**Sample** format for Cover Page.   
Text that is in italics with a border/box such as this are instructions/guidelines for state purchasing agencies and should **not** be included in the RFP.

State of Hawaii

<Department>

<Division>

<Branch/Program/Office>

**Request for Proposals**

**<RFP No.>  
<RFP Title>**

<Date Issued>

*State agencies should include the text below for the RFP that is posted on the RFP Website (RFPW). It is not necessary to include it on hard copies of the RFP.*

**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.*

***Sample Notice****.*

State agencies may format the notice as a letter. Remember to delete this boxed text.

October 10, 2012

**REQUEST FOR PROPOSALS**

**COMPREHENSIVE PRIMARY CARE SERVICES FOR THE UNINSURED**

**RFP No. DOH-07-01**

The Department of Health, Family Health Services Division, Maternal and Child Health Branch, is requesting proposals from qualified applicants to provide comprehensive primary care services to uninsured individuals and families (statewide) who fall within 250 percent of the Federal poverty level. Services may include, but are not limited to perinatal, pediatric, family planning and adult primary care services. The contract term will be from July 1, 2012 through June 30, 2013. Multiple contracts will be awarded under this request for proposals.

Proposals shall be mailed, postmarked by the United States Postal Service on or before January 12, 2012, and received no later than 10 days from the submittal deadline. Hand delivered proposals shall be received no later than 4:30 p.m., Hawaii Standard Time (HST), on January 12, 2012, at the drop-off sites designated on the Proposal Mail-in and Delivery Information Sheet. Proposals postmarked or hand delivered after the submittal deadline shall be considered late and rejected. There are no exceptions to this requirement.

The Family Health Services Division will conduct an orientation on November 9, 2011 from 10:00 a.m. to 12:00 noon HST, at 741-A Sunset Avenue, Honolulu, Hawaii. All prospective applicants are encouraged to attend the orientation.

The deadline for submission of written questions is 4:30 p.m., HST, on November 30, 2011. All written questions will receive a written response from the State on or about December 16, 2011.

Any inquiries and requests regarding this RFP should be directed to Mr. John Smith at 741-A Sunset Avenue, Honolulu, Hawaii 96816, telephone: (808) 733-0000, fax: (808) 733-1111, e-mail: john.smith@hawaii.gov.

.

*Sample.   
State agencies should include all relevant information. Remember to enter the proper submittal deadline date in the 5 places on this sheet.*

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

**NUMBER OF COPIES TO BE SUBMITTED:** *(insert number)*

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

|  |  |  |
| --- | --- | --- |
| **All Mail-ins** |  | ***(Insert Dept.)*****RFP COORDINATOR** |
| *Department Name*  *Division/Office Name*  *Mailing Address* |  | *Coordinator Name*  *Telephone Number*  *Fax Number*  *e-Mail Address* |
|  |  |  |

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

**Drop-off Sites**

|  |  |  |
| --- | --- | --- |
| *Indicate location(s) with addresses*  *where hand deliveries will be accepted.*  *Example: Department of Health*  *Administrative Services Office*  *1250 Punchbowl Street, Room 310*  *Honolulu, Hawaii 96813* |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

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Attachment C.

*State agencies should list additional attachments here. If there are no additional attachments delete C.*

*If you need to adjust the wording on this page and find that you can’t, delete the page border, which is a text box.*

# Section 1 Administrative Overview

Section 1

**Administrative Overview**

*Text that is in italics with a border/box such as this are instructions/guidelines for state purchasing agencies and should* ***not*** *be included in the RFP.* *Where possible, state purchasing agencies are encouraged to make additional information specific to the RFP noticeable via the use of* ***font,******italics****, borders, etc.*

**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. Procurement Timetable

State agencies are strongly encouraged to enter dates for all activities. Should a State agency enter N/A for “discussions with applicants” or “final revised proposals” agencies will not be able to utilize these sections should the need arise later. Listing a date for such activities does not obligate a State agency to conduct those activities, if they are not needed. Note that for items such as discussions, final revised proposals, evaluation period, and notice of statements of findings and decision, the scheduled date may be a range of days. (i.e., the week of November 13-17, 2006 or May 23-26, 2007.) Do NOT delete items from the timetable. Do not enter NA for any items in the timetable.

