



**STATE OF HAWAII
DEPARTMENT OF HEALTH
KA 'ŌIHAŌA OLAKINO
ADULT MENTAL HEALTH DIVISION
HAWAII STATE HOSPITAL
45-710 KEA'AHALA ROAD
KANEŌHE, HI 96744**

**Request for Proposals
No. RFP-430-26-03**

**Competitive Sealed Proposals
for
Nursing Services**

Release Date: August 24, 2026

**PROPOSAL SUBMITTAL DEADLINE
OCTOBER 30, 2026 AT 4:00 P.M. (HST)**

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.*

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SECTION 1 – ADMINISTRATIVE OVERVIEW

1.1 Notice of Request for Proposals

The Hawaii State Hospital (“HSH”) provides adult inpatient psychiatric services and is part of the Department of Health (DOH), Adult Mental Health Division (AMHD). The majority of the patients are committed by the judicial system. HSH is accredited by The Joint Commission (TJC). HSH is requesting proposals from qualified applicants to provide nursing services for its patients.

Applicants are encouraged to attend the pre-offer conference information session as specified in this Request for Proposals (“RFP”). Any inquiries regarding this RFP should be submitted in writing via email to Naomi Yanagishita, the procurement officer, at naomi.yanagishita@doh.hawaii.gov.

Proposals should be mailed and postmarked by the United States Postal Service (USPS) on or before the proposal submittal deadline specified in Section 1.2, Procurement Timetable. Hand-delivered proposals shall be received no later than the deadline at the drop-off site. Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Proposals postmarked or hand-delivered after the proposal submittal deadline shall be considered late and rejected. Please contact the procurement officer above to schedule the hand delivery at least one (1) business day in advance.

Mail-In:

Hawaii State Hospital
Administration Office
45-710 Keaahala Road
Kaneohe, HI 96744

Hand Deliveries (Drop-Off Site):

Hawaii State Hospital
Administration Office
45-710 Keaahala Road
Kaneohe, HI 96744

1.2 Procurement Timetable:

Procurement timetable represents the State’s best estimated schedule. All times indicated in this Request for Proposals “RFP” are Hawaii Standard Time (HST). If a component of this schedule, such as "Proposal submittal deadline" date, is delayed, the rest of the schedule may be shifted by the same number of days. HSH reserves the right to change or shift the timetable’s schedule as it deems necessary.

Activity	Scheduled Date
Solicitation Release	8/24/2026
Pre-Offer Conference Information	9/11/2026 at 2:00 p.m.
Due date for written questions	9/18/2026 at 4:00 p.m.
State purchasing agency's response to written questions	10/05/2026
PROPOSAL SUBMITTAL DEADLINE	10/30/2026 at 4:00 p.m.
Proposal evaluation period	11/02/2026 – 11/17/2026
Discussion with Offerors (optional by State)	TBD
Best and Final Offer (optional by State)	TBD
Notice of Award	11/23/2026
Estimated Contract start date	01/01/2027

1.3 Authority

This RFP is issued under the provisions of health and human services procurement pursuant to the Hawaii Revised Statutes (HRS), Chapter 103F. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal application by a prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

1.4 Point of Contact

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

Naomi Yanagishita, Procurement Officer
Hawaii State Hospital
Email: naomi.yanagishita@doh.hawaii.gov

1.5 Contracting Office

The Contracting Office is responsible for overseeing procurement process and all contracts awarded through this RFP, including contract performance, administrative activities, and the monitoring and evaluation of provider performance. The Contracting Office is:

Hawaii State Hospital
45-710 Keaahala Road
Kaneohe, HI 96744
Email: naomi.yanagishita@doh.hawaii.gov

1.6 Pre-Offer Conference Information Session

An pre-offer conference information session for applicants in reference to this RFP will be held on date and time specified in the Section 1.2, Procurement Timetable.

Location: Hawaii State Hospital
Admin Conference Room, Bldg A.
45-710 Keaahala Road
Kaneohe, HI 96744

Impromptu questions will be permitted at the orientation, and spontaneous answers will be provided at the state purchasing agency's discretion. However, the answers provided at the session 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 questions should be submitted in writing following the close of the session, but no later than the submittal deadline for written questions indicated in Section 1.7, Submission of Questions.

Applicants should confirm attendance with the point-of-contact identified in Section 1.4, Point of Contact at least two (2) business days before the session.

1.7 Submission of Questions

All questions related to this RFP shall be submitted via email to the point of contact specified in Section 1.4, Point of Contact. The written questions shall be submitted by the date specified in Section 1.2, Procurement Timetable.

The written questions shall reference the RFP section, subsection, page, and paragraph number in the format provided in Attachment E, Written Question Format. HSH shall respond to the written questions no later than the date specified in the Procurement Timetable. No verbal responses shall be considered as official.

1.8 Discussions with Applicants

Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements prior to the submittal deadline. Discussions may also be conducted with applicants whose proposals are determined to be reasonably susceptible to being selected for award, but proposals may be accepted without discussions, in accordance with Hawaii Administrative Rules ("HAR") §3-143-403.

1.9 Multiple or Alternate Proposals

Multiple/alternate proposals are not acceptable to this RFP. Applicants are responsible for identifying the proposal that they wish to submit to the Point of Contact before the Proposal Submittal Deadline.

1.10 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, accompanied by the proposal, shall be clearly marked "**CONFIDENTIAL**" in red on the page(s) and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note that price and formulary are not considered confidential and will not be withheld.

