

REQUEST FOR QUOTES

**Department of Human Services
Office of Youth Services
RFQ No. HMS-501-25-01
Multi-Modal Mentoring Services**

Section I. Overview

The Department of Human Services (DHS), Office of Youth Services (OYS), is piloting a psychosocial wellness program that integrates physical activity, and multi modes of culturally based mentorship services to marginalized and at-risk youth receiving or in need of professional mental health support. Comprehensive mental and physical health services help to fill the gap of mental health needs, as the rate of anxiety, depression, and suicidal ideations continue to rise among young people, with higher rates among marginalized youth who identify as Lesbian, Gay, Bisexual, Transgender, Questioning, Intersexual, Asexual, and more (LGBTQIA+), and youth of Hawaiian and Pacific Islander decent. The integration of multi modal mentoring services give rise to additional supports by providing youth the opportunity to connect with a trusting adult, engage with other peers and connect to a larger community network, while learning valuable life skills and coping strategies.

The OYS seeks the services of a community-based organization on Oahu to provide mentorship services that consist of multimodal interactions (individual, group, peer) and are rooted in Hawaiian culture and practices through surfing (ocean) and land activities (including physical and social activities) to youth who identify as LGBTQIA+, youth of Hawaiian and Pacific Islander descent, and at-risk youth in need of mentorship and mental health support. The awarded CONTRACTOR shall form a partnership with the professional Mental Health Contractor designated by the STATE to refer youth and receive referrals. The combination of the mentorship services and professional mental health services will enhance the youth's overall social-emotional health and wellbeing.

Section II. Service Specifications

1. Target Population and Geographical Location

Services shall be for marginalized youth ages 13 to 18 years that meet any of the three criteria 1) identify as LGBTQIA+, 2) are of Hawaiian and Pacific Islander decent or other disproportionately overrepresented youth, and 3) at-risk youth in need of mental health support. Services shall be provided on the island of Oahu.

2. Scope of Work

The CONTRACTOR shall be responsible for the following activities:

- 2.1 Mentor Recruitment. Recruit and train adult mentors to provide support, encouragement, direction, and advice to assigned mentees. Mentors shall be required to complete requirements specified in Section II. (3.3) for fingerprinting and background checks, and Section II (3.2) for training.
- 2.2 Youth Recruitment. Develop and implement an outreach plan to identify, engage, and recruit youth that meet the target population and need for services. The plan shall

