

**State of Hawai'i Department of Human Services
Facilitation of School-based Family Resource Centers
Scope of Work
DHS-27-DIR-01**

I. Introduction

The mission of the Department of Human Services (DHS) is to encourage self-sufficiency and support the well-being of individuals, families, and communities in Hawai'i through an integrated and multigenerational approach. In pursuit of this mission, DHS, Director's Office, is further developing a network of family resource centers (FRCs) in compliance with Act 129, SLH 2022. The focus is on strengthening families and supporting healthy relationships for whole family success. FRCs are welcoming hubs of support, resources, services, and opportunities designed to strengthen families by using an approach that is multigenerational, strengths-based, and family-centered. It reflects and is responsive to community needs and interests. FRCs build communities of peer support for families to develop social connections that reduce isolation and stress. These FRCs support families and 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 family protective factors, based on the research-based Center for the Study of Social Policy's *Strengthening Families Protective Factors*.

The Scope of Work was developed from input and feedback of the school-based FRC Listening Sessions conducted with school-based FRC Directors and staff in May 2026. In addition, a Request for Information (RFI) was posted from June 8–18, 2026 on coordination of a network of school-based FRCs. Feedback from both the listening sessions and the RFI has been incorporated into this Scope of Work, particularly in the areas of provider qualifications and the inclusion of more detailed descriptions of tasks and responsibilities. These refinements are intended to ensure that the awarded contractor can effectively support school-based FRCs with practical, actionable strategies that strengthen and enhance the work they are already doing to help families stabilize and thrive.

DHS is seeking qualified bidders to facilitate and provide technical assistance to the school-based FRCs in the State of Hawai'i. The awarded contractor will facilitate coordination of at least 20 school-based FRCs, conduct training about FRCs to school principals and administrative staff, develop a community of practice for FRC staff to equip them with practical skills and strategies to positively impact the well-being of children and families, and make presentations about school-based FRCs at local, national, and international meetings and conferences.

II. Service Specifications

A. Specific Qualifications or Requirements

The Bidder shall:

1. Cite evidence of at least ten (10) years of experience in family engagement training and family support including at least five (5) years of experience working with school-based FRCs (provide a summary and attach resume);
2. Operate business in Hawai'i and be able to provide services throughout all counties in the State during business hours of 8:00 a.m.– 4:30 p.m., Hawai'i Standard Time (HST);
3. Have experience working with school-based FRCs staff, school principals, and school administration;
4. Have at least one staff member certified as a trainer in the National Family Support Network (NFSN) Standards of Quality for Family Strengthening and Support (attach certification).
5. Have all staff members who will be providing services certified in the NFSN Standards of Quality for Family Strengthening and Support (attach certifications);
6. Have at least one staff member certified by the Children's Trust Fund Alliance as a trainer in the 5 Family Protective Factors Framework;
7. Have staff who are trained in Parent Advisory Committees and can recruit parents who have expertise in program design and implementation;
8. Be willing to travel to the school-based FRCs on Kaua'i, O'ahu, Maui, Moloka'i, and Hawai'i Island, and shall conduct at least one (1) in-person meeting with each of the FRC's school principals, administrative staff, and FRC Directors, and at least one (1) site visit for each FRC;
9. Have their own electronic and technological equipment, such as cellphone, landline telephone, computer, virtual platform, printer, scanner, and fax machine for managing, arranging, and organizing meetings with DHS and others as needed; and
10. Reflect a professional attitude and appearance in all settings both for in-person convenings and virtual presentation, communications, and activities that are related to this scope of services.

B. Description of Tasks and Responsibilities

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

1. Facilitate coordination of school-based FRCs including oversight and outreach to assist at least 20 school-based FRCs individually in implementing the NFSN Standards of Quality for Family Strengthening and Support, aligning programming with the 5 Family Protective Factors Framework, and facilitating Parent Advisory Committees;
2. Provide overview and training to school principals and administrative staff of the schools who would like to have or have existing FRCs to confirm a designated position to function in the role of FRC Director with the duties to align with best practices for successful family engagement and strengthening, provide adequate space to house the FRC on the school campus, and in understanding their ongoing role in supporting the success of the FRC;
3. Provide technical assistance in completion of each school-based FRC annual self-assessment tool, establishing annual goals and objectives, and program data collection by experienced school-based FRC outreach coordinators trained in the NFSN of Quality for Family Strengthening and Support;
4. Develop and facilitate a community of practice to equip school-based FRCs with practical skills and strategies to implement the standards in alignment with the NFSN Standards of Quality for Family Strengthening and Support and Parent Advisory Committees, and programming based on the 5 Family Protective Factors Framework through professional development by certified trainers and sharing of best practices;
5. Create and present at least ten (10) presentations on school-based FRCs at local, national, international meetings, conferences panels, webinars, or other gatherings;
6. Provide a final project report to DHS within thirty (30) calendar 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 such as data analysis of survey results, successes, challenges, and plans for future activities (template will be provided); and
7. Schedule monthly virtual meetings with DHS for the fourth Wednesday at 3:00 p.m. to discuss progress of the tasks and responsibilities articulated in this scope of work.

