

STATE OF HAWAI'I
DEPARTMENT OF HUMAN SERVICES
Office of Youth Services

Community-Based Outreach and Advocacy Services

Request for Proposals

RFP No. HMS-501-27-02

September 28, 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.*

September 28, 2026

REQUEST FOR PROPOSALS

Community-Based Outreach and Advocacy Services RFP No. HMS-501-27-02

The Department of Human Services, Office of Youth Services (OYS), is requesting proposals from qualified applicants to provide community-based outreach and advocacy services on the island of O‘ahu (City and County of Honolulu), the islands of Maui, Lāna‘i, and Moloka‘i (County of Maui), and the island of Kaua‘i (County of Kaua‘i). Services are for hard-to-reach at-risk youth and their families to address immediate and long-term needs through the provision of case management, integration of social services, and referral for services. The overall goal is to prevent and mitigate negative youth outcomes by connecting youth and their family to services that prevent youth violence and delinquency, address risk factors, build natural support, and promote resilience.

The contract term will be from January 1, 2027, to June 30, 2028, and may be extended for one (1) additional twelve (12)-month period, contingent upon program performance, availability of funds, and applicable budget execution policies. Multiple contracts may be awarded under this request for proposals.

Proposals shall be mailed and postmarked by the United States Postal Service on or before Friday, November 6, 2026, and received no later than ten (10) calendar days after the submittal deadline. Applicants submitting proposals by mail are strongly encouraged to provide electronic notification to the state purchasing agency on or before the submittal deadline to confirm that a proposal has been mailed.

Upon receipt of mailed proposals, the state purchasing agency will make reasonable efforts to provide confirmation of receipt via electronic communication; however, failure to provide such confirmation shall not affect the validity of the proposal submission or the responsibility of the applicant to ensure timely delivery.

Hand-delivered proposals shall be received no later than 2:30 p.m., Hawaii Standard Time (HST), on Friday, November 6, 2026, at the drop-off location designated on the Proposal Mail-in and Delivery Information Sheet. Deliveries by private mail services, including but not limited to Federal Express (FedEx) and United Parcel Service (UPS), shall be considered hand deliveries.

Proposals postmarked or hand-delivered after the submittal deadline shall be considered late and rejected. There shall be no exceptions to this requirement.

The Office of Youth Services, referred to as the state purchasing agency, will conduct a virtual orientation on Friday, October 2, 2026, from 10:00 a.m. to 11:30 a.m., HST. All prospective applicants are encouraged to attend the orientation.

The deadline for submission of written questions is 2:30 p.m., HST on Monday, October 12, 2026. All written questions will receive a written response from the state purchasing agency and will be

posted on the Hawaii Awards & Notices Data System (HANDS) website as an addendum to the RFP on or about Wednesday, October 14, 2026.

Inquiries regarding this RFP should be directed to the RFP contact person below:

Sheri Lyn Sagayaga
1010 Richards Street, Suite 314
Honolulu, Hawaii 96813
Telephone: (808) 587-5705
Fax: (808) 587-5734
E-mail: ssagayaga@dhs.hawaii.gov

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: *1-Original and 2-Copies **SPIRAL BOUND**, and 1 THUMB DRIVE with a PDF copy.*

ALL MAIL-IN SUBMITTALS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN Friday, November 6, 2026, 2:30 p.m. Hawaii Standard Time (HST), and received by the state purchasing agency no later than ten (10) calendar days after the submittal deadline.

Applicants submitting proposals by mail shall provide electronic notification to the state purchasing agency on or before the proposal submittal deadline to confirm that a proposal has been mailed. The notification shall include the Applicant's name, service area, and the date the proposal was mailed.

Failure to provide such notification shall not relieve the Applicant of the responsibility to ensure timely delivery of the proposal. Proposals postmarked or received after the specified deadlines shall be considered late and rejected. There shall be no exceptions to this requirement.

All Mail-ins

State of Hawaii
Department of Human Services
Office of Youth Services
1010 Richards Street, Suite 314
Honolulu, Hawaii 96813

OYS RFP COORDINATOR

Sheri Lyn Sagayaga
Telephone: 808-587-5705
Fax No: 808-587-5734
ssagayaga@dhs.hawaii.gov

ALL HAND-DELIVERED SUBMITTALS SHALL BE ACCEPTED AT THE FOLLOWING SITE UNTIL 2:30 p.m, HST, Friday, November 6, 2026. Deliveries by private mail services such as FEDEX and UPS shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 2:30 p.m., Friday, November 6, 2026.

Drop-off Site

Department of Human Services
Office of Youth Services
Princess Victoria Kamamalu Building
1010 Richards Street, Suite 314
Honolulu, Hawaii 96813

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Section 1

Administrative Overview

Section 1

Administrative Overview

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

1.1 Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. If an activity on this schedule is delayed, the rest of the schedule will 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)	September 28, 2026
Distribution of RFP	September 28, 2026
RFP orientation session	October 2, 2026 @ 10:00 am – 11:30 am
Closing date for submission of written questions for written responses	October 9, 2026, by 2:30 pm
State purchasing agency's response to Applicants' written questions	October 12, 2026
Discussions with Applicants prior to proposal submittal deadline (optional)	N/A
Proposal submittal deadline	November 6, 2026, by 2:30 pm
Discussions with Applicants after proposal submittal deadline (optional)	N/A
Final revised proposals (optional)	N/A
Proposal evaluation period	Beg November 2026
Provider selection	Mid November 2026
Notice of statement of findings and decision	Mid November 2026
Contract start date	January 1, 2027

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/
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	https://spo.hawaii.gov/wp-content/uploads/2013/12/103F13.pdf
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, go to the State of Hawaii website at http://hawaii.gov)		

1.3 Authority

This RFP is issued under the provisions of Hawaii Revised Statutes (HRS) Chapter 103F and its administrative rules. All prospective Applicants are charged with presumptive

knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective Applicant shall constitute admission of such knowledge on the part of such prospective Applicant.

1.4 RFP Organization

This RFP is organized into five sections:

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

Section 2, Service Specifications: Provides Applicant 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 Applicant 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 and location are as follows:

Department of Human Services
Office of Youth Services
1010 Richards Street, Room 314
Honolulu, Hawaii 96813
Telephone: 808-587-5710
Fax: 808-587-5734

1.6 RFP Point-of-Contact

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

Sheri Lyn Sagayaga
Children and Youth Program Specialist
Telephone: 808-587-5705
Fax: 808-587-5734
ssagayaga@dhs.hawaii.gov

1.7 Orientation

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

Date: Friday, October 2, 2026 **Time:** 10:00 a.m. to 11:30 a.m.

Location: REMOTE/VIRTUAL VIA ZOOM VIDEO COMMUNICATIONS

To join the meeting, click on the following link:

Office of Youth Services is inviting you to a scheduled Zoom meeting.

RFP # HMS-501-27-02: Community-Based Outreach and Advocacy Orientation

Friday, October 2, 2026. Time: 10:00 a.m. to 11:30 a.m. (HST)

Join Zoom Meeting

<https://us02web.zoom.us/j/83333925063?pwd=cooczslxwb2ObcvlGU6nAzv4njgBAK.1>

Meeting chat link

<https://us02web.zoom.us/launch/jc/83333925063>

Meeting ID: 833 3392 5063

Passcode: 644660

One tap mobile

+16694449171,,83333925063#,,, *644660# US

+16699009128,,83333925063#,,, *644660# US (San Jose)

Join by SIP

• 83333925063@zoomcrc.com

Join instructions

<https://us02web.zoom.us/join/83333925063/invitations?signature=ilSCc9Cj8lVCQ36NRGsDdo3W5QX42muPEWlrBcNXuWY>

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

If you require an auxiliary aid/service or other accommodation due to a disability, contact the RFP point-of-contact identified in Section 1.6 as soon as possible, but no later than by Thursday, October 1, 2026. This RFP is available in alternate/accessible formats and will be provided upon request.

1.8 Submission of Questions

Applicants may submit questions to the RFP point-of-contact identified in Section 1.6. The state purchasing agency will respond to written questions by way of an addendum to the RFP.

Deadline for submission of written questions:

Date: Friday, October 9, 2026 **Time:** 2:30 p.m. (HST)

State purchasing agency responses to Applicants' written questions will be provided by:

Date: October 12, 2026

1.9 Submission of Proposals

- A. **Forms/Formats.** Forms, with the exception of program specific requirements, may be found on the State Procurement Office (SPO) website referred to in Section 1.2, Website Reference. Refer to the Section 5, Proposal Application Checklist for the location of program specific forms.
 - 1. **Proposal Application Identification (Form SPOH-200).** Provides Applicant proposal identification.
 - 2. **Proposal Application Checklist.** The checklist provides the Applicant 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.
 - 4. **Proposal Application (Form SPOH-200A).** Applicants shall submit comprehensive narratives that address all proposal requirements specified in Section 3, Proposal Application Instructions, including a cost proposal/budget.
- B. **Program Specific Requirements.** Program specific requirements are set forth 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, the primary proposal shall be considered for

award as though it were the only proposal submitted by the Applicant.

