

**Hawaii State Department of Human Services
School-based Family Resource Center Support and Training
Scope of Work
DHS-904-23-07**

I. Introduction

The Department of Human Services (“DHS”), Director’s Office is further developing a network of Family Resource Centers (FRCs) in compliance with Act 129, SLH 2022 relating to Family Resource Centers. The focus is on supporting families and healthy relationships as a means of violence prevention in our community. FRCs are welcoming hubs of support, services and opportunities designed to strengthen families by using an approach that is multi-generational, strengths-based, and family-centered. It reflects and is responsive to community needs and interests grounded in cultural awareness and native language. FRCs build communities of peer support for families to develop social connections that reduce isolation and stress. These FRCs support families to be strong, healthy, and successful, contribute to building a strong and healthy community, and have been known to reduce the likelihood of reports of child abuse and neglect by building the research-based Strengthening Families Protective Factors.

DHS is seeking qualified bidders to provide support to the efforts of setting up and supporting school based FRCs in the state of Hawaii. Services will include partnering and collaborating with stakeholders, current FRCs and the communities being served. These efforts will also include supporting workforce development through the Standards of Quality for Family Strengthening and Support certification training. The certification training encourages and promotes a strong consistency of understanding and practice among FRCs, family strengthening and support programs, services, and organizations. Finally, the vendor shall have a plan to support existing and developing new FRCs.

II. Service Specifications

A. Specific Qualifications or Requirements

The Bidder shall:

1. Have at least ten (10) years of experience in Family Engagement workforce development and/or family support including at least three (3) years working with FRCs;
2. Operate business with adequate staffing capacity in Hawaii and be able to provide services throughout all counties in the state and in the Hawaii Standard Time zone;
3. Demonstrate an understanding of the aspects of various cultural groups living in Hawaii as it relates to families;
4. Demonstrate knowledge of FRCs and relevant services and topics;

5. Demonstrate a knowledge of the 5 Family Protective Factors and resources that are supportive to families; and
6. Certified as a trainer in the National Family Support Network Standards of Quality for Family Strengthening and Support (attach certification).

B. Description of Tasks and Responsibilities

The Bidder shall describe in detail how the following will be accomplished:

1. Provide support to existing FRCs (school-based) through monthly meetings with the FRC directors one-on-one and monthly as a group;
2. Provide training for school faculty on family engagement, protective factors, and diversity, equity, and inclusion (DEI);
3. Develop a family engagement and DEI training grounded in culturally-based practices;
4. Gather and aggregate program self-assessment data and qualitative data from interviews from FRC Directors in May for school based FRCs, comparing to previous year's data;
5. Guide plan of action with school based FRC Directors based on identified focus areas within the self-assessments to implement Standards;
6. Facilitate and mentor Waiahole Elementary to start a new FRC based on the Hawai'i 'Ohana Support Network framework and the program self-assessment tool;
7. Provide a final project report to DHS within 30 days of the end of the contract. The final report shall also include a narrative displaying the accomplishment of the tasks and responsibilities articulated in this scope of work, successes, challenges, and plans for future activities; and
8. Schedule and engage in quarterly meetings with DHS and/or other partners to discuss plans and progress of the tasks and responsibilities articulated in this scope of work.

C. Period of Performance

The period of performance is from August 15, 2023, to July 31, 2024.

III. Compensation and Payment

A. Submitting a Quote

1. Submit a quote following the requirements of the scope of work to provide the requested services for the period **August 15, 2023, to July 31, 2024.**

2. The attached Deliverable Cost and Timeline Quote table must be completed and submitted as part of the bidder's response to this solicitation. Each task and responsibility listed in *Section II, B. Tasks and Responsibilities*, must be included in the Deliverable Cost and Timeline Quote table. Cost should be based on the administration, purchase and delivery, and evaluation of the project not to exceed **\$49,999.99**.
3. The quote must include a detailed *Narrative* clearly describing how the bidder meets *II. Service Specifications: A. Specific Qualifications or Requirements and B. Tasks and Responsibilities*. The detailed *Narrative* shall include the following information: response to service specifications on specific qualifications or requirements, description of the Organization in relationship to tasks and responsibilities and compliance with the deliverables in the *Cost and Timeline Quote*. Additional documentation should be included as attachments to the quote.
4. The quote must include a description of the Bidder's invoicing procedure and a statement of the Bidder's ability to receive payment in the form of a purchase order.
5. Note: Awarded Vendor shall acknowledge that "no work shall be undertaken prior to purchase order approval." The State of Hawaii is not liable for any work, contracts, costs, loss of profits, or any damages whatsoever incurred by the Awarded Vendor prior to the purchase order approval.

B. Form of Payment

Awarded Vendor shall be equipped to accept State purchase order. In addition, Awarded Vendor may be asked to be equipped to accept payment via credit card.

C. Procedure for Invoicing

1. Awarded Vendor shall submit quarterly invoices based upon completion of deliverables.
2. No advance payment shall be made.
3. The final invoice shall be submitted within forty-five (45) days after the end of the project period. Payment on the last invoice will not be processed until all tasks as per the Cost and Timeline Quote Table, responsibilities, deliverables, and activities including the quarterly reports, is completed to the DHS's satisfaction.

D. Fee to NIC Hawaii

Please be advised that the Awarded Vendor will be responsible to pay NIC Hawaii a fee of 0.75% of the award, capped at \$5,000. NIC will bill the vendor directly via e-mail and the vendor can make payment online or by sending a check via regular mail. For technical assistance with HIEPRO, please call NIC Hawaii at 808-695-4620.

E. Hawaii Compliance Express

State agencies can award amounts of \$2,500.00 or greater only to those companies that are registered with Hawaii Compliance Express (HCE). The HCE is an electronic system that allows companies doing business with State or County agencies to quickly and easily

obtain proof that they are compliant with applicable laws. The HCE certificate, “Certificate of Vendor Compliance,” is submitted in place of a tax clearance, labor certificate, and a Certificate of Good Standing required in Hawaii Revised Statutes (HRS) §103-D-310(c) and Hawaii Administrative Rules (HAR) §3-122-112. For most efficient and timely processing, please register now on Hawaii Compliance Express for a fee of \$12 per year at <https://vendors.ehawaii.gov/hce/splash/welcome.html>. For assistance with HCE registration, please call NIC Hawaii at 808-695-4620.

NOTE:

The attached Cost and Timeline Quote Table shall be completed and submitted as part of the Bidder’s response to this solicitation.