C. Deliverables

The Bidder shall:

1. Describe the outcomes of implementing the NFSN Standards of Quality for Family Strengthening and Support aligning programming with the 5 Family Protective Factors Framework, and facilitation of Parent Advisory Committee for the school-based FRCs;
2. Summarize the types and number of trainings provided to school principals and administrative staff based on the criteria for a school-based FRC including confirmation of a FRC position, description of the role and responsibilities of the FRC position, understanding of the school's role in providing ongoing support to the success of the FRC including adequate space to house the FRC on the school campus, and that the school principals and administrative staff agree to support the FRC position's role and responsibilities;
3. Submit a status report on the technical assistance provided to each school-based FRC including: 1) completion of each school-based FRC annual self-assessment tool, 2) establishment of their annual goals and objectives, and 3) program data collection;
4. Define the community of practice curriculum developed for school-based FRCs and list dates when the sessions were convened;
5. List the presentations created and presented on school-based FRCs at local, national, or international meetings, conferences, panels, webinars, or other gatherings and provide a list of the presentation date, title, meeting name, and attendee feedback if provided; and
6. Provide a final project report to DHS within thirty (30) calendar days after the end of the contract.

D. Period of Performance

The period of performance is from August 1, 2026, to July 31, 2027.

III. Quote Submittal, Payments, and Invoicing Procedures

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 1, 2026, to July 31, 2027.**

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. Description of 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 **\$99,950.00**.
3. The quote must include a detailed *Narrative* clearly describing how the bidder meets *II. Service Specifications: A. Specific Qualifications or Requirements and B. Description of 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 Bidder's invoicing procedure and a statement of Bidder's ability to receive payment in the form of a purchase order.
5. Note: Awarded Contractor shall acknowledge that "no work shall be undertaken prior to purchase order approval." The State of Hawai'i is not liable for any work, contracts, costs, loss of profits, or any damages whatsoever incurred by the Awarded Contractor prior to the purchase order approval.

B. Form of Payment

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

C. Procedure for Invoicing

1. Awarded Contractor shall submit monthly invoices based upon completion of deliverables by the 15th of the following month.
2. No advance payment shall be made.
3. The final invoice shall be submitted within thirty (30) calendar 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, listing of the tasks and responsibilities are completed to DHS's satisfaction.

D. Fee to NIC Hawaii (dba: Tyler Hawaii)

Please be advised that the Awarded Contractor 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. Compliance

The Bidder is advised that in order to be awarded a contract under this solicitation, the contractor will be required to be compliant with all laws governing entities doing business in the State including the following chapters and pursuant to section 103D-310(c), Hawaii Revised Statutes:

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

F. Hawai'i Compliance Express

State agencies can award amounts of \$2,500.00 or greater only to those companies that are registered with Hawai'i Compliance Express (HCE). 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 Hawai'i Compliance Express for a fee of \$12 per year at <https://vendors.ehawaii.gov/hce>. For assistance with HCE registration, please call NIC Hawaii at (808) 695-4620.

Participation in HCE is **not** mandatory. Bidders who decline using HCE shall provide the purchasing agency with paper compliance certificates from each of the following agencies:

1. Internal Revenue Service (IRS) - Tax Compliance Report (TCR) or DOTAX Tax Waiver;
2. Department of Labor & Industrial Relations (DLIR) - Form LIR27;
3. Department of Commerce and Consumer Affairs (DCCA) - Form COGS; and
4. Department of Taxation (DOTAX) - Form A-6.

All paper certificates must be valid on the date received.

IV. Basis of Award

This is a chapter 103D, HRS, small purchase procurement, subject to chapter 103D-305 and HAR chapter 3-122, subchapter 8. A single award shall be made based on best

value, taking into consideration the qualifications, description of how the project will be accomplished, and price of all responsible bidders.

If awarded, the contractor must submit the following documents:

1. Current Hawai'i Compliance Express (HCE) with a compliant status or paper compliance certificates from each of the agencies listed below. All paper certificates must be valid on the date received.
 - a. Internal Revenue Service (IRS) - Tax Compliance Report (TCR) or DOTAX Tax Waiver;
 - b. Department of Labor & Industrial Relations (DLIR) - Form LIR27;
 - c. Department of Commerce and Consumer Affairs (DCCA) - Form COGS; and
 - d. Department of Taxation (DOTAX) – Form 6;
2. Certificate of Liability Insurance; and
3. Board Resolution as applicable.

NOTE:

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

Attachments

General Conditions

Special Conditions

Deliverable Cost and Timeline Quote
Facilitation of School-based Family Resource Centers

Cost and Timeline Proposal for State Fiscal Year (SFY) 27	Tasks and Responsibilities	SUBTOTAL
	1.	
	2.	
	3.	
	4.	
	5.	
	6.	
	7.	
Sub Total:		
Hawaii GET: 4.712%		
NIC Hawaii 0.75% of the award		
Total:		