- D. **Provider Compliance.** All Providers shall comply with all laws governing entities doing business in the State.
1. **Tax Clearance.** Pursuant to HRS §103-53, as a prerequisite to entering into contracts of \$25,000 or more, Providers are required to have a tax clearance from the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS). Refer to Section 1.2, Website Reference for DOTAX and IRS website addresses.
 2. **Labor Law Compliance.** Pursuant to HRS §103-55, Applicants shall be in compliance with all applicable laws of the federal and state governments relating to workers' compensation, unemployment compensation, payment of wages, and safety. Refer to Section 1.2, Website Reference for the Department of Labor and Industrial Relations (DLIR) website address.
 3. **Business Registration.** Prior to contracting, owners of all forms of business doing business in the State, except sole proprietorships, charitable organizations, unincorporated associations, and foreign insurance companies shall be registered and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. Refer to Section 1.2, Website Reference for the DCCA website address.

Applicants 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 online "Certificate of Vendor Compliance" provides the 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 the HCE website address.

Applicants not utilizing HCE to demonstrate compliance shall provide a paper certificate to the state 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 state purchasing agency. The tax clearance and DLIR certificates are valid for six months from the date of issue. The DCCA certificate of good standing is valid for six months from date of issue.

- E. **Wages Law Compliance.** If applicable, by submitting a proposal, the Applicant certifies that the Applicant is in compliance with HRS §103-55, wages, hours, and working conditions of employees of contractors performing services. Refer to Section 1.2, Website Reference for statutes and DLIR website addresses.
- 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 addresses.

- 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 confidential proprietary data 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-in submittals shall be postmarked by the United States Postal Service (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 calendar days from the submittal deadline; or
3. If hand-delivered, received after the designated date and time.

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

Faxed proposals and/or submission of proposals on CD or transmission by e-mail or via the website are not permitted. See Hawaii Administrative Rule (HAR) §3-143-504.

1.10 Discussions with Applicants

- A. **Prior to Submittal Deadline.** Discussions may be conducted with potential Applicant(s) to promote understanding of the state purchasing agency's requirements.
- B. **After Proposal Submittal Deadline.** Discussions may be conducted with Applicant(s) whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance with HAR §3-143-403.
- C. **After Notice of Award and Before Contract Execution Deadline.** Discussions may be conducted with Applicant(s) whose proposals were awarded and issued, to negotiate terms for the State in accordance with HAR §3-143-403.

1.11 Opening of Proposals

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

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

1.12 Additional Materials and Documentation

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

1.13 RFP Amendments

The state purchasing agency 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, without liability to the State, when it is determined to be in the best interest of the State.

1.16 Costs for Proposal Preparation

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

1.17 Applicant Participation in Planning

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

☒ are required

☐ are not required

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

Applicant 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 Applicants' resources, shall not disqualify Applicants from submitting proposals if conducted in accordance with HAR §§3-142-202 and 3-142-203.

1.18 Rejection of Proposals

The state purchasing agency 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 one or more of the following reasons:

1. Rejection for failure to cooperate or deal in good faith. (HAR §3-141-201)
2. Rejection for inadequate accounting system. (HAR §3-141-202)
3. Late proposals (HAR §3-143-603)
4. Inadequate response to request for proposals (HAR §3-143-609)
5. Proposal not responsive (HAR §3-143-610(a)(1))
6. Applicant not responsible (HAR §3-143-610(a)(2))
7. Applicants did not submit the required number of proposals and/or digital copy does not comply with specifications set forth in Section 3, Proposal Application Instructions.

1.19 Notice of Award

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

Any contract 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 Applicant(s) awarded a contract prior to the contract commencement date. The State 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 Hawaii Revised Statutes Chapter 103F;

2. A state purchasing agency's failure to follow any rule established by Hawaii Revised Statutes Chapter 103F; 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 (5) 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: Leanne Gillespie	Name: Mimari Hall
Title: Executive Director (ED)	Title: Program Development Officer (PDO)
Mailing Address: 1010 Richards Street, Suite 314 Honolulu, Hawaii 96813	Mailing Address: 1010 Richards Street, Suite 314 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

- A. The General Conditions that will be imposed contractually are on the SPO website.
- B. Special Conditions are imposed contractually by the state purchasing agency and include, but are not limited to:
 1. Insurance

The Provider shall maintain insurance acceptable to the State in full force and effect throughout the term of the contract, until the State certifies that the Provider's work has been completed satisfactorily.

The policy or policies of insurance maintained by the Provider shall provide the following limit(s) and coverage:

Coverage

Commercial General Liability

Limits

Bodily Injury and Property Damage:

\$1,000,000/occurrence

\$2,000,000 aggregate

Automobile	Bodily Injury: \$1,000,000/person \$1,000,000/occurrence Property Damage: \$1,000,000/accident
Professional Liability	\$1,000,000/claim \$2,000,000 annual aggregate

Automobile liability insurance shall include excess coverage for the Provider's employees who use their own vehicles in the course of their employment.

Provider shall agree by entering into a contract with the State to a Waiver of Subrogation for each required policy herein. When required by the insurer or should a policy condition not permit Provider to enter into a pre-loss agreement to waive a subrogation right without an endorsement, the Provider shall notify the insurer and request the policy be endorsed with a Waiver of Transfer of Rights of Recovery Against Others, or its equivalent.

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

Each insurance policy required by the contract shall contain the following clauses in its Certificate of Liability Insurance (COLI):

- a. "The State of Hawaii is added as an additional insured with respect to operations performed for the State of Hawaii."
- b. "It is agreed that any insurance maintained by the State of Hawaii, shall apply in excess of, and not contribute with, insurance provided by this policy."
- c. COLI shall include the Contract Number, and the Certificate Holder shall be identified as follows:
 State of Hawaii, Office of Youth Services, 1010 Richards Street, Suite 314, Honolulu, Hawaii, 96813.

The Provider agrees to deposit with the state purchasing agency, on or before the effective date of the contract, certificate(s) of insurance necessary to satisfy the State. The insurance certificate(s) shall be deposited with the state purchasing agency during the entire term of the contract.

The Provider shall furnish a copy of the policy or policies upon request by the state purchasing agency.

The Provider shall immediately provide written notice to the state purchasing agency should any of the insurance policies evidenced on its COLI be canceled, limited scope, or non-renewed upon expiration of the policies. Failure of the Provider to provide and keep in force such insurance shall be regarded as a

material default under the contract, entitling the State to exercise any or all the remedies provided in the contract for a default of the Provider. COLIs are required to be submitted annually to the state purchasing agency.

The procuring of such required policies of insurance shall not be construed to limit Provider's liability hereunder nor to fulfill the indemnification provisions and requirements of the contract. Notwithstanding said policies of insurance, Provider shall be obliged for the full and total amount of damage, injury, or loss caused by negligence or neglect connected with the contract. If the state purchasing agency authorizes the Provider to subcontract, subcontractor(s) is not excused from the indemnification and/or insurance provisions of the contract. To indemnify the State, the Provider shall require its subcontractor(s) to obtain insurance in accordance with the insurance provisions of the contract.

2. Interpreter Services

Codified under HRS Chapter 321C, the Hawaii Language Access Law applies to State and covered entities that receive state funds and provide services to the public. Covered entities, such as Provider(s) receiving state funds, are required to establish a language access plan to ensure individuals with limited English proficiency are provided with oral interpretation (live interpreter) services and written translation of vital documents. These additional services shall be provided at no cost to participants.

1.23 Cost Principles

To promote uniform purchasing practices among state purchasing agencies procuring health and human services under HRS Chapter 103F, the state purchasing agency shall 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 mission of the Office of Youth Services (OYS), the “state purchasing agency,” is to provide programs and services for Hawaii’s youth including the provision of balanced and comprehensive services for at-risk youth, to prevent delinquency, reduce recidivism, and maximize opportunities for youth to become productive, responsible citizens through community-based and family-focused treatment interventions. The OYS believes that community is where youth belong, thrive, feel at peace with themselves and others, and can be hopeful, mindful, and of service to their community. Communities are social units with vast characteristics that impact people’s lives through shared experiences, values and norms, shape behavior, contribute to identity formation, and prompt people on how to navigate life. Although community provides opportunities for connections, growth, and sense of belonging, not all communities have the potential to have positive influence on youth. Communities that are under-resourced, remote, or socially-economically deprived may have significant negative impacts on youth development, physical, mental, and overall well-being.

Individuals who experience risk factors (characteristics associated with negative outcomes) within their direct environment during their childhood and adolescent years are more likely to engage in delinquency and other problem behaviors. In the context of youth delinquency, we know that the pathway into offending tends to be multi-layered with youth having a variety of lived experiences across the individual, family, social, and environmental domains. Although there is no single risk factor that can predict who is likely (or not likely) to engage in delinquent behavior, youth that are members of multiple at-risk populations, are at higher risk for negative outcomes, particularly if they share two (2) or more of the following risk factors: poverty, discrimination, family instability, family dysfunction, child maltreatment, exposure to community youth violence, lack of school resources, attend schools with problematic social issues (bullying or behavioral problems), or lack of community resources.

These at-risk (or “vulnerable”) youth and families face increased barriers to accessing services due to social and economic factors such as culture (including stigma, language, values), income, educational attainment, lack of awareness, and poor or scarce resources in their community or neighborhood. Vulnerable populations include individuals who are hard-to-reach or disengaged/resistant and are often not formally identified and connected to services.

