

State of Hawai'i Department of Human Services
**Cross-Agency Planning and Systems Alignment for a
Coordinated System of Support for Hawai'i's Families**

Scope of Work
DHS-27-DIR-02

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 use a multigenerational, strengths-based, family-centered approach that reflects and responds to community needs and interests; provides support at no or low cost; and builds communities of peer support that help families develop social connections that reduce isolation and stress. FRCs are recognized as places with staff members who are certified through the National Family Support Network (NFSN) Standards of Quality for Family Strengthening and Support and implement the Protective Family Framework.

Since 2020, FRCs have gained significant national momentum as key community-based hubs for strengthening families and preventing child abuse and neglect. This progress was further solidified when Congress passed the final FFY26 Labor, Health and Human Services, Education, and Related Agencies (LHHS) Appropriations Act, which included both House and Senate report language supporting the use of Social Services Block Grant (SSBG) funding for FRCs. The Act was signed into law by the President on February 3, 2026, marking an important milestone in federal recognition of FRCs as essential infrastructure for family well-being.

DHS is seeking a highly experienced organization to support statewide development of a coordinated system of FRCs. The selected Bidder must demonstrate multiple-system-level expertise, statewide capacity, and strong collaboration experience with government agencies and community-based organizations.

II. Service Specifications

A. Specific Qualifications or Requirements

The Bidder shall:

1. Cite evidence demonstrating at least ten (10) years of system-level work with family support networks at the State level;
2. Provide services statewide, across all counties in the State during standard business hours of 8:00 a.m.– 4:30 p.m., Hawai'i Standard Time (HST);
3. Demonstrate experience working with government departments and community-based organizations on system-level collaborative initiatives;
4. Employ staff trained in the Standards of Quality for Family Strengthening and Support;
5. Be familiar with the federal momentum of FRCs as a prevention strategy of child abuse and neglect;
6. Be willing to convene and facilitate at least one (1) in-person meeting on Oahu with key state government department representatives and FRC representatives;
7. Convene at least three (3) virtual meetings with stakeholders identified by DHS for a coordinated FRC system;
8. Maintain necessary electronic and technological equipment, including but not limited to a cellphone, computer, virtual meeting platform, and printer for managing, arranging, and organizing meetings with DHS; and
9. Reflect a professional attitude and appearance in all settings both for in-person convenings and virtual presentations, 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. Plan and facilitate an initial in-person convening and a series of virtual planning meetings with key state departments representatives;
2. Develop a shared governmental vision and goals for a coordinated FRC system;
3. Develop a guiding framework for the provision of FRC services;
4. Explore strategies for aligning resources to support the implementation of a coordinated FRC system;

5. Explore strategies for the implementation of a coordinated FRC system, including but not limited to requests for proposals, data collection, and monitoring;
6. Provide ongoing technical support for implementation efforts for at least two (2) hours per month during the contract period;
7. Schedule monthly virtual meetings with DHS at a mutually agreeable date and time to discuss progress of the tasks and responsibilities articulated in this scope of work; and
8. Provide a final report to DHS within thirty (30) calendar days of the end of the contract period. The final report shall also include recommendations for a shared governmental vision and goals for a coordinated FRC system, guiding framework, strategies for alignment of resources, and implementation of a coordinated FRC system that includes effective and efficient strategies of request for proposals, data collection, and monitoring.

C. Deliverables

The Bidder shall:

1. Describe the format for convening and facilitation of the series of planning meetings with key state department representatives;
2. Summarize the planning meeting sessions, including the shared vision, goals, and guiding framework for the provision of FRC services for a coordinated FRC system;
3. Describe strategies for aligning resources necessary to implement an effective FRC system;
4. Describe strategies for implementing a coordinated FRC system, including processes related to request for proposals, data collection, and monitoring;
5. Make a presentation to state department heads or legislators; and
6. Submit a final project report to DHS within thirty (30) calendar days after the end of the contract period.

D. Period of Performance

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

E. Other Responsibilities

1. The PROVIDER shall assume responsibility for the following costs:
 - a. All travel-related expenses, including airfare, ground transportation, lodging, and meals. This includes all neighbor island travel and associated arrangements; and
 - b. All travel-related expenses shall include applicable State taxes (general excise tax of 4.712%).
2. The PROVIDER shall have regular meetings with DHS as follows:
 - a. Schedule bi-weekly 1-hour virtual meetings with DHS for the first 4 months, including an agenda and meeting notes. Meetings may be canceled if mutually agreed that the session is not needed;
 - b. Schedule a monthly meeting from month 5-12; and
 - c. Notify DHS as soon as possible of any proposed changes to project scheduling or deliverables. DHS will review the proposed changes and justification and determine whether the project schedule can be adjusted or if termination of the scope of work should be discussed.

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 **September 1, 2026, to August 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 **\$49,950.00**.
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 Vendor 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 a 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 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 for paying 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
- 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
Cross-Agency Planning and Systems Alignment for a
Coordinated System of Support for Hawai'i's Families

Cost and Timeline Proposal for State Fiscal Year (SFY) 27	Tasks and Responsibilities	SUBTOTAL
	1.	
	2.	
	3.	
	4.	
	5.	
	6.	
	7.	
	8.	
Sub Total:		
Hawai'i GET: 4.712%		
NIC Hawaii 0.75% of the award		
Total:		