1.11 Opening of Proposals

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

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. Refusal to submit additional materials and documentation can lead to disqualification of the submitted proposal.

1.13 RFP Addenda

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 best and 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). Refer to Attachment F, Website References for this SPO Form.

After final revised proposals are received, final evaluations will be conducted for an award.

1.15 Cancellation of Request for Proposals

The RFP may be canceled by the State when it is determined to be in the best interests of the State in accordance with HAR §3-143-613.

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 or ☒ 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 request for proposals, 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 a set of terms and conditions contradictory to those included in this RFP may be rejected. The proposal may be rejected as a whole or in part when it is determined to be in the best interest of the State. A proposal may be rejected for any of the following reasons:

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

1.19 Notice of Award

Upon completion of the evaluation of competitive purchase of service proposals, a statement of findings and decision decisions shall be provided to each responsive and responsible applicant by email or mail.

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

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 Hawaii State Procurement Office's website. Refer to Attachment F, Website References. 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 the date of actual receipt by the State purchasing agency shall be considered the submission date of the Notice of Protest.

Head of State Purchasing Agency	Procurement Officer
Name: Kenneth S. Fink, MD, MGA, MPH	Name: Naomi Yanagishita
Title: Director of Health Hawaii State Department of Health	Title: Associate Administrator of Administrative and Support Services Hawaii State Hospital
Mailing Address: PO Box 3378 Honolulu, HI 96801-3378	Mailing Address: 45-710 Keaahala Road Kaneohe, HI 96744
Business Address: 1250 Punchbowl Street Honolulu, HI 96813	Business Address: 45-710 Keaahala Road Kaneohe, HI 96744

1.21 Vendor Compliance

Vendors are recommended to register with HCE (<https://vendors.ehawaii.gov/hce/>) for online compliance verification.

HCE is an electronic system that provides vendors, contractors and service providers doing business with state or county agencies to quickly and easily document that they are compliant with applicable laws. HCE expedites your ability to furnish proof of compliance with the requirements of 103D-310(c), HRS.

This single certificate eliminates the need to obtain individual copies of clearances with the following agencies:

- Internal Revenue Service (IRS) - Tax Compliance Report (TCR)
- Department of Labor & Industrial Relations (DLIR) - Form LIR27
- Department of Commerce and Consumer Affairs (DCCA) - Form COGS
- Department of Taxation (DOTAX) - Form A-6

Under Hawaii law, you must provide proof of compliance in order to receive a contract worth \$2,500 or more with state and county government entities in Hawaii.

1.22 Insurance:

The applicant shall provide a copy of their current insurance information.

In addition to the provisions of the General Conditions, the provider, at its sole cost and expense, shall procure and maintain policies of professional liability insurance and other insurance necessary to insure the provider and its employees against any claim or claims for damages arising by reason of personal injuries or death occasioned directly or indirectly in connection with the performance of this contract. Subcontractors and contractors shall also be bound by this requirement, and it is the responsibility of the provider to ensure compliance with this requirement.

The provider shall obtain, maintain, and keep in force throughout the period of this Contract the following types of insurance:

- General Liability insurance issued by an insurance company in the amount of at least ONE MILLION AND NO/100 DOLLARS (\$1,000,000.00) for bodily injury and property damage liability arising out of each occurrence and not less than TWO MILLION AND NO/100 DOLLARS (\$2,000,000.00) in the aggregate annually.
- Automobile Insurance issued by an insurance company in an amount of at least ONE MILLION AND NO/100 DOLLARS (\$1,000,000.00) per accident/occurrence.
- Professional Liability insurance issued by an insurance company in the amount of at least ONE MILLION AND NO/100 DOLLARS (\$1,000,000.00) for liability arising out of each claim/occurrence and not less than FIVE MILLION AND NO/100 DOLLARS (\$5,000,000.00) in the aggregate annually.

The insurance shall be obtained from a company authorized by law to issue such insurance in the State of Hawaii (or meet Section 431: 8-301, Hawaii Revised Statutes, if utilizing an insurance company not licensed by the State of Hawaii).

For both the general liability and automobile liability insurance, the insurance coverage shall be primary and shall cover the insured for all work to be performed under the contract, including changes, and all work performed incidental thereto or directly or indirectly connected therewith. The provider shall maintain in effect this liability insurance until the State has certified that the provider's work under the Contract has been completed satisfactorily.

Prior to or upon execution of this contract, the provider shall obtain a certificate of insurance verifying the existence of the necessary insurance coverage in the amounts stated above.

Each insurance policy required by the contract shall contain the following clauses:

- The State of Hawaii and its officers and employees shall be included as additional insureds with respect to operations performed for the State of Hawaii.
- 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 certificate of insurance shall indicate that these provisions are included in the policy.

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

If the scheduled expiration date of the insurance policy is earlier than the expiration date of the time of performance under the contract, the provider, upon renewal of the policy, shall promptly cause to be provided to the State an updated certificate of insurance.

1.23 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 Attachment F, Website References for DLIR.

1.24 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 Attachment F, Website References for statutes and the Campaign Spending Commission.

1.25 General and Special Conditions of Contract

The general conditions (Exhibit A) will be imposed contractually. Special conditions may also be imposed contractually by the State purchasing agency, as deemed necessary.