**Note that the procurement timetable represents the State’s best estimated schedule. If an activity on this schedule is delayed, the rest of the schedule will likely be shifted by the same number of days.** **Contract start dates may be subject to the issuance of a notice to proceed.**

|  |  |
| --- | --- |
| Activity | Scheduled Date |
| Public notice announcing Request for Proposals (RFP) |  |
| Distribution of RFP |  |
| RFP orientation session |  |
| Closing date for submission of written questions for written responses |  |
| State purchasing agency's response to applicants’ written questions |  |
| Discussions with applicant prior to proposal submittal deadline (optional) |  |
| Proposal submittal deadline |  |
| Discussions with applicant after proposal submittal deadline (optional) |  |
| Final revised proposals (optional) |  |
| Proposal evaluation period |  |
| Provider selection |  |
| Notice of statement of findings and decision |  |
| Contract start date |  |

1. Website Reference

|  |  |  |  |
| --- | --- | --- | --- |
| The State Procurement Office (SPO) website is http://hawaii.gov/spo | | | |
|  | For |  | Click on “Doing Business with the State” tab or |
| 1 | Procurement of Health and Human Services |  | http://hawaii.gov/spo/health-human-svcs/doing-business-with-the-state-to-provide-health-and-human-services |
| 2 | RFP website |  | http://hawaii.gov/spo/general/procurement-notices-for-solicitations |
| 3 | Hawaii Revised Statutes (HRS) and Hawaii Administrative Rules (HAR) for Purchases of Health and Human Services |  | http://hawaii.gov/spo/general/statutes-and-rules/procurement-statutes-and-administrative-rules |
| 4 | Forms |  | http://hawaii.gov/spo/statutes-and-rules/general/spo-forms |
| 5 | Cost Principles |  | http://hawaii.gov/spo/health-human-svcs/cost-principles-for-procurement-of-health-and-human-services |
| 6 | Standard Contract -General Conditions, AG103F13 |  | http://hawaii.gov/spo/general/gen-cond/general-conditions-for-contracts |
| 7 | Protest Forms/Procedures |  | http://hawaii.gov/spo/health-human-svcs/protestsreqforreconsideration/protests-requests-for-reconsideration-for-private-providers |
| Non-SPO websites  (Please note: website addresses may change from time to time. If a link is not active, try the State of Hawaii website at <http://hawaii.gov>) | | | |
|  | For |  | Go to |
| 8 | Hawaii Compliance Express (HCE) |  | https://vendors.ehawaii.gov/hce/splash/welcome.html |
| 9 | Department of Taxation |  | http://hawaii.gov/tax/ |
| 10 | Wages and Labor Law Compliance, HRS §103-055 |  | http://capitol.hawaii.gov/hrscurrent |
| 11 | Department of Commerce and Consumer Affairs, Business Registration |  | http://hawaii.gov/dcca  click “Business Registration” |
| 12 | Campaign Spending Commission |  | http://hawaii.gov/campaign |

1. Authority

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

1. RFP Organization

This RFP is organized into five sections:

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

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

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

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

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

1. Contracting Office

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

Department of *(insert department and division name)*

*(insert address, phone, fax and email address)*

1. RFP Contact Person

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

*At a minimum. provide the name, phone number and e-mail address for the point of contact.*

1. Orientation

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Date:** |  | **Time:** |  |
| **Location:** |  | | |

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

1. Submission of Questions

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

Deadline for submission of written questions:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Date:** |  | **Time:** |  | HST |

State agency responses to applicant written questions will beprovidedby**:**

For response to questions, state agencies may enter a single date or a range of dates, (for example, November 20-24, 2010).