- identify how the CONTRACTOR conducts outreach and strategies to recruit youth, including recruitment through partnering organizations.
- 2.3 Referral to Mental Health Services. Refer 25 youth in need of mental health support to the State's designated Mental Health Contractor. Facilitate successful connections between the youth and family (as appropriate) when referring youth to mental health services and initiate a warm hand-off between youth and the Mental Health Contractor.
 - 2.4 Accept Referrals from Mental Health Contractor. Accept referrals from the State's Mental Health Contractor. A total of 25 youth shall be served from this referral source. Establish protocols with the State's designated Mental Health Contractor to coordinate acceptance of referrals and intake of youth being referred. The protocols shall identify what information can be shared among the two Contractors based on the Health Insurance Portability and Accountability Act (HIPAA) and consent for services from the youth and family.
 - 2.5 Engagement and Consent for Services. Initial contact with youth and families shall commence by building relationships and treating participants as partners, empowering them to make decisions, having choices, and setting the course of action for services. The CONTRACTOR 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 can refuse participation at any time.
 - f. Ensure youth and families knowingly and voluntarily consent to the sharing of confidential information between different service providers.
 - 2.6 Assess Youth & Mentors. Assess youth to match them with a mentor. Each mentee shall have one assigned adult mentor to provide consistent guidance, advice, and support through the course of the program.
 - 2.7 Multi-Modal Mentoring Sessions & Activities. Provide 3-5 cohorts/groups per year. Each cohort/group shall consist of 8 consecutive weekly sessions, 1 time per week for a minimum of 4 hours in duration per session. The 8-week sessions shall provide structured multi-modes of mentoring (individual, group and peer mentoring) activities that include but are not limited to:
 - a. Lessons in Hawaiian culture and practices.
 - b. Environmental conservation and stewardship.
 - c. Surfing and land based physical activities.
 - d. Pro-social activities.
 - e. Lunch or Snacks
 - f. Youth Reflections
 - g. Mentor Feedback
 - 2.8 Food. The provision of food shall only be provided when it is integrated into the curriculum. Participants shall be screened for food allergies, provide disclosure of known food allergens, and obtain participant consent in the provision of foods.
 - 2.9 Interpreter Services. Pursuant to Chapter 321C, HRS, the CONTRACTOR shall 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.
- 2.10 Partnership Meetings. Participate in partnership meetings with the STATE and State's designated Mental Health Contractor to enhance coordination of services and improve outcomes.
- 2.11 Approaches to Service.
- a. Utilize evidence-based trauma-informed practices to recognize the presence of trauma symptoms and acknowledge the effect and role trauma may play in a person's life. When evidence-based practices is not available, utilize best-practice. Protocols for a trauma informed environment and responses shall include but not be limited to:
 - i. Promote a sense of calmness and nurturance.
 - ii. Minimize traumatic stress or re-traumatization.
 - iii. Promote youth privacy from other program participants, when appropriate.
 - iv. Promote emotional healing.
 - v. Integrate the Aloha Spirit (HRS 5-7.5) into practice.
 - vi. Safety practices that minimize risk.
 - b. Provide an inclusive environment for all youth and families. Inclusive spaces are safer spaces for minority and 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 minority and marginalized youth, including those with intersectional identities.
 - c. Provide all youth equitable access to services regardless of racial, religious, cultural or language background. 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.
 - d. Services and activities shall be sensitive to the unique needs, characteristics and learning styles of participants. Provide services and activities within a context that brings awareness, understanding and appreciation of the ethnic and cultural diversity of the community it serves.
- 2.12 Performance Targets. The CONTRACTOR shall track and achieve the following target measures:
- a. Serve 25 individual youth referred by the State's designated Mental Health Contractor.
 - b. Refer 25 individual youth to the State's designated Mental Health Contractor.
 - c. 20 (80%) of enrolled youth increase pro-social behavior and social competencies.
 - d. 20 (80%) of enrolled youth increase health, physical competencies.
 - e. 20 (80%) of youth improve cultural awareness and appreciation.
 - f. 20 (80%) of youth improve connectedness with family and community.
- 2.13 Reporting. The CONTRACTOR shall utilize the system of process and outcomes reporting and evaluation developed by the STATE. Reporting requirements shall include administrative assurances, a performance plan, quarterly programmatic reports, monthly invoices, and expenditure reports.
- 2.14 Data Monitoring & Evaluation. The CONTRACTOR shall maintain a data management system to monitor and evaluate program measures that include, but are not limited to youth demographics, services and interventions, and program effectiveness. Corrective actions shall be taken by the CONTRACTOR if deemed necessary in light of the monitoring and evaluation outcome.

3. **Qualifications and Specific Requirements**

3.1 Experience. Personnel, subcontractors and volunteers shall have appropriate qualifications and training outlined in Section II (3.2) to provide services and activities and demonstrate cultural knowledge, capacity, skills and experience in working with the target population and community it serves as it relates to trauma, disparities, risk-factors, service barriers, help seeking, behavioral health, receiving services/treatment and recovery, and be knowledgeable of youth development philosophy and strategies.

3.2 Training. Personnel, subcontractors, and volunteers shall have the minimum training requirements:

- a. Training topics to 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, 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, issues and services for Lesbian Gay Bisexual Transgender (LGBT) population, and cultural competence (including cultural awareness, knowledge and appropriate responses).
- b. Cardio-Pulmonary Resuscitation (CPR) and First Aid Certification.
- c. Ocean awareness and safety.
- d. The STATE's designated Civil Rights Awareness training.

3.3 Fingerprint & Background Checks. CONTRACTOR shall ensure that all its employees, prospective employees, volunteers and all its 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 CONTRACTOR shall conduct employment and reference checks on all of its employees, prospective employees, and volunteers. In addition, the CONTRACTOR 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 CONTRACTOR 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. The CONTRACTOR shall conduct criminal history record checks, except for the FBI fingerprint check, annually. If any check required by this paragraph:

- a. Reveals that an employee, prospective employee, or volunteer of the CONTRACTOR or of a subcontractor has been convicted of an offense for which incarceration is a sentencing option, or
- b. Raises cause for concern that an employee, prospective employee, or volunteer of the CONTRACTOR 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 CONTRACTOR shall immediately notify the STATE orally and in writing and shall discuss the matter with the STATE. The CONTRACTOR shall take action as specified by the STATE to resolve the issue. To resolve the issue, the STATE may