SECTION 2 – SERVICE SPECIFICATIONS

2.1 Introduction

1) Overview

The Hawai‘i State Hospital (“HSH”) is a secured psychiatric facility licensed for 292 inpatient beds. With the approved bed waivers, the hospital may operate at an expanded capacity of up to 394 beds across twelve (12) inpatient treatment units and is operated under the jurisdiction of the Department of Health (DOH). HSH serves adult mentally-ill and/or dually diagnosed patients (i.e. medical, substance abuse, and developmental disabilities, etc.). Almost all patients are committed by either Civil or Penal Code commitment, the latter being in the majority. There are twelve (12) treatment units, two of which are admission/acute units. Additionally, there is an inpatient Treatment Mall, operated during weekdays, Monday through Friday. HSH also operates a specialized outpatient residential facility on the hospital grounds (Kahua Ola). The majority of patients are in need of some type of drug therapy and substance abuse treatment.

The purpose of this RFP is to competitively procure nursing services to supplement existing nursing staff at HSH. These staff consist of Registered Professional Nurses (RPNs), Licensed Practical Nurses (LPNs), and Psychiatric Technicians (PTs) to meet staffing standards as defined by HSH policy. This RFP is to make available RPNs, LPNs, and PTs to fill positions while vacant. HSH will continue to recruit PRNs, LPNs, and PTs to fill vacant positions under the state civil service system.

Exact quantities of RPN, LPN, and PT services cannot be determined. Request for services shall be based on needs of nursing services throughout the contract period.

HSH seeks to partner with a staffing agency who can deliver proactive, professional, and trauma-informed care that aligns with the hospital’s mission and values. The overarching goal of this service contract is outlined below:

- To provide safe and effective psychiatric nursing care in the most cost-effective manner and to meet staffing matrix as defined by HSH policy.
- To provide the required nursing staffing needs on each shift with qualified RPNs, LPNs, and PTs, to deliver quality psychiatric nursing care to mentally ill patients of HSH.
- To assist HSH in maintaining The Joint Commission accreditation.
- Support a therapeutic and trauma-informed environment
- Collaborate with Clinical, Nursing and Administrative Staff
- Ensure compliance with legal, regulatory and hospital policies
- Provide well trained and professional personnel
- Maintain accurate and timely reporting

2) Purposes and Goals

The purpose of requesting nursing services is to supplement existing staff of HSH, consisting of Registered Professional Nurses (RNs), Licensed Practical Nurses (LPNs), and Psychiatric Technicians (PTs) in order to meet staffing standards as defined by HSH policy. This RFP is to make available RNs, LPNs, and PTs, to fill positions while vacant. HSH will continue to recruit RNs, LPNs and PTs to fill vacant positions under the State civil service system.

2.2 Planning Activities in Preparation of this RFP.

A Request for Information (RFI-430-26-03) was posted on the Hawaii Awards & Notices Data System (HANDS) on September 23, 2025, to provide all interested parties an opportunity to pose questions and to collect perspectives on the proposed services included in this RFP.

2.3 Target Population and Geographic Coverage

Almost all patients are committed by either Civil or Penal Code commitment, the latter being in the majority. There are twelve (12) treatment units, two of which are admission/acute units. Additionally, there is an inpatient Treatment Mall, operated during weekdays, Monday through Friday. HSH also operates a specialized outpatient residential facility on the hospital grounds (Kahua Ola). Most patients need some type of drug therapy and substance abuse treatment.

HSH's patients are adult patients who have been committed to the custody of the Director of Health under court order, typically after being adjudicated as unfit to proceed to trial or acquitted of criminal charges due to mental illness. These individuals are admitted for comprehensive psychiatric evaluation, treatment, and rehabilitation in a secure and structured therapeutic environment.

Target population to be served:	Adult Mentally ill and or dually diagnosed patients (i.e. medical, substance abuse, developmental disabilities etc.)
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Patients at HSH present with complex clinical profiles, often involving severe and persistent mental illnesses, co-occurring substance use-disorders, and histories of involvement with the criminal justice system. Some individuals may exhibit behaviors that are aggressive, unpredictable, self-injurious, or otherwise challenging, requiring vigilant monitoring and therapeutic management within a safe and secure setting.

Geographic coverage of service:

Hawaii State Hospital is in Kaneohe, Hawaii and serves all people of the State of Hawaii. The prospective providers will provide psychiatric nursing services in any one of the twelve (12) patient care units and on and off campus as needed when assigned by HSH.

2.4 Multiple or Alternate Proposals

(Refer to HAR §3-143-605)

☐ Allowed ☒ Not Allowed

2.5 Contract Award and Term

A. Single or multiple contracts to be awarded (HAR §3-143-206):

☐ Single ☒ Multiple ☐ Single & Multiple

Criteria for multiple awards: Based on experience, a single Provider has been unable to provide a 100% fill rate for either long term RNs or temporary hire RNs, Nurse Manager, Nurse Supervisors, LPNs, and Psychiatric Techs/Paramedical Assistants at HSH. Therefore, this RFP will result in the award of more than one contract as detailed in the method of award (Section 2.8). See also Section 2.6 Delivery of Service.

B. 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)

Term of Contract(s)	
Estimated start date and initial term:	01/01/2027 – 12/31/2027
Number of possible extensions:	5
Length of each extension:	12 months
Maximum length of contract:	6 years

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

Unless terminated, the State and Contractor may mutually agree in writing to extend the contract for up to five (5) additional one (1) year periods without the necessity of re-solicitation, provided that each extension is agreed upon in writing prior to the expiration of the then-current contract.