The proposed community-based outreach and advocacy services are designed to actively seek and engage hard-to-reach vulnerable youth and families, increase access to services by addressing immediate and long-term needs through the provision of case management, facilitating integration of social services, and referral for services. Advocacy services are equally necessary in improving access and equity to underserved and vulnerable youth and families. The overall goal is to mitigate negative youth outcomes by connecting youth and their family to services that address risk factors and strengthen protective factors, build natural support, and promote resilience.

B. Planning activities conducted in preparation for this RFP

The state purchasing agency conducted a Request for Information (RFI) to invite the public for feedback, comment, and recommendations for the proposed services. A virtual meeting was held on February 27, 2026, with representatives from community-based organizations on Oahu.

Additional information was gathered through meetings with public and private organizations and continuous data analysis was conducted to inform and develop this proposal.

C. Description of the service goals

The goal of outreach and advocacy services is to mitigate negative youth outcomes by connecting youth and their family to services that address risk factors in various domains, build natural support, and promote resilience. Services shall include, but not be limited to, the following objectives:

1. Reduce alienation.
2. Increase family and peer relationships.
3. Increase pro-social behaviors and social competency.
4. Increase connectedness with community.
5. Increase self-advocacy.

D. Description of the target population to be served

Youth ages 8 through 24 years, who are at risk for justice involvement. For the purpose of this RFP, the state purchasing agency defines the target population who are “at-risk for justice involvement” as follows:

Out-of-school or drop-out, academic failure, chronically absent or truant, gang involved, runaway, arrested, beyond parental control, foster, disabled, homeless or unsheltered, pregnant, parenting, generational system involvement, substance use disorder(s), mental health disorder(s), and youth who have been abused, neglected, or exposed to violence.

E. Geographic coverage of service

Services shall be provided within the service areas identified in this RFP, including the Island of O‘ahu (City and County of Honolulu), the Islands of Maui, Lāna‘i, and Moloka‘i (County of Maui), and the Island of Kaua‘i (County of Kaua‘i). The Island of Hawai‘i and O‘ahu Police Patrol District 8 (Leeward) are not included in this procurement, as services for these areas were previously awarded.

Each island and O‘ahu funding area represents a distinct service area for funding consideration. Applicants may submit proposals for more than one service area; however, a separate proposal must be submitted for each service area.

For the Island of O‘ahu, geographic areas are defined by Honolulu Police Patrol District, as identified in this RFP. Service delivery on O‘ahu is not limited to the identified districts. Contractors may continue providing services to youth who relocate outside of the districts in which services were initiated.

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

Approximate Total Amount of General Funds: \$295,000.00 maximum per year.
Oahu geographic locations based on Honolulu Police Patrol Command
Boundaries divided by Districts.

Each island and O‘ahu district identified below represents a distinct service area for funding consideration. Applicants may submit proposals for more than one service area; however, each proposal must correspond to only one service area and include all required components for that specific area. Proposals that combine multiple service areas into a single submission will not be accepted.

O‘ahu Funding: \$170,000/year. Funding is allocated as follows: \$75,000/year for Districts 1, 6, and 7 combined, and \$95,000/year for Districts 2, 3, 4, and 5 combined.

Applicants must provide services in all districts listed for the funding amount requested. If an applicant wants to apply for both funding amounts, two separate proposals must be submitted.

\$75,000/yr.		
District 1:	Central Honolulu	Liliha, Chinatown, lower Nuuanu, downtown business district, Civic Center, Pauoa, Punchbowl, Tantalus, Makiki, Kakaako, Ala Moana
District 6:	Waikiki	Waikiki Peninsula, Western slope of Diamond Head
District 7:	East Honolulu	Manoa Valley, McCully, Moiliili, University area, St. Louis Heights, Palolo Valley, Kaimuki, Kahala, East Diamond Head, Aina Haina, Niu Valley, Hawaii Kai, Makapuu Point
\$95,000/yr.		
District 2:	Central Oahu	Wahiawa, Kunia, Millilani, Waialua, Haleiwa, Sunset Beach
District 3:	Leeward Oahu	Halawa Valley, Aliamanu, Kunia Road, Aiea, Pearlridge, Pearl City, Waipahu
District 4:	Windward O‘ahu	Kahuku, Waimanalo, Lanikai, Kailua, Kaneohe, Kahaluu, Waiahole, Kualoa, Kaaawa, Punaluu, Hauula, Laie
District 5:	Kalihi Honolulu	Kalihi, and the airport area: includes Iwilei, Alewa Heights, Kapalama, Liliha, Manpunapun, Tripler and Monanalua

Maui/Molokai/Lanai Islands: \$70,000.00/yr.

Kauai Island: \$55,000.00/yr.

1. Contract Term/Funding Period: January 1, 2027, to June 30, 2028, for a total period of 18 months.
2. Period of Availability: Option to extend is for one (1) 12-month period, subject to the appropriation and availability of funds for each and every fiscal year in the funding period. The award of a contract and any allowed extension thereof is subject to allotments to be made by the Director of Finance, State of Hawaii, pursuant to Chapter 37, Hawaii Revised Statutes (HRS).

Funds have not yet been appropriated for this service. These amounts are only projected funding ranges, with no potential award amount predetermined.

The state purchasing agency reserves the right to make modifications to the scope of services and to the funding amounts that the state purchasing agency currently is unable to anticipate. There may be modifications made to continue or to improve the services provided that the modifications comply with procurement rules and policies. Additionally, should funding be increased or decreased, the state purchasing agency reserves the right to add or subtract funding as may be deemed necessary and appropriate, provided that the changes in funding comply with procurement rules and policies.

2.2 Contract Monitoring and Evaluation

- A. All contracts shall be monitored by the state purchasing agency in accordance with requirements set forth in Chapter 103F, HRS. The criteria by which the performance of the contract will be monitored and evaluated include:
 1. Performance Output and Outcome Measures
 - a. Performance Plan (OYS Form 4-1).
 - b. Performance Report (OYS Form 10 A and B).
 - c. Programmatic improvements or changes based on data.
 2. Quality of Care/Quality of Services
 - a. Programmatic records such as sign in or roster, case notes, follow-up notes, and service plans.
 - b. Facility accessibility, suitability, and safety.
 - c. Transportation and other liability issues.
 - d. Consumer satisfaction.
 - e. Safeguard privacy and confidential records.
 3. Financial Management
 - a. Compliance with Cost Principles, HRS Chapter 103F.
 - b. Invoicing accuracy and authorization flow.
 - c. Expenditure reports.
 - d. Payment schedules.
 - e. Burn rate (overspending/underspending).

4. Administrative Requirements
 - a. Administrative Assurances.
 - b. Staff qualifications, requirements, and turnover.
 - c. File maintenance and record keeping.
 - d. Compliance with general and special conditions.
 - e. Collaborations (informal and formal agreements and subcontracts if applicable).
 - f. Grievances and incident reports.
 5. Sustainability Plan
 - a. Organization (capacity building and training).
 - b. Funding (in-kind, fundraising, grant writing).
 - c. Partnerships (in-kind, collaborative funding, community level capacity).
 - d. Outcomes (demand for services, utilization, using program data, program improvements).
- B. Access to all materials, files, and documents relating to the provision of services shall be granted to the state purchasing agency for review and monitoring. At its discretion, the state purchasing agency may observe activities conducted by the Provider.
 - C. Maintain for the term of the contract the system of evaluation developed by the state purchasing agency, including the use of evaluation tools and reporting forms. Corrective actions shall be taken by the Provider if deemed necessary in light of the monitoring and evaluation outcome.
 - D. Subcontractor(s) authorized by the state purchasing agency shall have the same monitoring and evaluation criteria set forth in the contract. The Subcontractor agreements shall clearly specify the monitoring and evaluation criteria as agreed upon by the state purchasing agency and Provider.
 - E. Monitoring may take place in different geographical locations, including the Provider's administrative office and the site(s) of service delivery. Site visits may be announced or unannounced.

2.3 General Requirements

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

The Provider shall demonstrate a thorough understanding of the purpose and scope of the services and programming, as well as the necessary skills and abilities to fully implement and maintain respective youth-oriented programs. See Section 2.4 C. 5. for experience requirements.

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

After-the-fact secondary purchases: Will be allowed.

Planned secondary purchases: None.

C. Multiple or alternate proposals
(Refer to HAR §3-143-605)

X Allowed

~~Unallowed~~

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

☐ Single

☒ Multiple

☒ Single & Multiple

Criteria for multiple awards:

The state purchasing agency reserves the right to award multiple awards in each island identified in Section 2.1 E, Geographic Coverage of Service. Applicants with the highest-ranked proposals in each island and/or O'ahu district funding area shall be considered for award.

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)

1. Contract terms:

- a. The initial term of the contract shall commence on or after the contract start date on January 1, 2027, and continue through June 30, 2028. Services shall not begin until a contract has been fully executed by all parties and shall commence on the contract start date or Notice to Proceed issued by the state purchasing agency, whichever is later.
- b. Should funds become available, the initial contract term may be extended for an additional one (1) 12-month period. The conditions for extension shall be in writing and any extension shall be executed prior to the expiration of the initial term of the contract and any subsequent contract extension term.
- c. The maximum length of the contract shall be for a total of 30 months.