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

- 3.4 Subcontractors. Subcontracting arrangements may be allowed if the CONTRACTOR is unable to provide components of the requested services directly. Subcontractor(s) shall require prior approval from the purchasing agency. All subcontracted work must follow the pricing structure and other requirements set forth in this solicitation and contract.
- 3.5 Facility. Ocean or water-based activities shall be in a location or facility with a lifeguard on duty and shall be readily accessible to emergency responders in the event of an emergency. Ensure the program and business locations meet the American with Disabilities Act (ADA) regulations to afford accessibility to individuals with disabilities.
- 3.6 Insurance. Upon award, the CONTRACTOR shall maintain insurance acceptable to the State in full force and effect throughout the term of the contract, until the State certifies that the Contractor's work has been completed satisfactorily. The policy or policies of insurance maintained by the CONTRACTOR shall provide the following limit(s) and coverage:

Commercial General Liability	Bodily Injury & Property Damage	\$1,000,000/occurrence \$2,000,000 aggregate
Automobile	Bodily injury Property damage	\$1,000,000/person \$1,000,000/occurrence \$1,000,000/accident

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

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

- 3.7 Hawaii Compliance Express. Offeror is advised that in order to be awarded a contract under this solicitation, the Vendor/Offeror will be required to be compliant with all laws governing entities doing business in the State including the following chapters and pursuant to HRS §103D-310 (c):

Chapter 237, tax clearance;
Chapter 383, unemployment insurance;
Chapter 386, worker's compensation;
Chapter 392, temporary disability insurance;
Chapter 393, prepaid health care and
Section 103D-310 (c), Certificate of Good Standing (COGS) for entities doing business in the State.

The STATE will verify compliance with Hawaii Compliance Express (HCE) for awards greater than \$2,500. The HCE is an electronic system that allows Vendors

doing business with the State to quickly and easily demonstrate compliance with applicable laws.

4. **Pricing Structure**

Pricing Structure will be on a cost reimbursement basis that reflects a purchase arrangement in which the STATE pays the CONTRACTOR for budgeted costs that are actually incurred and allocable in delivering the services specified in the Contract. A contract budget shall be approved with allowable expenses related to service delivery, pursuant to the State of Hawaii Cost Principles, Hawaii Administrative Rules §3-123.

5. **Time of Performance**

This is a one (1) year Contract solicitation. The term of the Contract shall begin September 1, 2024 or upon execution of the Contract. The STATE may extend the term of the Contract as a no-cost extension for an addition six (6) months, not to exceed a total contract period of 18 months, upon mutual written agreement, subject to the appropriation and availability of funds.

Section III. Submitting Quotes

1. **HIePRO**

Vendors/Offerors must register and establish an account on the State of Hawaii eProcurement System (HIePRO) at <https://hiepro.hawaii.gov> to submit quotes. A Vendor Quick Reference Guide and help videos are posted on the HIePRO website for guidance and reference. Note that there is no fee to register in HIePRO or submit an offer. There is a fee to the awarded Vendor. The fee is .75% of the award or estimated award and is due upon receipt of invoice, 30 days net. It is payable to Hawaii Information Consortium, LLC (HIC) the Vendor powering the HIePRO application. Awarded Vendor will receive an invoice from HIC upon notice of award.

2. **Questions & Answers**

Vendors/Offerors may submit questions to obtain clarification on this solicitation on or before Thursday, July 25, 2024, 2:00 p.m. through HIePRO. Answers to questions will be published by Friday, July 26, 2024, by 2:00 p.m.

3. **Amendments to Solicitation**

The Vendor/Offeror is responsible to check for any amendments to this solicitation on the HIePRO website. The STATE shall not be responsible for any incomplete quotes submitted as a result of missing addenda, attachments or other information regarding this solicitation.

4. **Quote Offers**

Quotes will be accepted through the Hawaii e-Procurement System (HIePRO) on or before Wednesday, July 31, 2024 no later than 4:30p.m. (HST). Offerors shall submit:

- a. A quote that includes a detailed narrative describing how the Offeror meets the specifications and requirements of Section II.
- b. A cost quote with a budget **not to exceed \$99,999.00**, detailing line-item expenses necessary to carry out the services being offered. The Offeror shall submit the budget

quote, pursuant to the Hawaii Administrative Rules §3-123 Cost Principles, utilizing the following State Procurement Office (SPO) forms (as applicable):

- i. [SPOH-205](#) Budget
- ii. [SPOH-206A](#) Personnel: Salaries & Wages
- iii. [SPOH-206B](#) Personnel: Payroll Taxes, Assessments & Fringe Benefits
- iv. [SPOH-206E](#) Contractual Services-Administrative
- v. [SPOH-206F](#) Contractual Services-Subcontracts
- vi. [SPOH-206H](#) Program Activities (use this worksheet to itemize all other expenses)

Offeror may click on individual forms to download or utilize the “Budget Quote” document attached that contains all forms in one excel workbook.