Conditions for Extension: Option for renewal or extension shall be based on the provider's satisfactory performance of the contracted service and availability of funds. Mutual agreement must be made in writing prior to the expiration of the existing contract and the execution of a supplemental agreement.

The Contract may be modified or terminated in accordance with the terms and conditions set forth in the General Conditions attached hereto as Exhibit A.

2.6 Funding

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 Chapter 37, HRS, and subject to the availability of State and/or Federal funds.

2.7 Contract Monitoring and Evaluation

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

- Performance/Outcome Measures
- Output Measures
- Quality of Care/Quality of Services
- Financial Management
- Administrative Requirements

2.8 Secondary Purchaser Participation

(Refer to HAR §3-143-608)

After-the-fact secondary purchases will be allowed.

Planned secondary purchases. None.

2.9 Subcontracting:

The Provider shall not assign or subcontract any of the Provider's duties, obligations, or interests under this RFP.

2.10 Contract Administrator:

For the purposes of this contract, Naomi Yanagishita, MHA, Associate Administrator, (808) 247-2191, naomi.yanagishita@doh.hawaii.gov or authorized representative, is designated the Contract Administrator.

2.11 Scope of Services

A. Delivery of Services

HSH shall first place a request with the Provider who submitted the most advantageous proposal when services of the Provider's RNs, LPNs, and PTs, are desired. The requests shall be made via telephone, fax or e-mail.

The Provider shall confirm whether the request for services can be filled and shall follow up in writing to HSH. If the Provider is unable to provide the required RNs, LPNs, and PTs HSH shall contact the Provider who submitted the second most

advantageous proposal, etc. until the request is filled. The Provider(s) for Group I shall have forty-eight (48) hours to confirm whether they are able to fill the request. For Groups II, III and IV, the Provider(s) shall provide HSH with an immediate answer as to whether they can fill the request. If none of the Providers can fill the request, HSH reserves the right to obtain the required services from other available sources in the open market.

Requests shall include all information pertaining to the assignment of the RNs, LPNs, and PTs during the request period. HSH shall specify the dates and shifts which the RNs, LPNs, and PTs are required to work and the nursing area of HSH to which the RNs, LPNs, and PTs shall be assigned, although the RNs, LPNs, and PTs may be required to work in another nursing area if an emergent need arises.

Two categories of services shall be required under this contract. The first is for RNs both Clinical and Leadership/Supervisors to temporarily staff vacant positions until a State employee is hired into the position. HSH shall offer each of these RNs eighty (80) regular hours in a two (2) week schedule when working 8-hour shifts. The amount of prior notice that HSH will give the Provider will be determined on a case-by-case basis depending on the urgency of the need for services.

The second category is to staff RNs/LPNs/PTs to work up to eighty (80) hours in a two (2) week schedule to fill a critical shifts that are vacant, become vacant due to various leaves, vacation, or illness of a State employee until a State employee is hired into the position. For these individuals, HSH shall use its best efforts to request the required RN/LPN/PT at least two (2) hours prior to the time the individual is to report for work at HSH.

B. Orientation:

Hawaii State Hospital (HSH) shall provide orientation for all assigned personnel, including Registered Nurses (RNs), Licensed Practical Nurses (LPNs), and Psychiatric Technicians (PTs). Orientation will acquaint personnel with the facility, required competencies, and HSH nursing policies necessary for the performance of their duties.

Payment Terms During Orientation:

To promote workforce stability and ensure continuity of patient care, reimbursement for orientation hours is contingent upon active service following orientation. Orientation hours will be reimbursed only after the assigned employee:

- Successfully completes three (3) full months of active work at HSH following orientation; and
- Maintains satisfactory performance and attendance during that initial 3-

month period, as determined by HSH.

If an employee resigns, fails to report to scheduled shifts, or is removed for performance or conduct concerns before completing three months of active work, HSH will not reimburse orientation hours for that individual. In such cases, the Provider shall be solely responsible for all costs associated with the orientation time.

C. Provider Responsibility

The Provider shall ensure that all personnel understand the orientation reimbursement conditions prior to attending orientation. Providers must communicate that orientation pay is earned only upon successful completion of the first 3 months of work at HSH. No exceptions shall be made unless approved in writing by the Chief of Nurse Services or designee.

It shall be the responsibility of HSH to orient RNs, LPNs, and PTs to the facility and acquaint them with HSH's nursing policies as may be necessary for the performance of their duties. HSH agrees to provide up to 40 hours of unpaid orientation time to all new assignees to HSH. Included in the orientation will be CPMR training (Conflict Prevention, Management, and Resolution) and CPI training (Crisis Prevention Intervention training). See Exhibit D (Staff Development and Training Unit Orientation Checklist) for the complete list of mandatory nursing training covered in the new employee orientation.

All work required under this RFP shall be performed by the Provider or its employees. The Provider shall be responsible for the accuracy, completeness, and adequacy of all work and services performed under this RFP. The Provider intentionally, voluntarily, and knowingly assumes the sole and entire liability (if such liability is determined to exist) to the Provider's employees and agents, and to any third party for all loss, damage, or injury caused by the Provider, or the Provider's employees or agents in the course of their employment.

The Provider is responsible to maintain files on all employees and/or their agents which contain accurate and complete documents/records verifying that each staff referred to HSH is current with all facility requirements including, but not limited to employment related records, immunity documents, TB clearance and any annual renewals/clearances. The contents of these files are to be made available to the HSH upon request within a reasonable timeframe agreeable between the Provider and HSH.