2. The award of a contract, and any allowed renewal or extension thereof, is subject to allotments to be made by the Director of Finance, State of Hawaii, pursuant to Chapter 37, HRS, and subject to the appropriation and availability of funds for each and every fiscal year and the quality of program services provided.

2.4 Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Program Design for Effective Practices

1. The Applicant shall design outreach and advocacy services, informed through community assessment. Engage community members to actively participate in identifying and prioritizing needs and services offered to ensure the appropriateness of services for the target population. Include data or input gathered from the target population and other community-based organizations to justify the needs for the proposed geographical location(s). This may include rates regarding social-economic indicators such as illegal substance usage, juvenile violence prevention, delinquency, teen pregnancy, and other risk behaviors prevalent for youth of the identified community or geographical area proposed to serve. Applicants shall assess the community's readiness for the proposed services, including identifying and justifying the need for services. Program design shall include:
 - a. The prioritized group(s) or sub-population(s) and describe how they will benefit from proposed service delivery.
 - b. Problem(s) such as pertinent risk factors, barriers, and service gaps.
 - c. Assets including protective factors, available services, and resources.
 - d. Identify best ways target population can be reached, given the problems and assets identified.
 - e. Goals to be addressed and clearly defined steps to reach proposed goals.
2. Provide evidence-based, trauma-informed practice in service delivery that effectively assists youth to successfully engage in services and achieve short- and long-term outcomes. When evidence-based practice is not available, best-practice approaches shall be used. Trauma-informed practices recognize the presence of trauma symptoms and acknowledge the effect, and role trauma may play in a person's life. Principles of trauma-informed care include creating a physical and emotionally safe environment, establishing trust and boundaries, supporting youth to be autonomous, and encouraging them to make choices. Principles support creating collaborative relationships and participation opportunities, and using strengths and empowerment-focused perspective to promote their resilience. The Applicant shall ensure the physical and emotional environment is a youth-centered, welcoming place, where both youth and staff feel safe. Protocols for a trauma-informed environment and responses shall include, but not be limited to:
 - a. Promoting a sense of calmness and nurturance.
 - b. Minimizing traumatic stress or re-traumatization.
 - c. Promoting youth privacy from other program participants, when appropriate.
 - d. Promoting emotional healing.
 - e. Safety practices that minimize risk.

- f. Mentoring for access and self-determination.
 - g. Finding strength and value in creating a sense of belonging and connection through relationships and values.
3. Provide an inclusive environment for all youth and families. Inclusive spaces are safer spaces for marginalized youth, where the physical space is warm and welcoming. Beyond the physical space, inclusive spaces create an environment conducive to sharing, learning, and growing. An inclusive environment is most responsive when staff are aware of the inequalities faced by marginalized youth, including those with intersectional identities. Services and activities shall be sensitive to the unique needs, characteristics, and learning styles of participants. To the extent possible, services should match the social, emotional, and cognitive abilities of all youth.
 4. Provide all youth and families with equitable access to services. Ensure that all youth, regardless of racial, religious, cultural, or language background, have access to services. Equitable access is an integral part of service delivery that facilitates identification and removal of access barriers, such as preventing people from knowing, using, and participating in services.
 5. Applicants shall identify creative and non-traditional approaches to engage the target population, such as meeting youth and families in their home, rural neighborhoods, shelters, parks, beaches, or other community locations to enable engagement with hard-to-reach or resistant youth and families.

B. Service Activities

(Minimum and/or mandatory tasks and responsibilities)

1. Outreach. Provide outreach services that will increase service access, decrease barriers, and provide benefits and opportunities to the target population. Outreach services include providing information to increase knowledge or skill and advocacy on behalf of the youth and family. Applicant shall describe the types of strategies it will utilize to reach and connect with youth and families including, but not limited to:
 - a. Flexible schedules (e.g., afternoons, evenings, weekends).
 - b. Non-traditional settings (e.g., home, park, beach).
 - c. Identifying cultural barriers and describe how services will be culturally sensitive.
 - d. Connecting with other agencies or individuals who have knowledge and access to proposed population.
 - e. Program marketing, identifying how the services will become visible to the target population and community partners that may serve as referral sources or referral for services.
 - f. Prevention and educational platforms for community youth violence.
 - g. Promoting positive peer relationships and strengthening family relationships.

2. Consent for Services. Initial contact with youth and families shall commence by building relationships and treating participants as partners, empowering them to make decisions, making choices, and setting the course of action for services. The Provider shall have policies and procedures for consent of services that:
 - a. Maintain confidentiality and protect the rights of youth and families.
 - b. Ensure the youth's confidentiality rights under the minor consent law, Act 37 SLH 2020.
 - c. Inform youth and families of local consent laws and their rights to access services and supports.
 - d. Provide services at no cost to participants.
 - e. Ensure youth and families knowingly and voluntarily consent to services and have the right to refuse participation at any time.
 - f. Ensure youth and families knowingly and voluntarily consent to the sharing of confidential information between different service providers.

3. Referrals. Accept referrals from state, counties, community-based organizations, and self-referrals for youth and families who meet the target population. Advocate for youth and families in various community settings to secure services and referrals. Empower youth to express their needs, perspectives, and have opportunities to make decisions as they learn to navigate services.

4. Case Management. Provide case management activities that are collaborative and have a family-driven approach. The Applicant shall implement a case management system that includes, but is not limited to, individual screening and assessment, crisis stabilization, determination of youth's functioning, identification of service needs, development of individualized service goals, service coordination, monitoring progress of goals, and revision of service plans, as appropriate. See service coordination specifications in Section 2.4 C. 6. The monitoring of youth progress may include in-person visits, phone calls, collateral contacts, teleconference, video conference, and other digital/technological services to make appropriate and ongoing check-ins to determine youth progress, assess ongoing challenges, and confirm completion of services.

5. Individualized Service Plan (ISP). Develop comprehensive and individualized service plans with goals, action steps, and interventions that address the targeted domains in youth's assessment profile. Service plan goals shall be strength-based, directly linked to the youth's protective factors, promote the reduction of risk factors, and address needs. Individualized service plans should be youth- and family-centered, whereby youth and families are active participants and learners in setting manageable and obtainable goals, choosing services, and advocating for themselves.

6. Service Referral. The Applicant shall match youth and families in active participation to services and supports that align with goals set forth in the service plan. Community-based service referrals may include, but are not limited to, basic needs, mental health services, substance abuse treatment, health services, counseling, prevention and educational supportive services, vocational training, cultural services, mentoring, positive youth development, youth leadership opportunities, and recreational activities. A directory or listing of community-based youth-serving agencies and programs shall be created, maintained, and updated annually. The Applicant shall provide warm hand-offs to agencies as much as possible to encourage a trusting relationship between youth/family and agencies. The goal of warm hand-offs is for the Applicant to help facilitate introductions between youth/family and other state and community-based organizations. This initial contact provides the youth and family the opportunity to ask questions about the services being offered and facilitates establishing a relationship with the referred state and community-based organization.
7. Case Closure. The length of services shall be up to 18 months but may vary and be determined according to youth needs, duration of interventions and services, on-going needs, and other factors determined on a case-by-case basis.
8. Transportation. Provide transport services to youth when transportation barriers exist in service delivery. The Applicant shall include the anticipated cost for transportation in their cost proposal. The use of safety restraints shall be required during vehicle operation, and the Applicant shall have a protocol for high-risk situations, such as youth running away, vehicle accidents, and de-escalation of youth behaviors while in transit. Additionally, individuals transporting youth shall ensure that vehicles are in safe operating condition and have copies of the following documents in their personnel file:
 - a. Valid driver's license.
 - b. Vehicle used for transport shall have valid registration, safety check, and auto insurance.
 - c. Criminal record check as specified in 2.4 C.1.

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

1. Personnel

The Applicant shall:

- a. Provide all personnel necessary for the effective completion of the requested services. Personnel shall have appropriate qualifications and necessary training to provide the proposed services and activities and demonstrate knowledge, capacity, skills, and experience in working with the target

population, and be knowledgeable of positive youth development philosophy and case management.