|  |  |
| --- | --- |
| **Date:** |  |

1. Submission of Proposals
2. **Forms/Formats -** Forms, with the exception of program specific requirements, may be found on the State Procurement Office website referred to in subsection 1.2, Website Reference*.* Refer to the Section 5, Proposal Application Checklist for the location of program specific forms.
3. **Proposal Application Identification (Form SPOH‑200)**.Provides applicant proposal identification.
4. **Proposal Application Checklist**.The checklist provides applicants specific program requirements, reference and location of required RFP proposal forms, and the order in which all proposal components should be collated and submitted to the state purchasing agency.
5. **Table of Contents**.A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
6. **Proposal Application (Form SPOH-200A)**.Applicant shall submit comprehensive narratives that address all proposal requirements specified in Section 3, Proposal Application Instructions, including a cost proposal/budget, if required.
7. **Program Specific Requirements**.Program specific requirements are included in Sections2 and 3, as applicable. Required Federal and/or State certifications are listed on the Proposal Application Checklist in Section 5.
8. **Multiple or Alternate Proposals**. Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
9. **Hawaii Compliance Express (HCE)**. All providers shall comply with all laws governing entities doing business in the State. Providers shall register with HCE for online compliance verification from the Hawaii State Department of Taxation(DOTAX), Internal Revenue Service (IRS) , Department of Labor and Industrial Relations (DLIR) , and Department of Commerce and Consumer Affairs (DCCA) . There is a nominal annual registration fee (currently $12) for the service. The HCE’s online “Certificate of Vendor Compliance” provides the registered provider’s current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes. Refer to **subsection** 1.2, Website Reference, for HCE’s website address.
   * **Tax Clearance**. Pursuant to HRS §103-53, as a prerequisite to entering into contracts of $25,000 or more, providers are required to have a tax clearance from DOTAX and the IRS. (See subsection 1.2, Website Reference for DOTAX and IRS website address.)
   * Labor Law Compliance. Pursuant to HRS §103-55, providers shall be in compliance with all applicable laws of the federal and state governments relating to workers' compensation, unemployment compensation, payment of wages, and safety. (See subsection 1.2, Website Reference for DLIR website address.)
   * DCCA Business Registration**.** Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations, unincorporated associations and foreign insurance companies shall be registered and in good standing with the DCCA, Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See subsection 1.2, Website Reference for DCCA website address.)
10. **Wages Law Compliance**.If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS §103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to HRS §103-55, at the Hawaii State Legislature website. (See subsection 1.2, Website Reference for DLIR website address.)
11. **Campaign Contributions by State and County Contractors**. HRS §11-355 prohibits campaign contributions from certain State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. Refer to HRS §11-355. (See subsection 1.2, Website Reference for Campaign Spending Commission website address.)
12. **Confidential Information**.If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

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

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

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

State purchasing agencies should address here whether faxed proposals and/or submission of proposals on diskette/CD or transmission by e-mail, website or other electronic means is permitted. See HAR §3-143-504.

1. Discussions with Applicants
2. **Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency’s requirements.
3. **After Proposal Submittal Deadline -** Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance with HAR §3-143-403.
4. Opening of Proposals

Upon the state purchasing agency’sreceipt 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. 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. RFP Amendments

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

1. 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. Cancellation of Request for Proposal

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

1. Costs for Proposal Preparation

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

1. Provider Participation in Planning

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

are required

are not required

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

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

1. Rejection of Proposals

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

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

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

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

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

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

1. Protests

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

1. A state purchasing agency’s failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
2. A state purchasing agency’s failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
3. A state purchasing agency’s failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

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

|  |  |
| --- | --- |
| Head of State Purchasing Agency | **Procurement Officer** |
| Name: | Name: |
| Title: | Title: |
| Mailing Address: | Mailing Address: |
| Business Address: | Business Address: |

1. 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. General and Special Conditions of Contract

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

1. Cost Principles

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

**Section 2  
  
Service Specifications**

Section 2

**Service Specifications**

Text that is in italics and with a border/box such as this are instructions/guidelines for state purchasing agencies and should not be included in the RFP. Where feasible, state purchasing agencies are encouraged to add additional instructions/requirements specific to the RFP, noticeable via the use of font, **italics**, borders, etc.

1. Introduction
   1. Overview, purpose or need

*Provide a brief overview of the service(s). Include a brief description of the purpose of the procurement, type of services required*

* 1. Planning activities conducted in preparation for this RFP

*Indicate planning activities, requests for information (RFI) and references to data/reports related to the procurement. Indicate where/how referenced planning documents may be obtained. (See HAR §3-142-301)*

* 1. Description of the service goals
  2. Description of the target population to be served

Describe in detail who the provider(s) will be servicing.

