, Budget Justification – Personnel – Payroll Taxes,
Assessments and Fringe Benefits
SPO-H-206F, Budget Justification – Contractual Services – Subcontracts

C. 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):

Applicant's current financial statement and any financial audits completed in the last three (3) years.

3.6 Other

A. Litigation

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	25 points
Project Organization and Staffing	20 points
Service Delivery	40 points
Financial	15 points

TOTAL POSSIBLE POINTS

100 Points

4.3 Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

1. Administrative Requirements

The Applicant shall operate the KupunAloha Pilot Project in accordance with applicable, DOH/EOA Policies and Procedures, Federal (e.g. Health Insurance Portability and Accountability, Americans with Disabilities Act, etc.), State of Hawaii, and County Codes, Regulations, Rules, Laws, etc.

2. Proposal Application Requirements

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

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

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

1. Experience and Capability (25 Points)

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

A. Necessary Skills

7 pts

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed KupunAloha Pilot Program services: Home and community-based services for elderly individuals; Care coordination and development of Plans of Care for elderly individuals, Volunteer recruitment, training, and management who service elderly individuals; licensed home care operations; technology-enabled service deliver and HIPAA compliant systems; fiscal management, reporting and performance monitoring

B. Experience

7 pts

- Applicant has a minimum experience in providing KupunAloha Pilot Program services: Demonstrated experience delivering care to elderly individuals, volunteer programs, or technology-enabled caregiving models in Hawaii; Experience coordinating multi-agency or multi-sector caregiving teams; Examples of prior contracts or projects relevant to in-home support, LTSS, or community-based programs for elderly individuals; Ability to develop training curricula, manage data systems, and oversee licensed caregivers

C. Quality Assurance and Evaluation

2 pts

- Applicant's willingness to allow EOA to monitor contract compliance, unannounced visits
- Applicant's willingness and ability to address deficiencies
- Applicant's quality assurance and evaluation plans for the proposed services, including methodology.

D. Coordination of Services

4 pts

- Applicant's demonstrated ability to coordinate and effectively communicate with elderly individuals, caregivers, DOH or EOA staff, other government or other community-based agencies.
- Applicant demonstrates their ability to facility communication, shared care plans, scheduling, documentation, and reporting across all partners.

E. Facilities

5 pts

- Applicant's facilities are adequate in relation to the proposed KupunaAloha Pilot Program services: administrative facilities, call-center capability, technology infrastructure, and secure storage of data
- Applicant has sufficient facilities or remote-work systems for KupunAloha Pilot Program staff, volunteers, and other staff to carry out its duties, etc.
- ADA compliant where applicable

2. Project Organization and Staffing (20 Points)

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

A. Staffing

15 pts

- Proposed Staffing: That the proposed staffing pattern is reasonable to ensure viability of the KupunAloha Pilot Program services.
- Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the KupunAloha Pilot Program:
-

8 pts

7 pts

- B. Project Organization** 5 pts
- Supervision and Training:
 - Applicant demonstrated the ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed KupunAloha Pilot Program services. 2 pts
 - Applicant's willingness and ability to inform and educate their employees on Hawaii Administrative Rules, Hawaii Revised Statutes, rules, regulations, codes, etc. that reference KupunAloha Pilot Program 1 pts
 - Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks. 2 pts

- 3. Service Delivery (40 Points)** 40 pts
- Applicant provides a copy of its design of a KupunAloha Pilot Program.
 - Administrative and Operation Structure
 - Licensed Home Care Agency Coordination
 - Volunteer Recruitment and Coordination
 - Outreach and Referral Development
 - Applicant acknowledged the elderly individuals considered eligible
 - Applicant list of proposed recommended income requirements and other criteria for the KupunAloha Pilot Program
 - Applicant provide a copy of existing training programs, manuals and guidance for volunteers, caregivers, and other partnering stakeholders.
 - Applicant provided a copy of policies and procedures
 - Applicant's ability to provide reports to DOH or EOA; Applicant's ability to communicate with EOA

- 4. Financial (15 Points)** **15 pts**
- Reasonableness of milestones & unit rates 10 pts
 - Adequacy of accounting system; litigation disclosed 5 pts

B. Phase 3 - Recommendation for Award

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

Section 5

Attachments

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

Proposal Application Checklist

Applicant: _____ RFP No.: EOA-27-067

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	
Provider Compliance	Section 1, RFP	SPO Website*	X	
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	X	
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5		
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*		
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*		
SPO-H-206F	Section 3, RFP	SPO Website*	X	
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*		
SPO-H-206I	Section 3, RFP	SPO Website*		
SPO-H-206J	Section 3, RFP	SPO Website*		
Certifications:				
Federal Certifications		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:				
Proof of Insurance			X	

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

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