- b. Have written personnel policies covering selection of staff, salaries, fringe benefits, leaves, job descriptions, and minimum qualifications of each position. Staff salaries should be sufficiently competitive to recruit and retain qualified staff.
- c. Maintain a plan for recruitment and retention of staff and maintain staffing level ratios that specifically address handling of vacancies and absences to maintain service operations.
- d. Create and sustain an environment of wellness for staff that recognizes the effects of stress created from daily work.
- e. Have a process to provide consistent and quality feedback and supervision to staff.
- f. Ensure that all employees, prospective employees, volunteers, and all subcontractors' employees, prospective employees, and volunteers in positions that necessitate direct involvement or close proximity to youth do not have a criminal history or background that poses a risk to youths. The Provider shall conduct employment and reference checks on all of its employees, prospective employees, and volunteers. In addition, the Provider shall conduct criminal history record checks (State and FBI Criminal History Check, Sex Offender Registry, and the Child Abuse and Neglect Registry Clearance), as allowed or required by statutes or rules, for any person who is employed, may be employed, or volunteers in a position that necessitates close proximity to children or adolescents. The Provider shall maintain documentation of criminal history record checks in the employee, prospective employee, or volunteer's personnel file and shall make that documentation available for review upon request by the state purchasing agency. The Provider shall conduct criminal history record checks, except for the FBI fingerprint check, annually. If any check required by this paragraph:
 - 1. Reveals that an employee, prospective employee, or volunteer of the Provider or of a subcontractor has been convicted of an offense for which incarceration is a sentencing option, or
 - 2. Raises cause for concern that an employee, prospective employee, or volunteer of the Provider or of a subcontractor may pose a risk to the health, safety, or well-being of youth receiving direct services by that employee, prospective employee, or volunteer,
 the Provider shall immediately notify the state purchasing agency orally and in writing and shall discuss the matter with the state purchasing agency. The Provider shall act accordingly, as specified by the state purchasing agency, to resolve the issue. To resolve the issue, the state purchasing

agency may require the Provider or a subcontractor to refuse employment to an applicant for employment, terminate the employment of an employee, or terminate the services of a volunteer.

- g. Have or develop policies that describe the grounds and circumstances for denial of employment or termination of current employees and volunteers who have been found to have convictions or pending charges, upon completion of any criminal history check or other investigation.
- h. Provide a detailed training plan of pre-service and in-service training with scheduled completion timelines and training topics. The training plan shall identify who will provide training and their qualifications.
 - 1. The training plan shall provide comprehensive onboarding to ensure personnel are prepared to serve youth and families.
 - 2. The training plan shall be approved by the state purchasing agency prior to implementation.
 - 3. Training topics shall include, but not be limited to, juvenile justice system, program background and goals, policies and procedures regarding confidentiality, client rights, emergency procedures, grievances, record-keeping, reporting child maltreatment, cardiopulmonary resuscitation and first aid, de-escalation techniques and practices, recognition of side effects of substances and medication on youth, trauma-informed care, suicide prevention/intervention, sexual abuse and prevention, and Prison Rape Elimination Act (PREA), as applicable.
 - 4. Personnel, subcontractors, and volunteers associated with the contract shall complete any specified annual training that may be required by the Department of Human Services.

2. Administrative

- a. The successful Applicant shall enter a formal written contract with the state purchasing agency in accordance with the laws, rules, and regulations of the State of Hawaii. The RFP and the Provider's (successful Applicant's) proposal shall be incorporated in the contract by reference.
- b. The stated requirements appearing elsewhere in this RFP shall become part of the terms and conditions of the resulting contract. Any deviations thereof must be specifically defined by the Applicant in its proposal which, if successful, will become part of the contract.
- c. The funds available for this project are limited. The state purchasing agency reserves the right to contract for only those services which appear to be in the best interest of the state purchasing agency. Upon award, the state purchasing agency will forward the formal contract to the successful Applicant for execution. The contract shall be signed by the Applicant and

returned, together with required insurance documents (including indemnification), and other supporting documents, within ten (10) calendar days after receipt by the Applicant, or within such further time as the state purchasing agency may allow.

- d. No such contract shall be binding upon the state purchasing agency until the contract has been fully and properly executed by all the parties thereto.
- e. Any work performed by the Applicant prior to receipt of a Notice to Proceed shall be at the Applicant's own risk and expense. The State of Hawaii and the state purchasing agency are not and will not be liable for any work, contract costs, expenses, loss of profits, or damages whatsoever incurred by the Applicant prior to the receipt of a Notice to Proceed.
- f. No supplemental contract shall be binding upon the state purchasing agency until the contract has been fully and properly executed by all parties thereto prior to the start date of contract. The Applicant shall not provide any services until the contract is fully and properly executed.
- g. The Applicant is required to meet with the state purchasing agency upon execution of the contract to discuss the implementation of the program and attend additional meetings to further define program elements after implementation.
- h. As applicable, the Applicant shall be required to comply with applicable provisions and mandates of the Health Insurance Portability and Accountability Act (HIPAA) of 1996. HIPAA regulates how individually identifiable health (medical and mental health) information is handled to ensure confidentiality.
- i. The Applicant shall not utilize youth for any agency solicitation or political campaign purposes.
- j. The Applicant may not charge youth or their families any monetary amount for services.
- k. The Applicant is responsible for purchasing or leasing all the necessary furniture and equipment needed to perform the services. Prior approval must be obtained from the state purchasing agency for the initial purchase of equipment, furniture, supplies, or other related expenses which are required for the contract. Subsequent purchases of equipment above \$1,000.00 (that has a useful life of more than one year) shall require prior approval. Upon termination of the contract, equipment, furniture, and supplies purchased must be returned to the state purchasing agency.

- l. The Applicant is required to maintain detailed records of youth, program activities, and personnel, in addition to maintaining an accounting system and financial records to accurately account for funds awarded. Funds shall be budgeted and expended in accordance with applicable State and/or Federal cost principles.
 - m. Subcontracting arrangements may be allowed if the Applicant is unable to provide components of the requested services directly. Copies of draft subcontract agreements shall be submitted as an attachment to the proposal. All subcontractors shall follow the pricing structure and all other requirements of this RFP.
 - n. Memoranda of Agreements and working agreements with other agencies for services resulting from awards and contracts of this RFP may be submitted to the state purchasing agency for review regarding appropriateness and relevancy.
 - o. The state purchasing agency reserves the right to make modifications to the scope of the services and to the funding amounts that it is currently unable to anticipate, provided that the modifications comply with procurement rules and policies. There may be unique circumstances, not limited to directives and decrees from State and Federal agencies, that require these modifications be made to continue or improve services. Reasons for such modifications include, but are not limited to, the program's performance, availability of funds, cost of living adjustments, utilization rates, and shifting of community needs and priorities. Additionally, should funding be increased or decreased, the state purchasing agency reserves the right to increase or decrease funds at its discretion, provided that the modifications comply with procurement rules and policies..
 - p. The state purchasing agency reserves the right to terminate the contract with or without cause and to request new proposals.
- 3. Quality assurance and evaluation specifications**
- a. The Applicant shall engage youth and community in assessing needs and planning for programs.
 - b. The Applicant shall have a written plan and guidelines on the method and frequency in which they review, analyze, and interpret data and outcomes.
 - c. The Applicant shall analyze the intersection of outcomes and demographic data to identify areas of disparate treatment and inequalities.
 - d. The Applicant shall analyze the availability, access, and quality of services, to identify the impact of youth participation.

- e. The Applicant shall modify their course of action based on findings from program data and analysis.
- f. The Applicant shall maintain a data management system to monitor and evaluate program outcomes that include youth demographics, performance targets, program effectiveness, and continuum of care services related to youth served outside of their geographic districts.

4. Output and performance/outcome measurements

The Applicant shall submit a Performance Plan utilizing the outcomes framework, through the completion of Form 4-1 attached hereto as Attachment C.

- a. **An Outcomes Framework** (outcomes, performance targets, and milestones) will be used for monitoring and results reporting. The Outcomes Framework for this service will focus on specific achievements and specific changes in youth and family conditions, skills, attitudes, and/or behaviors.
 - 1. **Performance targets** describe the anticipated change in program participants that occurs because of the service provided. The performance target does not reflect the actions or behaviors of the agency or the staff in the delivery of the program services. In response to the RFP, Applicants shall propose and commit to performance targets directly related to the initiatives described in this RFP.
 - 2. **Milestones** describe the sequential actions made by the program participants to indicate they are successfully progressing toward achieving the performance target. Applicants should identify the milestones that will most effectively communicate (track and report) the success of program participants and at the same time can be efficiently documented on an ongoing basis.
 - 3. The successful achievement of milestones and performance targets should be verifiable by direct and indirect measures, observable events or behaviors, or indicators identified by the Applicant.
- b. Within this Outcomes Framework, Applicants shall:
 - 1. Base program activities on an assessment of objective data about the relevant risk and protective factors for the target population and communities the Applicants propose to service.
 - 2. Design and implement programs and activities for youth based on research or evaluation that provides evidence that the programs used impact knowledge, behavior and/or competencies of the youth involved, or contribute to preventing/reducing risk factors and establishing/strengthening protective factors related to healthy youth development.
 - 3. Commit to the performance targets finalized with the state purchasing agency as part of the Applicant's contractual responsibility, track and

- report progress through standard outcomes reporting format, and meet periodically with the state purchasing agency to review progress and results and to make necessary modifications and corrections.
4. Evaluate programs to assess programs' ability to impact elements of youth development and the desired outcomes. Applicants shall also assess progress toward achieving the proposed outcomes, performance targets, and milestones. Furthermore, such evaluation shall be used to improve and strengthen the programs, to revise timelines, to refine the performance targets and milestones, and to make informed decisions regarding future program directions.
 5. Use appropriate computer hardware and Microsoft software to record, monitor, and report various data.
- c. The Applicant shall propose the number of youths they plan to serve in one year and achieve the following performance measure per year:
1. 80% of enrolled youth reduce alienation.
 2. 80% of enrolled youth increase relationships with family and/or natural support(s).
 3. 80% of enrolled youth increase pro-social behaviors and social competency.
 4. 80% of enrolled youth increase connectedness with community.
 5. 80% of enrolled youth increase self-advocacy.