1. Geographic coverage of service

*Describe in detail the geographic area(s) that the provider(s) will be servicing.*

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

*If there is a possibility of increases/decreases in succeeding years to the contract, it should be explained including the approximate amount of increase/decrease and conditions, as applicable.*

1. Contract Monitoring and Evaluation

*If an item is not applicable to contract monitoring, insert “Not applicable to this RFP.” State agencies should add additional criteria as applicable. Add info to each criteria.*

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

1. Performance/Outcome Measures
2. Output Measures
3. Quality of Care/Quality of Services
4. Financial Management
5. Administrative Requirements
6. General Requirements
7. Specific qualifications or requirements, including but not limited to licensure or accreditation

This section applies to the applicant (organization or individual) rather than to individual personnel.

1. Secondary purchaser participation (Refer to HAR §3-143-608)

After-the-fact secondary purchases will be allowed.

*After-the-fact secondary purchases should be allowed as they are subject to approval by the primary purchaser (and the CPO). Do not delete the statement.*

Planned secondary purchases

*If there is a planned secondary purchaser, describe who the secondary purchaser is and what the secondary purchaser will purchase. Include the statement “The secondary purchaser will execute a separate contract.” If there are no planned secondary purchasers enter “none”.*

1. Multiple or alternate proposals *check one*

(Refer to HAR §3-143-605)

Allowed  Unallowed

*If multiple or alternate proposals are allowed indicate if they must be in physically separate proposals.*

1. Single or multiple contracts to be awarded *check one*

(Refer to HAR §3-143-206)

Single  Multiple  Single & Multiple

Criteria for multiple awards:

*Whatever type of awards are selected, state the basis for the award(s) .*

1. Single or multi-term contracts to be awarded *check one*

(Refer to HAR §3-149-302)

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

Contract terms:

*State the length of the initial term, conditions/requirements for subsequent terms and the maximum length of a contract.*

*Suggested language:*

*Initial term of contract:*

*Length of each extension:*

*Number of possible extensions:*

*Maximum length of contract:*

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

*Conditions for extension:*

*(Include: Must be in writing, must be executed prior to expiration, etc.)*

1. Scope of Work

The scope of work encompasses the following tasks and responsibilities:

* 1. Service Activities

(Minimum and/or mandatory tasks and responsibilities)

*State purchasing agencies should describe the service activities that the provider is expected to provide during the contract, as applicable.*

* 1. Management Requirements (Minimum and/or mandatory requirements)

1. **Personnel**

*List or describe program specific personnel requirements, as applicable.*

1. **Administrative**

*Specify program specific administrative requirements of provider, as applicable.*

1. **Quality assurance and evaluation specifications**

*Specify what is expected of provider to monitor, evaluate and improve the results of the program.*

1. **Output and performance/outcome measurements**

Address as applicable to the work.

Note: An overview of the requirements pertinent to the output, outcome and performance measurements may be presented here. If the state purchasing agency is using output and performance measurement tables/forms, refer to them here and in Section 3, and place blank forms to be completed by applicants in Section 5.

1. **Experience**

*Specify the mandatory or preferred types of experience of the provider. Remember: If you state that experience is “preferred”, you are not able to deduct evaluation criteria points because they don’t have it.*

1. **Coordination of services**

*If there are provider requirements for coordination of services with other agencies (public or private), specify. If this section is not applicable, enter “not applicable.”*

1. **Reporting requirements for program and fiscal data**

*Describe the types of provider reports required to be submitted, including the types of data and frequency of reports. If report forms/formats are available referred to it here and place~~d~~ in Section 5.*

1. **Facilities**

*Enter any requirements for facilities. If this section is not applicable, enter “not applicable.”*

1. **COMPENSATION AND METHOD OF PAYMENT**

*Include the appropriate pricing structure for the required service activity(ies). Below are some pricing structures that may be used. Including all pricing structures and allowing applicants to select one is* ***not*** *appropriate.*

Cost Reimbursement

*The cost reimbursement pricing structure reflects a purchase arrangement in which the purchasing agency pays the provider for budgeted agreed-upon costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation. (Note: if the pricing structure is cost plus something such as a percentage or a flat fee, please refer to the pricing structure as “cost plus” rather than cost reimbursement.)*

Unit Rate

*In a unit rate, pricing is based on the delivery of a defined unit of service. The unit of service is defined in the RFP. In unit rate pricing structure, the applicant proposes the best rate per unit of service.*

