

Scope of Work

I. Introduction

The Department of Human Services (“DHS”), Director’s Office is authorized under Act 129, SLH 2022 to lead, develop, and further the network of family resource centers statewide. Family Resource Centers 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. Family Resource Centers build communities of peer support for families to develop social connections that reduce isolation and stress. These Family Resource Centers 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 administer the network of family resource centers in the state of Hawaii. Services will include partnering and working with stakeholders, current family resource centers, neighborhood places, and family strengthening and support organizations, and the communities being served. These efforts will also include promoting the collective work of the network and supporting workforce development through training.

II. Service Specifications

A. Specific Qualifications or Requirements

The Bidder shall:

1. Have at least ten (10) years of experience managing family resource centers or neighborhood places;
2. Be located in Hawaii and be able to provide services throughout all counties in the state (attach Certificate of Good Standing and Certificate of Vendor Compliance);
3. Demonstrate an understanding of the aspects of various cultural groups living in Hawaii as it relates to families;
4. Demonstrate knowledge of FRC networks and operations; and

B. Description of Tasks and Responsibilities

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

1. Provide network coordination, consultation, technical assistance, and support to the network of family resource centers as appropriate, including network bi-monthly meetings, monthly executive committee and steering committee meetings, and ad hoc meetings, bi-monthly newsletters, oversight of presentations, talks, panel discussions, etc., and participation in local and national meetings (including travel, if needed) to promote the network of Hawaii family resource centers;
2. Coordinate training opportunities on the Standards of Quality for Family Strengthening and Support, Bringing the Protective Factors to Life in Your Work, Parent Leadership: The Key to a Successful Family Resource Centers, and Parent Advisory Committees.
3. Provide website management of the network including maintenance and updates as appropriate;
4. Provide photography (25 single shots) and videography production of a network video (up to 3 minutes), recognize and show appreciation for the identified interviewees and individuals selected to give testimonials who contributed their expertise (up to 45 individuals) and manage the multi-media products;
5. 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
6. Schedule and engage in quarterly virtual meetings with DHS and 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 **December 16, 2024, to December 15, 2025.**

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 December 16, 2024, to December 15, 2025.

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 **\$89,999.99**.
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, timeline of accomplishments by quarter, 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 monthly invoices based upon completion of deliverables with documentation by the 15th of the following month. Invoices should include invoice #, remittance name and mailing address, each line item (with or without a cost), state GET rate of 0.4712%, contract period, and addressed to:

Department of Human Services, Director's Office
Attn: Family Resource Centers Coordinator
1390 Miller Street, Room 209
Honolulu, HI 96813

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 HlePRO, 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.

F. General Conditions

[GENERAL CONDITIONS \(sharepoint.com\)](#)

NOTE:

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

Deliverable Cost and Timeline Quote

Hawaii State Department of Human Services
Administration of the Hawaii Statewide Network of Family Resource Centers
HlePRO-DHS-904-25-02

Deliverable Cost and Timeline Quote

| Cost and Timeline Proposal Fiscal Year | Tasks and Responsibilities | SUBTOTAL |
|---|-----------------------------------|-----------------|
| | 1. | |
| | 2. | |
| | 3. | |
| | 4. | |
| | 5. | |
| | 6. | |
| | 7. | |
| | | |
| | | |
| Sub Total: | | |
| Hawaii GET: | | |
| Total: | | |