The state purchasing agency may further refine these reporting requirements based on evaluation of the services that are awarded. The Applicant may propose additional activity measures relevant to their proposed program or service(s) that would support these reporting requirements.

5. Experience

The Applicant shall have a minimum of three (3) years' experience designing, implementing, managing, and evaluating responsive youth programs and services or conducting activities related to those proposed in response to this RFP. In addition, the Applicant shall demonstrate a thorough understanding of the purpose and scope of outreach and advocacy services, as well as the necessary skills and abilities to fully implement and maintain youth programs.

The Applicant shall demonstrate intimate knowledge of lived experience of the community they propose to serve, including but not limited to, the impact of structural and individual discrimination on the community; knowledge of specific disparities documented in the community and how that influences the structure of their program or service(s); the ability to describe the community's practices, health and safety practices, positive identity/pride/resilience, religious beliefs; and how their service(s) have been adapted to those norms.

The Applicant shall have a sustainability plan in relation to the proposed services that shall include, but not be limited to:

- a. Supplemental funding and/or in-kind (internal resources).
- b. Collaborative funding.
- c. Collaborative partnerships.
- d. Evaluation of performance measures (e.g., utilization of services, effectiveness, program improvement).

6. Coordination of services

Coordinate and cooperate across agencies to plan and implement services, and ensure youth have access to resources and services that meet their needs more effectively. The Applicant should describe how the proposed services are coordinated by addressing the following:

- a. The incorporation of outreach and advocacy services into the current range of programs offered by the Applicant.
- b. The existing and past activities that demonstrate the Applicant's capacity for working with other agencies and resources to provide effective prevention services in the community or geographic area identified for services. Include current and prior formal agreements, sub-contractual arrangements, memorandum of agreements, and/or letters of agreement with other agencies and/or community groups.
- c. Coordinated efforts planned with public and private organizations in the community, which are addressing issues related to healthy youth development and specifically the delivery of the proposed services.
- d. Coordination of services and resources to reduce duplication, limit the burden for participants, and provide more streamlined services.
- e. Coordination of services for interpreters and translators for youth and families with limited English proficiency to ensure equitable access to services. These additional resources shall be provided at no cost to the youth and their family.
- f. Provide youth progress to the referral source and/or other collaterals who have obtained consent from the youth and family/guardian to share information.

7. Reporting requirements for program and fiscal data

The successful Applicant shall be required to provide timely administrative, programmatic, and fiscal reports as follows:

- a. Administrative Assurances Report
 - 1. Submit the Administrative Assurance Report (Form 5) within thirty (30) calendar days upon contract execution of the original contract period and annually, thirty (30) calendar days of contract execution of any supplemental contracts. Subcontractors (if any) shall also submit the Administrative Assurance Report. The Administrative Assurance Report is attached hereto as Attachment D.
- b. Programmatic Reports
 - 1. Submit the Performance Plan (Form 4-1) within thirty (30) calendar days upon contract execution(s), including original contract term and all supplemental contract terms. The Performance Plan is attached hereto as Attachment C.
 - 2. Submit a three (3) month quarterly Performance Report (OYS Form 10) within thirty (30) calendar days after the end of each quarter. The quarterly Performance Report shall report progress on performance measures and outcomes. The quarterly Performance Reports shall include data on youth demographics. The Performance Report is attached hereto as Attachment E.
 - 3. Submit a three (3) month quarterly Language Access Reporting Tool (LART – Form 051) that reports Limited English Proficiency activities/services. The LART is attached hereto as Attachment F.
- c. Fiscal Forms and Reports
 - 1. Provide a contract budget within thirty (30) calendar days upon contract execution with allowable expenditures in accordance with the State of Hawaii, State Procurement Office, Chapter 103F, HRS-Cost Principles, Purchase of Health and Human Services. A contract budget shall be submitted within thirty (30) calendar days from the beginning of every contract extension period.
 - 2. Submit an original monthly invoice, within thirty (30) calendar days after the end of each month, for costs incurred for the services provided in accordance with contracted services.
 - 3. Submit a monthly expenditure report within thirty (30) calendar days after the end of the month in which services are provided, submitted together with the corresponding monthly invoice. A final expenditure report is due forty-five (45) calendar days after the end of each budget period.

D. Facilities

Provide a detailed description and full physical address of the location(s) where services are to be provided and demonstrate accessibility and ability to deliver proposed services in identified location(s). If subcontracting services, include the location(s) where the subcontractor will deliver services. Describe in detail the availability of parking, bathrooms, and restroom facilities and the physical office environment(s) where program staff meet and service youth and their families (i.e. office style, outdoor physical space, meeting room availability for staff and youth).

Facilities shall be physically in the identified geographic location and meet the Americans with Disabilities Act (ADA) requirements. The Applicant shall describe how the facilities meet applicable ADA requirements, including any special equipment(s) that may be required for the services. If the Applicant is not able to currently comply with ADA requirements, provide a written explanation and timeline for ADA compliance.

2.5 COMPENSATION AND METHOD OF PAYMENT

A. Pricing Structure or pricing methodology to be used.

Pricing structure will be based on a cost reimbursement basis. The cost reimbursement pricing structure reflects a purchase arrangement in which the State pays the Applicant for budgeted costs that are actually incurred and allocable in delivering the services specified in the contract, up to a stated maximum obligation. Additionally, the Applicant shall service at least eighty percent (80%) of the agreed upon number of youths identified in the target population to receive full payment. If the Applicant does not meet the eighty percent (80%) threshold, payment may be adjusted accordingly.

The Applicant shall be required to apply the Cost Principles on Purchase of Health and Human Services and other applicable federal cost principles and guidelines, as appropriate and as required by the source of funding.

B. Units of compensation and payment

- ☐ Applicable
- ☐ Fee for Service/Unit Pricing only
- ☐ Base plus Fee for Service Pricing
- ☒ Not Applicable

C. Method compensation and payment

Payments shall be made in accordance with the State of Hawaii, State Procurement Office, Chapter 103F, HRS-Cost Principles, Purchases of Health and Human Services and subject to the following:

1. Upon execution of the contract, the Provider shall submit an annual contract budget within thirty (30) calendar days for approval of expenses anticipated for the delivery of services.
2. The Provider shall submit an original monthly invoice for expenditures actually incurred for the performance of the services required under the contract.
3. The Provider shall submit a monthly expenditure report with the monthly invoice within thirty (30) calendar days after the end of the month after

services have been provided and expenses have been incurred. All expenditure reported by the Provider shall be subject to review by the state purchasing agency.

4. A final reconciliation between the amount paid to the Provider and the total expenditure reported will be done at the end of each annual contract budget period. Any amount due to the Provider shall be paid if all required reports and documents were submitted to, and were reviewed and accepted by, the state purchasing agency.
5. Should the Provider fail to file any of the written program or expenditure reports with the state purchasing agency on or before the required dates, the state purchasing agency is authorized to withhold funds owed to the Provider until the reports are submitted, reviewed, and deemed acceptable.

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section:

	Proposals shall be spiral bound (3 total: 1 original, 2 copies) and 1 digital/electronic copy (PDF format) on a USB/thumb drive is required. Proposals not spiral bound (e.g. submitted with binder clips, 3-ring binders, folders) shall be rejected.
Form: SPOH-200	Complete Proposal Application Identification Form.
Form: Attachment A	Proposal Application Checklist.
Form: Attachment B	Applicants must include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.
Form: SPOH-200A	The Proposal Application template (SPOH-200A) is available on the SPO website. However, the form will not include items specific to each RFP. If using the website form, the Applicant must include all items specified in the RFP. ☐ 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 should be omitted. ☐ Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through each section. ☐ Do not exceed page number limits identified in each section. Responses exceeding the page limit will not be considered and will not be scored. ☐ Font size must be 12-point; smaller text in figures, graphs, diagrams, and charts is acceptable if it is legible when viewed at 100% (digital copy). Ensure the font size of the digital copy complies with the font requirement; digital copies at a reduced size will be rejected. ☐ Single space must be used. ☐ Proposal shall include tabs or dividers for each section and attachment. ☐ A written response is required for each item unless indicated otherwise. Failure to answer any of the items will impact the applicant's score. ☐ Graphs, charts, figures, and attachments are supporting evidence and may be referenced in the application only when a response/discussion is provided in the application. Addressing an item by solely referencing an attachment or other visual evidence will be scored as "not addressed." ☐ Applicants are strongly encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.
Attachments	Include all attachments that are required in the RFP and referenced in the Proposal Application. All attachments must be ordered by letter (i.e., Attachment A, Attachment B) and tabbed.
Proposals that do not follow one or more of the prescribed formats are subject to a 10-point deduction in the evaluation of proposal. See evaluation criteria in Section 5.	

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 (Not to exceed 2 pages)

Applicant shall give a brief overview to orient evaluators as to the program/services being offered. Address the following:

The Applicant's philosophy (mission and vision) and service framework and describe how the framework reflects/relates to the state purchasing agency (OYS) philosophy regarding the delivery of services for youth and families. Identify the proposed program area for services (if more than one is identified in the RFP), description of goals and objectives, target population, and geographical location.