Fixed Price

*In this pricing structure, one price for the entire program is set in the RFP by the purchasing agency. The applicant furnishes a reasonable estimate of services it can provide for which there is sufficient operating capacity (adequate, planned and budgeted space, equipment and staff).*

*Address how payments will be made (i.e., monthly, quarterly, weekly), and under what conditions. Explain whether there will be an initial payment, payments will be in advance, etc. Explain conditions for payment, i.e., upon submission of invoice, upon submission of a report, after delivering x services, etc.).*

**Section 3  
  
Proposal Application Instructions**

Section 3

Proposal Application Instructions

Text that is in italics with a border/box such as this are instructions/guidelines for state purchasing agencies and **should not be included in the RFP**.

If a section is not applicable to an RFP, delete the instructions below the section title and enter “This section is not applicable to this RFP.” Do **not** delete the entire section.

State purchasing agencies may add additional instructions, as applicable.

**General instructions for completing applications:**

* *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
* *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
* *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section****.*** *See sample table of contents in Section 5.*
* *Proposals may be submitted in a three ring binder (Optional).*
* *Tabbing of sections (Recommended).*
* *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
* *A written response is required for* ***each*** *item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant’s score.*
* *Applicants are* ***strongly*** *encouraged to review evaluation criteria in**Section 4, Proposal Evaluation when completing the proposal.*
* *This form (SPOH-200A) is available on the SPO website (see 1.2 Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

**The Proposal Application is comprised of the following sections**:

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

*For each of the items in this section (Section 3), rewrite to make it relevant to the services your agency is purchasing and refer applicant to the place(s) in Section 2 that refers to the item. The language provided under each item below is very general and may not describe fully how you want the applicant to respond. Amend/expand the item/sub-item as necessary so that the provider knows exactly how you want them to respond in the proposal.*

1. Program Overview

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

1. Experience and Capability
   1. Necessary Skills

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

* 1. Experience

The applicant shall provide a description of projects/contracts pertinent to the proposed services.

*Suggested language: (Amend as applicable to your RFP.)*

*Applicant shall include points of contact, addresses, e-mail/phone numbers. The State reserves the right to contact references to verify experience.*

* 1. Quality Assurance and Evaluation

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

* 1. Coordination of Services

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

*Indicate whether letters of agreement are necessary and should describe acceptable documentation of requirements listed under item 2.1B.6. If this section is not applicable, enter “not applicable.”*

* 1. Facilities

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

Reminder: If this section is not applicable to the service, state purchasing agency should delete the instructions and enter “not applicable.”

1. **Project Organization and Staffing**
   1. Staffing
2. Proposed Staffing

The applicant 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 the Service Specifications, as applicable.)

1. Staff Qualifications

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the Service Specifications, as applicable)

* 1. Project Organization

1. Supervision and Training

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

1. Organization Chart

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

1. Service Delivery

Applicant shall include a detailed discussion of the applicant’s approach to applicable service activities and management requirements from Section 2, Item 2.1, Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

Each state purchasing agency shall include service activities and management requirements from Section 2 for which a detailed discussion of the applicant’s approach is needed, including (as applicable) requirements for work plans relating to all major service activities and tasks to be completed, related work assignments/responsibilities, and timelines/schedules, as appropriate. (A work plan form unique to program requirements may be included as an attachment)

***Simply referring to Section 2 is NOT recommended.***

If utilizing output, and outcome/performance measurement tables/forms, they should be addressed in this section. These tables/forms can be inserted at the end of Section 3 with instructions and shall become a part of the Proposal Application format. Blank Forms (to be completed by the applicant) should be placed in Section 5, Attachments.

1. Financial
2. Pricing Structure

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

*The state purchasing agency shall specify the title(s) and form number(s) of the appropriate budget forms they will require from applicants in order to review the cost proposal.*

*For some forms, the state agency must include special instructions as there a number of methods an applicant could utilize to complete them. The instructions are available on the SPO website. There is space on each instruction page for a purchasing agency to add special instructions.*

*Special instructions must be included if requiring the following forms:*

*SPOH-205A Organization-wide Budget By Source of Funds*

*SPOH-205B Organization-wide Budget By Programs*

*State purchasing agencies special budget instructions should refer to any special budget instructions in this section, and include them in Section 5, Attachments of the RFP. If requiring Form SPOH-205A or 205-B, special instructions SHALL be included. Use the instructions page and add instructions in the area labeled “Special Instructions by State Purchasing Agency.”*