Provider shall HSH in maintaining The Joint Commission (TJC) accreditation and in obtaining Centers for Medicare and Medicaid Services (CMS) certification.

Financial Responsibility: Compensation for Orientation and Training: Provider shall pay their assigned staff for time spent in orientation and retraining at regular contract hourly rates, even if training occurs during off-duty hours.

Equipment and Property Responsibility: Contractor shall reimburse HSH for any lost or damaged property or equipment. Personnel must return all issued property (PMTs, keys, badges, decals) upon reassignment or termination.

Coordination of Services: Provider shall be able to coordinate services with other agencies and resources in the community.

Facilities:

Not applicable.

Fitness for Duty and Accommodations:

The Provider shall ensure that all personnel assigned to HSH are fully qualified, medically cleared, and able to perform all essential job functions of their assigned position without the need for workplace accommodation by HSH.

Hawaii State Hospital is a secure psychiatric facility and does not provide modified duty, light duty, or workplace accommodations for Contract/Agency personnel, including but not limited to accommodations related to pregnancy, medical conditions, physical restrictions, or scheduling limitations.

The Provider is the employer of record for all assigned personnel and retains sole responsibility for compliance with all applicable employment laws, including but not limited to obligations related to reasonable accommodations.

If an agency employee requests or requires an accommodation at any time during an assignment, the Provider shall be responsible for immediately removing the employee from the Hospital assignment and placing the employee at an alternate worksite capable of accommodating the employee's needs.

Failure to comply with this requirement may be deemed non-performance under the contract.

Cancellation of Requests for Services:

HSH reserves the right to cancel requests for temporary hire RPN/LPN/PT services a minimum of two (2) hours prior to the reporting time without incurring any liability or charges, provided the RPN/LPN/PT has not reported for duty at HSH. For cancellation notification not done (2) hours prior to the reporting time, agency staff will be paid for

the hours worked, not less than (2) hours regular pay.

Supervisory Controls:

The HSH physicians provide direct instructions concerning patients. The RPN (nurse manager capacity) provides operational oversight and coordinate unit activities while supporting patient care and ensure compliance with established hospital procedures. The RN independently plans, schedules, and provides comprehensive nursing skill with specific instructions for each patient. Supervisor discusses assigned patients at some time during the shift. Emergencies or unusual problems are reported to the physician and/or the supervisory nurse, as appropriate. Work is subject to review during rounds. The HSH Administrator is ultimately responsible for the operations of HSH.

Minimum and/or Mandatory Tasks and Responsibilities:

a. Registered Professional Nurses (RPNs)

Responsibilities: HSH Registered Professional Nurses are responsible for providing collectively ensuring holistic, safe, and effective mental health care to court ordered forensic patients.

All RPNs shall be licensed in Hawaii or possesses a license accepted by the State of Hawaii. Graduate of an accredited school of nursing. One (1) year of psychiatric inpatient hospital experience.

RPN Duties:

- Conduct thorough mental health assessments through interviews, observations and standardized tools to evaluate patients' emotional and psychological status.
- Develop and implement individualized care plans in collaboration with psychiatrists, psychologists, social workers and other professionals.
- Provides nursing services in psychiatric, forensic or healthcare setting
- Assists with admission of patients
- Able to administer prescribed medications, monitor patient responses, and observe for side effects or adverse reactions
- Able to adjust dosing or follow-up based on ongoing evaluation and in coordination with prescribers
- Collaborates with other units, leadership, and departments at HSH
- Attends meetings as scheduled
- Able to respond to patient complaints
- Provide individual and group therapy sessions using evidence-based approaches like cognitive behavioral health (CBT) and de-escalation techniques.
- Offer emotional support and counseling to patients and their families,

promoting coping strategies for managing symptoms.

- Respond to psychiatric emergencies including suicidal behavior or aggression by implementing crisis intervention and de-escalation protocols
- Ensure patient and public safety through accurate risk assessments and continuous monitoring.
- Serve as liaison among patients, families, and multidisciplinary teams to ensure coordinated care
- Educate patients and their families about mental health conditions, treatment plans, medication, and community resources.
- Maintain up-to-date patient records, treatment plans, progress notes, and medication logs
- Adhere to legal and regulatory standards regarding confidentiality, informed consent, and patients' rights.
- Advocate for patients' needs, including referrals to care and community services
- Stay informed on advances in psychiatric care through continuing education and research engagement
- Proficiency in computer applications is required, including word processing, spreadsheets and email.

RPN Skills/Abilities

- Able to demonstrate experience, capability and history in providing nursing services in a behavioral health or healthcare environment
- Able to perform Health assessment skills which allow for the identification of dysfunction and subtle changes in patient condition.
- Completes both the HSH general and psychotropic medication examinations with a passing score. The passing of the medication examination is required annually.
- Implements and evaluates the outcome of care provided.
- Carries out health care teaching for both patients and their families relative to both health and illness. If acting in a nurse manager capacity.

b. Licensed Practical Nurses (LPNs)

Responsibilities: LPNs are required to work under the supervision of RPNs and other mental health professionals. The LPN working at HSH supports care for individuals involved with the legal system within a secure psychiatric environment. Their responsibilities span clinical care, safety assurance, legal collaboration and therapeutic support.

- Licensed in Hawaii or possesses a license accepted by the State of Hawaii.
- Graduate of an accredited school of Practical Nursing

- Six (6) months psychiatric experience in an inpatient psychiatric setting.