3.2 Experience and Capability (Not to exceed 10 pages)

A. Necessary Skills

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

B. Experience

1. The Applicant shall demonstrate a minimum of three (3) years experience providing services to youth proposed in this RFP. If the Applicant intends to use sub-contractors, the experience of the identified subcontractors must also be included.
2. If the Applicant does not meet the minimum experience requirements, the proposal shall be rejected pursuant to HAR §3-143-610.
3. The Applicant shall provide a description of current projects/contracts pertinent to the proposed services (previous projects/contracts may be considered if relevant). The Applicant shall include points of contact, addresses, e-mail and/or telephone numbers, description of the youth population served, and the specific services provided that are directly relevant as proof of experience. The state purchasing agency reserves the right to contact references to verify experience. Contact information will only be used to verify application information submitted.

4. The Applicant shall provide a sustainability plan that describes how the organization works to make programs and services more sustainable. This includes demonstrating a plan that enhances services through other funding opportunities, partnerships, and collaborations. Applicants proposing services that have multiple funding sources should identify the funding source(s), funding amount(s), and budget details in the cost proposal worksheet SPO-H-205. Further instructions are provided in Section 3.5, Financial.

C. Quality Assurance and Evaluation

The Applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology. The quality assurance plan shall indicate how the Applicant will monitor compliance with the terms of the agreement and adherence to internal policies and procedures. Describe how data management will be maintained, including periodic data quality checks for quality assurance. The evaluation plan shall address the effectiveness of the program and service delivery and methods of corrective action. The Applicant shall also describe how program data or experience is used to inform service improvements or adjustments over the contract period.

D. Coordination of Services

The Applicant shall demonstrate the capability to collaborate and coordinate services with other agencies and resources in the community related to the proposed services. Proposal shall address the following:

1. The existing and past activities that demonstrate the Applicant's capacity for working with other agencies and resources to provide effective services in the community or geographic area identified for services.
2. The coordinated efforts planned with other agencies, including public and private organizations in the community that address issues related to proposed services and youth in the juvenile justice system.
3. The incorporation of services for youth into the current range of programs offered by the Applicant.
4. Include how the needs of persons with limited English proficiency will be addressed.

The Applicant shall provide documentation of support and involvement with other agencies and the community for the proposed services through letters of support, Memorandums of Agreement, or Memorandums of Understanding with proposed partners or sub-contractors. The Applicant may provide past Memoranda of Agreement or Understanding as evidence of previous collaborative efforts.

E. Facilities

The Applicant shall provide a physical address in the State of Hawaii with detailed description of its facilities and demonstrate its adequacy in relation to the proposed

services. If facilities are not presently available, describe plans to secure facilities. Describe how the facilities meet ADA requirements, as applicable, and the special equipment that may be required for the services.

3.3 Project Organization and Staffing (Not to exceed 3 pages)

A. Staffing

1. Proposed Staffing

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

Applicants shall describe how proposed administrative and program staffing functions support direct service delivery and overall program effectiveness. If administrative functions represent a significant portion of the proposed staffing structure, the Applicants shall explain how these functions contribute to program oversight, coordination, service quality, and successful outcomes.

2. Staff Qualifications

Applicants shall provide the minimum qualifications (including experience) for staff assigned to the program. Attach position descriptions and resumes for the Applicants' administrative positions (e.g. Director, Deputy, Chief Financial Officer, Program Administrator/Officer), accounting, and program personnel. (Refer to the qualifications in Section 2, Service Specifications, as applicable.)

B. Project Organization

1. Supervision and Training

Applicants shall describe their ability to supervise, train, and provide administrative directions relative to the delivery of the proposed services. Attach training descriptions and/or training plan with required training topics, timeline of training, and trainers.

2. Organization Chart

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

3.4 Service Delivery (Not to exceed 20 pages)

Applicants shall include a detailed discussion of the Applicant's approach to applicable service activities and management requirements from Section 2.4, Scope of Work, for the proposed services. Proposal shall include:

1. A summary of community needs and readiness, pertinent risk and protective factors, assets, and resources that relate to or address the proposed service delivery. Describe how the proposed services will reduce barriers to service access, meet identified needs, and impact the target population.
2. Details of how the proposed work/service plan and service activities are consistent with the goals, objectives, outcomes, principles of program delivery, and characteristics of effective programs. Identify evidence-based or best practice models and strategies to be used and the justification for selecting these models.
3. A clear and concise work/service plan that clearly describes the flow of services to be provided to youth from program entry to program completion, including all service activities and tasks to be completed, related work assignments/responsibilities, and timelines/schedules. A schematic representation of the workflow may be included as an attachment to show further evidence.
4. Description of how participants will be engaged and retained in service activities. Describe how the services will be visible to the target population and community-based organizations.
5. Description of how the proposed outreach activities are age, gender, developmentally, and culturally appropriate for the target population.
6. Description of any assessment/service planning instruments to be utilized in the service delivery of activities and specialized training required for staff to implement these tools, as applicable.
7. Description of how transportation services are provided and protocols for minimizing risk.
8. Description of how the service activities will be measured in relation to their impact on change of behaviors, attitudes, and or skills of program participants.
9. Outline the planned performance targets, target type code, milestones, source of verification, and projected youth numbers, by island in the Performance Plan Form 4-1, attached as Attachment C.

10. Description of how the program will be evaluated for effectiveness and impact on the target population.

Refer to Section 2.4. – Scope of Work for additional requirements and details to include in the proposal.

3.5 Financial (Not to exceed 1 page)

A. Pricing Structure

Applicant shall submit a cost proposal utilizing a cost reimbursement pricing structure. The applicant shall reference the Cost Principles for Health and Human Services (Chapter 103F, HRS) to determine allowable expenses by the State (refer to Section 1.2 for web address). The cost proposal shall be attached to the Proposal Application as specified:

1. Submit two (2) budget requests, one for each of the following fiscal years and budget periods:
FY 2027, 01/01/27-06/30/27
FY 2028, 07/01/27-06/30/28
2. Utilize budget forms from the SPO website. All budget forms, instruction, and samples may be referenced and downloaded from the SPO website (refer to Section 1.2 for web address). The following forms shall be submitted:

SPO-H-205 Budget

Special Instructions for SPO-H-205: Applicants with additional funding for proposed services should utilize columns (a) through (d) as specified:

- Identify HMS-501-27-02 for budget request related to the proposed RFP.
- (b) to (d) Identify other funding sources to enhance, leverage or supplement services from this RFP.

SPO-H-205A Budget – Categorized Expenses

SPO-H-205B Budget – Proposed Project or Service Activities

SPO-H-206A Personnel – Salaries & Wages

SPO-H-206B Personnel – Payroll Taxes and Fringe Benefits

SPO-H-206C Travel – Inter-Island

SPO-H-206D Travel – Out-of-State

SPO-H-206E Contractual Services-Administration

SPO-H-206F Contractual Services-Subcontracts

SPO-H-206G Depreciation

SPO-H-206H Program Activities

SPO-H-206I Equipment Purchases

If any one of the above forms is not applicable, please note as “N/A” on the form. All proposed expenses shall be detailed and complete in the justification

sections. Vague justifications such as “Program Activities to support proposed services” or failure to provide any justification will impact the Applicant’s evaluation score.

B. Other Financial Related Materials

1. Accounting System

To determine the adequacy of the Applicant’s accounting system as described under the administrative rules, the following documents are required as part of the Proposal Application:

- a. Latest Single Audit Report of Financial Audit. The Applicant must submit their latest audit report of their financial statements. If no audit was ever performed, then the Applicant must submit their last three years of IRS Form 990, Tax Return of Organization Exempt for Income Tax, including all schedules.
- b. Cost Allocation Plan, which demonstrates that the Applicant’s expenditures allocated are based on a plan that is reasonable, appropriate, and lawful.

2. Accounting Personnel

- a. Applicants must state which staff positions are responsible for maintaining accounting records and fiscal reporting, and approximately the number of hours a week that are devoted to this function.
- b. Applicant shall state which staff positions will be responsible for filing timely expenditure reports and invoices required by this RFP.
- c. Applicants shall describe what accounting qualifications are required for each of these positions if not detailed in the Proposal Application Section 3, Project Organization and Staffing.

3.6 Other

A. Litigation

The Applicant shall disclose and explain any pending litigation to which they are a party, including the disclosure of any outstanding judgment.

Section 4

Proposal Evaluation

Section 4

Proposal Evaluation

4.1 Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly, and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

4.2 Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Thresholds

<u>Evaluation Categories</u>	<u>Possible Points</u>
<i>Administrative Requirements</i>	N/A
<i>Proposal Application</i>	
Program Overview	0 points
Experience and Capability	15 points
Project Organization and Staffing	15 points
Service Delivery	55 points
Financial	15 points
TOTAL POSSIBLE POINTS	100 Points

4.3 Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

1. Administrative Requirements

- a. Proposal contains the Application Checklist.
- b. Proposal contains Certificate of Vendor Compliance (with compliant status). If the Applicant has not registered with Hawaii Compliance Express, the Applicant must provide alternate certificates as outlined in Section 1.9, Provider Compliance.

2. Proposal Application Requirements

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

B. Phase 2 - Evaluation of Proposal Application

Ensure that each section is answered completely and thoroughly. Each section shall be scored individually and separately from another section. Applicants are responsible to place the appropriate information in each section to be scored.