***Note: State agencies should only require those budget forms that are needed to evaluate the cost proposal. If no forms are required, enter “no budget forms required.”***

All budget forms, instructions and samples are located on the SPO website. (See subsection 1.2, Websites References for website address.) The following budget form(s) shall be submitted with the Proposal Application:

*List budget forms. If including Forms SPOH-205A or 205B, indicate that special instructions are located in Section 5.*

1. Other Financial Related Materials

*Optional to state purchasing agencies - delete this section if not applicable.*

1. Accounting System

To determine the adequacy of the applicant’s accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

*Each purchasing agency may designate the appropriate document(s) it requires from the applicant, such as most recent financial audit, in order to make a determination as to the adequacy of an applicant's accounting system.*

1. Other
2. Litigation

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

**Section 4  
  
Proposal Evaluation**

Section 4

**Proposal Evaluation**

Text that is in italics with a border/box such as this are instructions/guidelines for state purchasing agencies and should not be included in the RFP. State purchasing agencies should add additional criteria and instructions as applicable but should not delete any existing criteria. If a criterion is not applicable, enter “Not Applicable to this RFP.”

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.

1. Evaluation Process

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

The evaluation will be conducted in three phases as follows:

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

Evaluation Categories and Thresholds

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Evaluation Categories** |  |  |  | **Possible Points** |
| ***Administrative Requirements*** |  |  |  |  |
|  |  |  |  |  |
| ***Proposal Application*** |  |  |  | **100 Points** |
| Program Overview |  | 0 points |  |  |
| Experience and Capability |  | 20 points |  |  |
| Project Organization and Staffing |  | 15points |  |  |
| Service Delivery |  | 55 points |  |  |
| Financial |  | 10 Points |  |  |
|  |  |  |  |  |
| **TOTAL POSSIBLE POINTS** |  |  |  | **100 Points** |

1. Evaluation Criteria
2. Phase 1 - Evaluation of Proposal Requirements
3. Administrative Requirements

*State agencies should list certifications and any other submittals* ***required*** *for the contract.*

1. **Proposal Application Requirements**

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

1. Phase 2 - Evaluation of Proposal Application

(100 Points)

*State agencies should add additional criteria to each section, taking into consideration the service specifications included in Sections 2 and 3. The bulleted criteria included in the template are examples only, and you can use or edit at your option. Establish the criteria in accordance with the services required. Blank bullets are included for the convenience of the purchasing agency and more should be added as needed. Delete ~~any~~ bullets that are not utilized.*

*If a state agency wishes to weight criteria in each section, the point values must be indicated here. Place them in italics after each criterion. The sum of the points for criteria in each section must equal the total points for that section. If points are not assigned to each criterion in the RFP, they may* ***not*** *be assigned after proposals have been submitted. State purchasing agencies should describe any scoring mechanisms they will be using.*

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

* + 1. ***Experience and Capability (20 Points)***

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

|  |  |  |
| --- | --- | --- |
| 1. **Necessary Skills** |  |  |
| * Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services. |  |  |
|  |  |  |
|  |  |  |
| 1. **Experience** |  |  |
|  |  |  |
|  |  |  |
| 1. **Quality Assurance and Evaluation** |  |  |
| * Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology. |  |  |
|  |  |  |
|  |  |  |
| 1. **Coordination of Services** |  |  |
| * + Demonstrated capability to coordinate services with other agencies and resources in the community. |  |  |
|  |  |  |
|  |  |  |
| 1. **Facilities** |  |  |
| * Adequacy of facilities relative to the proposed services. |  |  |
|  |  |  |

* 1. ***Project Organization and Staffing (15 Points)***

The State will evaluate the applicant’s overall staffing approach to the service that shall include:

|  |  |  |
| --- | --- | --- |
| Staffing |  |  |
| * Proposed Staffing: That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services. |  |  |
| * Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program. |  |  |
|  |  |  |
|  |  |  |
| Project Organization |  |  |
| Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. |  |  |
| Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks. |  |  |
|  |  |  |

* 1. ***Service Delivery (55 Points)***

Evaluation criteria for this section will assess the applicant’s approach to the service activities and management requirements outlined in the Proposal Application.