LPN Duties:

- Able to conduct physical and mental health checks, including vital signs and behavior changes, and report to the care team.
- Delivery psychiatric and other medications, observe for side effects, and document patient response under RN/physician supervision.
- Maintain a secure environment through patient observation and safety protocols, preventing self-harm or aggression.
- Implement individualized safety plans and enforce precautions (e.g. during suicidal ideation or violence risk).
- Able to provide daily living support – assisting with hygiene, meals and basic care – while fostering therapeutic rapport.
- Deliver emotional and behavioral support and engage patients in treatment activities guided by RPNs or mental health staff.
- Collaborate with RPNs, psychiatrists, psychologists, social workers and other staff in treatment planning and care coordination.
- Educate patients on medication adherence, coping strategies, and safety behaviors under RPN supervision.

LPN Skills/Abilities

- Able to complete both the general and psychotropic medication tests with a passing score.
- Able to communicate in English effectively both orally and in writing.
- Able to administer medication and carry out patient treatments accurately and in a timely manner.

c. Psychiatric Technicians (Psych Tech) / Paramedical Assistants (PMA)

Responsibilities: A Psych tech or PMA plays a critical role in the care team by providing direct support, monitoring, and safety oversight for individuals with mental health conditions. The following responsibilities ensure psych techs and PMAs provide essential hands-on care, environmental safety and treatment support within HSH, always functioning under professional supervision.

Psych Tech/PMA Duties:

- Assists with activities of daily living: bathing, dressing, eating, and hygiene support.
- Observe and document patients' behavior, emotional state, vital signs and symptom changes.
- Administer prescribed medications (oral/injectable) under supervision and monitor for side effects.
- Participate in the implementation of individual treatment plans in

collaboration with nurses and psychiatrists.

- Facilitate structured therapeutic or recreational group activities (e.g. coping skill, social engagement)
- Provide emotional support and promote social interaction and recovery-focused behaviors.
- Ensure a safe, therapeutic environment by closely supervising patient interactions.
- Maintain accurate records of patient interactions, treatment responses, medications and behavior observations.
- Report significant changes to RPNs, psychiatrists, or social workers promptly; assist with admissions, transfers, and discharges.
- Work closely with multidisciplinary teams for cohesive patient care.
- Help execute care planning, update care goals, and support individualized intervention strategies.
- Use communication skills to educate patients about medication and adherence and self-care.
- Continue professional growth through on-the-job training, certification programs and competency reviews.

Licensure

- Highschool graduate or GED required
- Certification as a nursing assistant preferred
- Six (6) months experience in an inpatient psychiatric setting.

Skills/Abilities

- Able to perform basic nursing skills – vital signs, activities of daily living
- Have a basic understanding of psychiatric symptomatology
- Overall duties of staff (RPN, LPN and Psych Techs/PMA) are required to have.
- Childhood Illness / Immunization History
- Valid, current State of Hawaii driver's license
- Current CPR card
- Annual physical examination verifying the ability to do the job
- Annual TB Clearance
- Annual influenza vaccination or declination form completion

Provider is to deliver education on:

- Blood borne pathogens
- Universal precautions
- Tuberculosis
- Infection control practices
- Fire safety, electrical safety

- Patient's rights and
- Body mechanics with annual updates.
- Drug screen clearance
- Background check clearance
- Ability to read and write
- Ability to recognize report and document changes in patient behavior
- Ability to communicate effectively in English, both orally and in writing
- Ability to organize and manage time constraints

Conduct and Appearance:

Please refer to the Dress Code for all personnel policy # 14.031

2.12 Qualifications

Hawaii State Hospital is seeking qualified providers who can deliver proactive, professional, and trauma-informed care that aligns with the hospital's mission and values. The overarching goal of this service contract is outlined below:

- To provide safe and effective psychiatric nursing care in the most cost-effective manner and to meet staffing matrix as defined by HSH policy.
- To provide the required nursing staffing needs on each shift with qualified RPNs, LPNs, and PTs, to deliver quality psychiatric nursing care to mentally ill patients of HSH.
- To assist HSH in maintaining The Joint Commission accreditation.
- Support a therapeutic and trauma-informed environment
- Collaborate with Clinical, Nursing and Administrative Staff
- Ensure compliance with legal, regulatory and hospital policies
- Provide well trained and professional personnel
- Maintain accurate and timely reporting

Provider shall provide staff who possess necessary skills to operate within this unique forensic mental health context, working in close collaboration with clinical, nursing and administrative staff to maintain while upholding patients' legal rights and therapeutic needs. A trauma-informed, non-punitive, and recovery-oriented approach is essential to ensuring that all interventions are respectful, appropriate, and aligned with the hospital's mission and values.

2.13 Quality Assurance Assessment

The Contractor shall provide an initial quality assurance assessment report within 30 days of start of service delivery.

After the initial six (6) months of the Contract and annually thereafter, the Contractor shall provide HSH with an updated assessment report by the tenth (10th) business day following the end of the six-month and annual period.

The quality assurance assessment report shall include, but is not limited to the following:

- **Performance Monitoring:** Describe system for internal monitoring practices and compliance with staffing, patrols, code responses, and other contract requirements is tracked and measured, including reviews of logs, incidents, and feedback (e.g., KPIs, dashboards, internal audits).
- **Incident Review & Corrective Actions:** Explain how the contractor investigates incidents, conducts root cause analysis, implements corrective actions, and documents results.