The RFP Review Committee shall use a five-point rating scale as shown in the table below. Responses for each section and criteria will be rated with scores ranging from 0=Not Addressed to 5=Excellent. Responses with criteria indicating YES/NO will be evaluated with two possible scores: 0=No and 5=Yes. The percentage for the rating score will be multiplied by the maximum number of points for that item. For example, if an item is worth 6 points and the reviewer rated it as a “3-Meets,” the score for that item would be 3.6 points ($0.60 \times 6 = 3.6$).

Evaluation Rating

Score	%	Rating	Evaluation Description
0	0% (0.0)	Not Addressed	The response fails to meet minimum requirements/specifications. Information is missing or information cannot be found.
1	20% (0.2)	Unacceptable	The response fails to demonstrate the Applicant's understanding of the requirements/specifications for the component specified or the ability to provide the service.
2	40% (0.4)	Poor	The response does not meet all specifications and requirements for the component specified, or it demonstrates minimum understanding of the requirements for the component specified. The Applicant appears to have restated the requirement from the RFP.
3	60% (0.6)	Meets	The response meets all specifications and requirements for the component specified. This is an adequate response.
4	80% (0.8)	Very Good	The response meets all specifications and requirements for the components specified. The approach is comprehensive and complete in every detail. The response contains some innovative details for some of the components specified.
5	100% (1.0)	Excellent	The response surpasses all specifications and requirements for the service component specified. The approach is comprehensive and complete in every detail. The response contains innovative details for all the components specified.

Evaluation Criteria

1. Program Overview: (No Points)	POINTS
<i>The intent is to give the Applicant an opportunity to orient evaluators as to the service(s) being offered in response to the RFP. The applicant shall highlight:</i>	
• The Applicant’s mission and vision.	N/A
• Goals and objectives in relation to proposed service activities relative to the assessed needs and available resources of the target population and geographic region identified for service delivery.	

2. Experience and Capability (15 Total Points)	POINTS
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<i>The State will evaluate the Applicant's experience and capability relevant to the proposal, which shall include:</i>	
A. Necessary Skills	
Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services. Subcontractors included (if applicable).	2
Demonstrated skills, abilities, and capacity to deliver proposed services in the identified geographic region for the target population.	2
B. Experience	
Demonstrated a minimum of three (3) years experience in service delivery to the target population as proposed in the RFP. Include any documented evidence of experience (funding awards, certificates, and outcomes of projects).	2
Sufficiency of sustainability plan to provide creative and collaborative approaches to enhance capacity, partnerships, funding, and outcomes.	1
C. Quality Assurance and Evaluation	
Sufficiency of quality assurance and evaluation plan for the proposed services including methodology.	1
Sufficiency of evaluation plans to assess program implementation, fidelity to program model, youth participation, and success in the service program.	1
Data management plans demonstrate capacity to maintain, monitor, and evaluate program measures and outcomes.	1
D. Coordination of Services	
Demonstrated capability of collaboration and coordination plans related to implementation of proposed services and activities.	2
- Documented past Memorandum of Agreements/Understanding, and/or letters documenting ability to coordinate services with other agencies and resources. - Documented support and involvement with other agencies and community for proposed services. Draft MOA/MOUs with proposed sub-contractors are clear and specific regarding planned deliverables.	1
E. Facilities	
Demonstrated adequacy of a safe and trauma-informed physical environment for youth and families.	1
Facilities meet ADA requirements, as applicable. If none, demonstrated plans to comply with ADA requirements. (YES/NO)	0.5
The facility's physical address is located in the proposed geographic location. If no address available, plans to secure and commence services by January 1, 2027 is clearly articulated. (YES/NO)	0.5

3. Project Organization and Staffing (15 Total Points) <i>The State will evaluate the Applicant's overall staffing approach and project organization that shall include:</i>		POINTS
A. Staffing		
The number of staff positions allocated to the project are appropriate and sufficient to ensure effective program service delivery.		2
- Staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to ensure viability of the services. - Demonstrates the ability to maintain a plan for recruitment and retention of staff and maintain staffing level ratios that specifically address handling vacancies and absences.		3
- Proposed staff have the qualifications and experience necessary to administer and provide services. If proposed staff positions are vacant, the Applicant identifies a plan for recruitment of qualified and experienced staff. - Proposal includes resumes of key staff that list experience with related or similar services and targeted population. - Job descriptions and minimum qualifications (including experience) for staff assigned to the program are appropriate for service delivery. Accounting personnel is evaluated in the Financial Section.		3
B. Project Organization		
Demonstrates the ability to supervise and provide administrative direction to staff relative to the delivery of the proposed services		3
Demonstrates sufficiency of a training plan of pre-service and in-service training with scheduled completion timelines, training topics, and trainers.		3
The organization chart diagrams organization-wide and programmatic structure, functions, and staffing of the proposed organization and services. Staff assigned to this project clearly indicate FTE allocation.		1

4. Service Delivery (55 Total Points) <i>Evaluation criteria for this section will assess the Applicant's approach to the service activities and management requirements outlined in Section 2.4, Scope of Work and Section 3, Proposal Application Instructions.</i>		POINTS
Needs assessment includes information from reliable data sources and substantiates readiness. Assessment identifies risk and protective factors and resources that address the proposed services.		6
Describe the service activities in detail and consistent with the service framework and evidence-based or best practice approaches and strategies.		8
Overall, the work/service plan clearly describes the flow of services to be provided from program entry to program completion. The		10

work/service plan addresses the project goal, objectives, service activities, and tasks to be completed, including clarity in work assignments and responsibilities, and timelines and schedules.	
Planned services/activities demonstrate appropriate participant engagement and address efforts for participant retention. Explains how the program will be visible to target population and other organizations.	6
Service activities are age, gender, developmentally, and culturally appropriate for service delivery to target population.	6
Sample service tools (e.g. assessments, service plans) and materials provide evidence the planned activities and service delivery are based on effective practices.	3
Transportation services are appropriate and address consent and protocols for minimizing risk.	3
Service activities support the service goals and established outcomes are expected to have changes in behaviors, attitude, and or skills of participants.	5
Performance measures (Form 4-1) have been established. (YES/NO)	2
The performance measures (targets, type codes, milestones, youth projected numbers) are logical and in alignment with the service goals and planned activities for each island.	2
Program design includes plans to assess the impact of the services and the process for modifying the program design based on the assessment.	4

5. Financial (15 Total Points)	POINTS
A. Pricing Structure	
Cost proposal fully supports the delivery of activities and services, as required by the RFP.	3
Personnel costs are reasonable, justified, and comparable to similar position in the community.	2
Non-personnel costs are reasonable and adequately justified.	2
Cost proposal follows the prescribed instructions (number of cost proposals per contract term, required forms, etc.).	1
B. Other Financial Related Materials	
<i>Accounting System</i>	

Adequacy of accounting system (evidence of valid tax clearance, recent audit, and cost allocation plan).	4
<i>Accounting Personnel</i>	
- Positions and personnel responsible for fiscal operations and reporting are identified and qualified. - Staff responsible for maintaining accounting records and filing required fiscal reports are identified.	3

6. Other	POINTS
Litigation	
The Applicant disclosed and explained any pending litigation. No points awarded, this information is required in the proposal.	N/A

7. Automatic Deductions & Proposal Rejection	POINTS
Proposal Presentation & Organization	
Proposals that do not follow <u>one</u> or <u>more</u> of the prescribed formats identified in Section 3, Instructions, are subject to point deduction from the total overall points.	-10
Proposal Rejection	
Proposals may be automatically rejected for any one or more reasons stated in Section 1.18, Rejection of Proposal.	N/A

C. Phase 3 - Recommendation for Award

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

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Table of Contents
- C. Performance Plan (Form 4-1)
- D. Administrative Assurances (Form 5)
- E. Performance Report (OYS Form-10)
- F. Language Access Report Tool (OYS Form 051)

Proposal Application Checklist

The Applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated, and returned to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website. See Section 1.2, Website Reference.

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	Attachment B	X	
Proposal Application (SPOH-200A)	Section 3, RFP	SPO Website*	X	
Provider Compliance	Section 1, RFP	SPO Website*	X	
Cost Proposal (Budget)			X	
SPO-H-205	Section 3, RFP	SPO Website*		
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5		
SPO-H-206A	Section 3, RFP	SPO Website*		
SPO-H-206B	Section 3, RFP	SPO Website*		
SPO-H-206C	Section 3, RFP	SPO Website*		
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*		
SPO-H-206F	Section 3, RFP	SPO Website*		
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*		
SPO-H-206I	Section 3, RFP	SPO Website*		
SPO-H-206J	Section 3, RFP	SPO Website*		
Certifications:				
<i>Federal Certifications</i>		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:				
Performance Plan (Form 4-1)	Section 2, RFP	Attachment C	X	

Authorized Signature

Date

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- SPO-H-206F Contractual Services-Subcontracts
- SPO-H-206G Depreciation
- SPO-H-206H Program Activities
- SPO-H-206I Equipment Purchases
- J. Other Financial Related Materials
 - Financial Audit (most recent)
 - Provider Compliance (Hawaii Compliance Express)
- K. Other: Specify