

REQUEST FOR QUOTES
Department of Human Services
Office of Youth Services
RFQ No. HMS-501-25-02
Mental Health Support & Wellness

Section I. Overview

The Department of Human Services (DHS), Office of Youth Services (OYS), is piloting a psychosocial wellness program that provides professional mental health services, care coordination, inclusive and accessible safe spaces, and promotes multi-modal mentoring services that are designed to enhance physical activity through surfing while supporting connections with a trusting adult, other peers and to a larger community network. Comprehensive mental and physical health services help to fill the gap in 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. There is growing evidence that the combination of both approaches is not only showing positive impacts on youth but also saving thousands of dollars in medical costs, particularly suicide attempts and emergency room costs due to self-harm.

The OYS seeks the professional mental health services of a community-based organization on Oahu to provide comprehensive and inclusive mental health services and care coordination that is designed and specialized to support at-risk and marginalized youth, including LGBTQIA+ who are at greater risk for health and social disparities compared to cis-gender peers. Additionally, the provision of services shall offer physical safe spaces designed to allow youth to feel free to grow, thrive and express their individual identities. The awarded CONTRACTOR shall form a partnership with a Contractor designated by the STATE to deliver mentoring services. The combination of the mentoring services and professional mental health services will enhance 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 Outreach. 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.
- 2.2 Referral to Mentoring Services. Refer 25 youth in need of mentoring support to the State's designated Mentoring Contractor. Facilitate successful connections between

- the youth and family (as appropriate) when referring youth to mentoring services and initiate a warm hand-off between youth and the Mentoring Contractor.
- 2.3 Accept Referrals from the Mentoring Contractor. Accept referrals from the State's designated Mentoring Contractor. A total of 25 youth shall be served from this referral source. Establish protocols with the State's designated Mentoring 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.
 - 2.4 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.
 - 2.5 Assess & Triage Youth. Assess youth with validated screening tools and/or clinical assessments to identify youth's needs, determine interventions and treatment plans. Youth shall be assigned a therapist, counselor, or other supporting adult and/or peer according to the youth's intervention and treatment plan.
 - 2.6 Care Coordination Services. Integrate care coordination services as a wraparound approach to connect youth and families to a network of providers and services. The CONTRACTOR shall include but not be limited to the following providers in their network of care: public and private schools, pediatric physicians, public and private behavioral health providers/organizations, Family Court, Office of Youth Services, and public and private youth serving organizations.
 - 2.7 Individual Therapy. Provide personalized individual therapy tailored to each youth's specific treatment plan. The number of sessions shall be prescribed according to treatment plans and provided in a safe and confidential environment.
 - 2.8 Group Therapy. Provide weekly group therapy sessions that cultivates a community for youth to share experiences, gain insight, provide reflection and feel supported. Group therapy allows youth to expand their connections to a supportive network of peers and trusting adults.
 - 2.9 Safe Space. Provide a youth-centered space, where youth can come together to engage in social activities, study, relax, express themselves, feel supported without judgment, and learn skills to cope with the challenges they face. The environment promotes equality, fairness, non-violence and affirmation of the unconditional value of all people. The safe space shall:
 - a. Provide and ensure physical and psychological safety.
 - b. Have clear and consistent rules and expectation.
 - c. Have proper supervision.
 - d. Provide opportunities for skill building.
 - e. Provide opportunities for supportive relationships.

- f. Provide opportunities to belong and contribute.
- 2.10 Food. The provision of food shall only be provided when it is integrated into the curriculum or services. Participants shall be screened for food allergies, provide disclosure of known food allergens, and obtain participant consent in the provision of foods.
- 2.11 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.
- 2.12 Partnership Meetings. Participate in partnership meetings with the STATE and State's designated Mentoring Contractor to enhance coordination of services and improve outcomes.
- 2.13 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.
- 2.14 Performance Targets. The CONTRACTOR shall track and achieve the following target measures:
 - a. Serve 25 individual youth referred by the State's designated Mentoring Contractor.
 - b. Refer 25 individual youth to the State's designated Mentoring Contractor.
 - c. 20 (80%) of enrolled youth increase mental health and wellbeing.
 - d. 20 (80%) of enrolled youth increase pro-social behavior and social competencies.
 - e. 20 (80%) of youth improve self-image and self-esteem.
 - f. 20 (80%) of youth improve connectedness with family and community.
- 2.15 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.

- 2.16 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 (3.4) to provide services and activities and demonstrate 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 Licensed Therapist. Personnel conducting individual therapy sessions shall at minimum have a Master's level licensing credential.
- 3.3 Non-Licensed Personnel and Volunteers. Any non-licensed personnel or volunteers working to provide guidance and advice to youth shall be under the direct guidance and supervision of a Licensed Therapist.
- 3.4 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, Cardio-Pulmonary Resuscitation (CPR) and first aid, trauma-informed care, suicide prevention/intervention, sexual abuse and prevention, and cultural competence (including cultural awareness, knowledge and appropriate responses).
 - b. Specific topics to LGBTQIA+ including issues, crisis intervention, suicide prevention, advocacy, and gender-affirming care.
 - c. The STATE's designated Civil Rights Awareness training.
- 3.5 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.

3.6 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.

3.7 Facility. Ensure the program and business locations meet the American with Disabilities Act (ADA) regulations to afford accessibility to individuals with disabilities.

3.8 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
Professional Liability (errors and omissions)		\$1,000,000/claim \$2,000,000/aggregate

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.

3.9 **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 (<https://vendors.ehawaii.gov/hce/>) 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 on a no-cost extension basis for an additional 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 Friday, July 26, 2024, 2:00 p.m. through HIePRO. Answers to questions will be published by Monday, July 29, 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 Thursday, August 1, 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.