Training & Competency Tracking:

Outline how training completion, certification (e.g., trauma-informed care, CPMR), and competency are assessed and maintained.

Communication with HSH:

Detail how performance data is reported to HSH, frequency of updates, and who serves as the primary liaison for contract compliance.

Continuous Improvement:

Efforts made to improve methods for gathering feedback (from HSH, patients, staff), analyzing trends, and implementing improvements or retraining based on findings.

Optional Enhancements (Encouraged):

Propose use of digital guard monitoring tools, visual dashboards, or real-time alerts to enhance accountability and transparency.

2.14 Pricing Structure

Pricing or pricing methodology to be used. HSH cannot precisely predict the needs of nursing services during the contract period; therefore, the provider will bill for the actual service hours provided by the RPN, LPN and Psych Techs/PMA.

2.15 Compensation and Method of Payment

Form of Payment: Provider shall be able to accept checks as forms of payment.

Procedure for Invoices: Provider shall submit monthly itemized invoices for services performed including all labor, required supplies, applicable taxes, and any other costs necessary to perform the services required.

SECTION 3 - PROPOSAL APPLICATION INSTRUCTIONS

3.1 General Instructions for Completing and Submitting the Proposal Application

- 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.
- The page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section.
- 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 written response is required for each item unless indicated otherwise. Failure to answer any of the items will impact an Applicant's score.
- Applicants are strongly encouraged to review evaluation criteria in Section 4, Proposal Evaluation, when completing the proposal.
- Applicant shall submit one (1) original proposal marked “ORIGINAL,” three (3) copies of the proposal marked “COPY” and a soft copy on physical media (e.g., USB drive, etc.).
- Proposals received after the deadline shall be considered late and may be rejected

3.2 Specific Proposal Application Instructions

The Proposal Application is comprised of the following sections:

- 1) Table of Contents
- 2) Program Overview: Applicant shall give a brief overview to orient evaluators as to the program/services being offered
- 3) Experience and Capability
- 4) Project Organization and Staffing
- 5) Service Delivery
- 6) Pricing and Financial

Applicants shall complete and submit the following forms:

1. Proposed Price and Rate Schedule.
2. SPO forms:
 - SPO-H-200, Proposal Application Identification Form
 - SPOH-200A, Proposal Application
 - SPO-H-205, Budget

- SPO-H-206A, Budget Justification-Personnel: Salaries and Wages

SPO Forms, instructions, and samples can be found on the SPO website, <https://spo.hawaii.gov/all-forms/>:

- Click “Forms”
- Search: type the form number. For example: SPOH-200
- Click the form to download

The screenshot shows the SPO Forms website interface. At the top is a navigation bar with links: Home, News & Events, For Vendors, For State & County Personnel, HiePRO, References, Forms, and FAQs. The 'Forms' link is highlighted. Below the navigation bar, the page title is 'FORMS'. There are filters for 'Audience' and 'Category', both set to 'Vendor'. A search bar contains the text 'SPOH-200'. Below the search bar is a table with columns: Form Number, Subject, Updated, Audience, and Category. The table lists three forms: SPOH-200i, SPOH-200A, and SPOH-200. The SPOH-200 form is highlighted with a red arrow pointing to the 'Click to download the form' link.

Form Number	Subject	Updated	Audience	Category
SPOH-200i	Proposal Application Identification Form (Instructions)	09/01/2006	Vendor	Health and Human Services
SPOH-200A	Proposal Application	09/01/2004	Vendor	Health and Human Services
SPOH-200	Proposal Application Identification Form	09/01/2006	Vendor	Health and Human Services

3. To determine the adequacy of the applicant’s accounting system as described under the administrative rules, the applicant shall also submit their most recent Audit Report or financial Audit as part of the Proposal Application.

7) 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. (Statements regarding litigation will not carry any point value but are required.)

SECTION 4 - PROPOSAL EVALUATION

4.1 Evaluation Process

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.

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.

4.2 Evaluation Criteria

Points are awarded based on the organizational capacity and relevant experience required to successfully accomplish the scope of work and meet the qualifications. A maximum of 100 points is available. Proposals will be evaluated based on the following categories:

1) Experience and Capability (40 total points)

- a) Skills
 - Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services.
- b) Experience
 - Demonstrated past experience relating to the delivery of the proposed services including but not limited to, previous and current contract performance with HSH.
 - Demonstrated ability to respond to consumer complaints.
- c) Quality Assurance and Evaluation
 - Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.
- d) Coordination of Services
 - Demonstrated capability to coordinate services with the HSH Nursing Services Unit staff, as well as other appropriate staff within HSH.

2) Project Organization and Staffing (30 points)

The State will evaluate the applicant's overall staffing approach.

- a) Staffing

- The proposed staffing is reasonable and available to meet the staffing needs of HSH.
 - Minimum qualification (including experience) for staff assigned to the contract.
- b) Project Organization
- Supervision and Training: Demonstrated ability to supervise, train, and provide administrative direction to staff relative to the delivery of the proposed services.
 - Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks.

3) Service Delivery (20 points)

- a) The evaluation criteria may also include an assessment of the logic of the work plan for the major service activities and tasks to be completed, including clarity in work assignments, and responsibilities, and the realism of the timelines and schedules, as applicable.
- The development of referral service systems if the provider cannot provide a requested service.
 - Where applicable, Provider shall be accessible 24 hours a day, seven days a week, to respond to requests and/or complaints.