*State purchasing agency may include if applicable:*

The evaluation criteria may also include an assessment of the logic of the work plan for the major service activities and tasks to be completed, including clarity in work assignments and responsibilities, and the realism of the timelines and schedules, as applicable.

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* 1. ***Financial (10 Points*)**

*Below is suggested language to be included if any of the pricing structures listed are used. State agencies are encouraged to use additional criteria as applicable.   
If the state agency requires a narrative on the budget the requirements of the narrative should be indicated in this section*

***Pricing structure based on cost reimbursement***

Personnel costs are reasonable and comparable to positions in the community.

Non-personnel costs are reasonable and adequately justified. The budget fully supports the scope of service and requirements of the Request for Proposal.

***Pricing structure based on negotiated unit of service rate***

Competitiveness and reasonableness of unit of service, as applicable.

***Pricing structure based on fixed unit of service rate***

Applicants proposal budget is reasonable, given program resources and operational capacity.

***Pricing structure based on fixed price***

Applicants proposal budget is reasonable, given program resources and operational capacity.

*Optional criteria-delete if not applicable..*

* Adequacy of accounting system.

1. 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

*State agencies should insert any additional attachments they plan to include. If an attachment will be in a separate electronic document because it would make the size of the electronic version of the RFP too large for the website, the document should be listed here and a reference should be made as to where the document may be obtained.*

C.

**Proposal Application Checklist**

|  |  |  |  |
| --- | --- | --- | --- |
| Applicant: |  | RFP No.: |  |

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Item** | **Reference in RFP** | **Format/Instructions Provided** | **Required by Purchasing Agency** | | **Applicant to place “X” for items included in Proposal** |
| **General:** |  |  |  | |  |
| Proposal Application Identification Form (SPOH-200) | Section 1, RFP | SPO Website\* | **X** | |  |
| Proposal Application Checklist | Section 1, RFP | Attachment A | **X** | |  |
| Table of Contents | Section 5, RFP | Section 5, RFP | **X** | |  |
| Proposal Application  (SPOH-200A) | Section 3, RFP | SPO Website\* | **X** | |  |
| Hawaii Compliance Express Verification Certificate | Section 1, RFP | Hawaii Compliance Express  SPO Website\* |  | |  |
| Cost Proposal (Budget) |  |  |  | |  |
| SPO-H-205 | Section 3, RFP | SPO Website\* |  | |  |
| 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:** |  |  |  | |  |
| ***Federal Certifications*** |  | Section 5, RFP |  | |  |
| Debarment & Suspension |  | Section 5, RFP |  | |  |
| Drug Free Workplace |  | Section 5, RFP |  | |  |
| Lobbying |  | Section 5, RFP |  | |  |
| Program Fraud Civil Remedies Act |  | Section 5, RFP |  | |  |
| Environmental Tobacco Smoke |  | Section 5, RFP |  | |  |
| **Program Specific Requirements:** |  |  |  | |  |
|  |  |  |  | |  |
|  |  |  |  | |  |
|  |  | |  |  | |
|  |  | |  |  | |

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

**Proposal Application  
Table of Contents**

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**3.0 Project Organization and Staffing** 7

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3. Staff Qualifications 9
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6. Organization Chart (Program & Organization-wide)  
   (See Attachments for Organization Charts

**4.0 Service Delivery** 12

**5.0 Financial** 20

See Attachments for Cost Proposal

**6.0 Litigation** 20

**7.0 Attachments**

1. Cost Proposal

SPO-H-205 Proposal Budget

SPO-H-206A Budget Justification - Personnel: Salaries & Wages

SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments, and Fringe Benefits

SPO-H-206C Budget Justification - Travel: Interisland

SPO-H-206E Budget Justification - Contractual Services – Administrative

1. Other Financial Related Materials

Financial Audit for fiscal year ended June 30, 1996

1. Organization Chart  
   Program  
   Organization-wide
2. Performance and Output Measurement Tables

Table A

Table B

Table C

1. Program Specific Requirements

*You may begin inserting any other attachments you may have here, such as:*

*Workplans*

*Performance and output tables*

*Certifications*

*Before inserting each document, insert a “section break/next page” to preserve formatting of each additional document. If you hare having problems with formatting, it will be easier to convert all documents to PDF and then insert them into one document.*