4) Pricing and Financial (10 points)

- a) Proposed prices per hour are reasonable and competitive.
- b) Non-personnel costs are reasonable and adequately justified.
- c) The extent the budget supports the scope of service, available staff and requirements of the Request for Proposal (RFP).
- d) Adequacy of accounting system.
- e) The most current audit report or financial audit

SECTION 5 – ATTACHMENTS AND EXHIBITS

Attachment A**Rate Schedule
Nursing Services**

The following proposal is hereby submitted for the hourly rate for nursing services for Hawaii State Hospital, as specified herein:

Item No.	Description	* Direct Labor Rate per hour	** Contract Rate per hour
1	Registered Professional Nurses (RPNs) -Long Term Hire • Eighty (80) regular hours in a two (2) week schedule • Working 8-hours shifts, 13 weeks minimum	\$ _____	\$ _____
2	Registered Professional Nurses (RPNs) -Temporary Hire • Eighty (80) regular hours in a two (2) week schedule	\$ _____	\$ _____
	Licensed Practical Nurses (LPNs) - Temporary Hire • Eighty (80) regular hours in a two (2) week schedule	\$ _____	\$ _____
	Psychiatric Technicians (PTs) - Temporary Hire • Eighty (80) regular hours in a two (2) week schedule	\$ _____	\$ _____
	Paramedical Assistants (PMAs) - Temporary Hire • Eighty (80) regular hours in a two (2) week schedule	\$ _____	\$ _____

(*) Direct labor rate is the hourly rate paid to the RPN/LPN/PT/PMA by the Contractor excluding differentials and shall be no less than the current wage rate for the applicable State position.

(**) The Contract Rate shall consist of the direct labor rate, plus all other expenses, applicable taxes, and incidental costs associated with providing the services requested herein.

PROPOSAL FORM
Nursing Services
FOR
DEPARTMENT OF HEALTH
HAWAII STATE HOSPITAL

Attachment B

Naomi Yanagishita
RFP Contact Person
Hawaii State Hospital
45-710 Keaahala Road
Kaneohe, HI 96744

Dear Sir:

The undersigned has carefully read and understands the general requirements and scope of work specified in the service Specifications and hereby submits the following proposal to perform the services specified in this RFP, all in accordance with the true intent and meaning thereof:

Date: _____	Respectfully Submitted,
Telephone No.: _____	_____
Fax No.: _____	Legal Name
Remittance Address: _____	_____
_____	Authorized Signature (Original)
Hawaii General Excise Tax Lic. I.D. No.: _____	Title
_____	_____
Federal Employer Identification No.: _____	Street
_____	_____
_____	City, State, Zip Code
If applicant shown above is a "dba" or a "division" of a corporation, furnish the exact legal name of the corporation under which the contract, if awarded, will be executed:	

State of incorporation: ☐ Hawaii or ☐ Other: _____

*If "other", is corporate seal available in Hawaii? ☐ Yes ☐ No

WAGE CERTIFICATE
(For Service Contracts)

Subject: RFP No.: _____
Title of RFP: _____

(To be completed by Applicant)

Pursuant to Section 103-55, Hawaii Revised Statutes (HRS), I hereby certify that if awarded the contract in excess of \$25,000, the services to be performed will be performed under the following conditions:

1. The services to be rendered shall be performed by employees paid at wages or salaries not less than the wages paid to public officers and employees for similar work; and
2. All applicable laws of the federal and state governments relating to workers' compensation, unemployment compensation, payment of wages, and safety will be fully complied with.

I understand that failure to comply with the above conditions during the period of the contract shall result in cancellation of the contract, unless such noncompliance is corrected within a reasonable period as determined by the procurement officer. Payment in the final settlement of the contract or the release of bonds, if applicable, or both shall not be made unless the procurement officer has determined that the noncompliance has been corrected; and

I further understand that all payments required by Federal and State laws to be made by employers for the benefit of their employees are to be paid in addition to the base wage required by section 103-55, HRS.

Applicant _____
Signature _____
Title _____
Date _____

FORM W-9
(See Attachment, IRS Form W-9)

Written Question Format

Offeror Name	Date Submitted	RFP Section #	RFP Page #	Paragraph #	Question

WEBSITE REFERENCES

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 State Procurement Office/Forms	https://spo.hawaii.gov/all-forms/
5 Cost Principles	http://spo.hawaii.gov/for-vendors/vendor-guide/methods-of-procurement/health-human-services/competitive-purchase-of-services-procurement-method/cost-principles-table-hrs-chapter-103f-2/
6 Protest Forms/Procedures	http://spo.hawaii.gov/for-vendors/vendor-guide/protests-for-health-and-human-services/
7 Hawaii Compliance Express (HCE)	http://spo.hawaii.gov/hce/
8 Hawaii Revised Statutes	http://capitol.hawaii.gov/hrscurrent
9 Department of Taxation	http://tax.hawaii.gov
10 Department of Labor and Industrial Relations	http://labor.hawaii.gov
11 Department of Commerce and Consumer Affairs, Business Registration	http://cca.hawaii.gov/breg
12 Campaign Spending Commission	http://ags.hawaii.gov/campaign/
13 Internal Revenue Service	http://www.irs.gov/
(Note: website addresses may change from time to time)	

Exhibit A, General Conditions - AG Form 103F

Exhibit B, Employee Immunization Status - Policy No. 14.013

Exhibit C, Provider Appeals - Policy No. 60.908

Exhibit D, Staff Development and Training Unit Orientation Checklist