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*Request for Proposals*

Hale Mauiola

City and County of Honolulu  
Department of Community Services

June 2015

# Request for Proposals

## HALE MAULIOLA

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## I. Request for Proposals

### 1. Introduction

The City and County of Honolulu, through its Department of Community Services, requests proposals from nonprofit agencies to operate and manage a facility to provide short term shelter and services to homeless individuals and couples on the island of Oahu. The Hale Mauiola (the "Center") is intended to provide an opportunity to for homeless individuals to begin their transition from homelessness to appropriate shelter or housing in the community. The City and County of Honolulu will be responsible for the development of all site improvements necessary to establish the Center. The City will have placed twenty five (25), 8' x 20' refurbished shipping containers at the Project site. Each refurbished shipping container will be divided in four (4) living units of approximately 80 square feet. Each living unit will have windows for ventilation, a lockable door, and electricity service. The living units will not have bathrooms or plumbing. Stand alone showers and bathrooms will be placed on site for use by project residents and staff. The City will also place modular office buildings on site for use by program staff and management. Other site improvements will include parking areas, security lighting, and perimeter fencing. A conceptual site plan is attached hereto as Exhibit 3.

The selected Proposer will be provided with a property management contract to operate the Center and all improvement thereon. The City will also provide the Successful Proposer with a grant of City funds not to exceed \$750,000 (the "City Grant") for the operation of the Center and the provision of services to homeless clients. The provision of the City Grant to the Successful Proposer will be undertaken pursuant to Article 29 of Chapter 6, Revised Ordinances of Honolulu 1990, as amended. The funding provided under this Request for Proposals shall be for a period of 12 months of operations. The City may award the Successful Proposer with funding for an additional 12 months of operations pending the appropriation of funding by the Honolulu City Council in their sole and absolute discretion, and the City's determination that the Successful Proposer has substantially achieved the goals and objectives of the Project during year one of operations.

### 2. Definitions

The terms stated below shall have the same meaning throughout this document, unless specifically stated otherwise or clearly inappropriate in context.

a) "Amendment" means an addendum to this Request for Proposals amending or clarifying a provision.

b) "City" means the City and County of Honolulu, a municipal corporation of the State of Hawaii.

c) "Chronically Homeless" means

(1) An individual who (i) is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; (ii) has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least one year or on at least four separate occasions in the last three (3) years; and (iii) can be diagnosed with one or more of the following conditions: substance use disorder, serious mental illness, developmental disability (as defined in section 102 of the Developmental Disabilities Assistance Bill of Rights Act of 2000 (42 U.S.C. 15002)), post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability; or

(2) An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than ninety (90) days and met all of the criteria in subsection (1) of this definition, before entering that facility; or

(3) A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (1) of this definition, including a family whose composition has fluctuated while the head of household has been homeless

d) "DCS" means the Department of Community Services of the City and County of Honolulu.

e) "Hale O' Malama" means the coordinated assessment process adopted by PIC.

f) "Homeless" means a person or family who resides in places not meant for human habitation, such as cars, parks, sidewalks, abandoned buildings (on the street). For the purpose of this RFP, this definition does NOT include persons who already reside in an emergency or transitional shelter, are being discharged from an institution such as a substance abuse treatment facility, mental health facility, hospital, or correctional facility, or is fleeing a domestic violence housing situation.

g) "Housing First" means an approach to addressing the needs of the homeless that is based on the concept that a homeless individual or household's first and primary need is to obtain stable housing, and that other issues or conditions that may affect the household can and should be addressed once housing is obtained. In general, the principles of Housing First are:

1. People are moved into housing directly from streets and shelters without preconditions of treatment acceptance or compliance.
2. The provider is obligated to bring robust support services to the housing. These services are predicated on assertive engagement, not coercion.
3. Continued tenancy is not dependent on participation in services.
4. Units are targeted to the most disabled and vulnerable homeless members of the community.
5. A harm reduction approach to addictions is employed rather than mandating abstinence. At the same time, the provider must be prepared to support resident commitments to recovery.
6. Residents must have leases and tenant protections under the law.
7. This approach can be implemented as either a project-based or scattered-site model.

h) "Human Services" means services to communities, families or individuals which are intended to maintain or improve health or social well-being. For purposes of this RFP, Human Services shall include, without limitation, child care, health care and Supportive Services.

i) "Nonprofit Corporation" means a company registered to do business as a nonprofit corporation in the State of Hawaii and is recognized by the Internal Revenue Service as a 501(c)(3) corporation.

j) "Notice to Proceed" means the written form or statement issued by the City designating the commencement date for the services and activities related to the Project as specified in this RFP (as defined below).

k) "Officer in Charge" means the DCS Director.

l) "PHOCUSED" means Protecting Hawaii's Ohana, Children, Underserved, Elderly and Disabled, a Hawaii nonprofit corporation that gathers placement information and VI-SPDAT forms on behalf of PIC's coordinated intake, assessment, and entry efforts.

m) "PIC" means Partners in Care, a planning, coordinating and advocacy alliance that develops recommendations for programs and services to fill needs within Oahu's Continuum of Care for homeless persons.

n) "Project" means the activities and responsibilities described in this RFP, including, but not limited to, the operating of the Center and the provision of shelter and services to individuals experiencing homelessness.

o) "Proposal" means the material submitted by the Proposer in response to this RFP.

p) "Proposal Due Date" means the date of receipt of a document at or before 2:00 p.m. Hawaii Standard Time on the date specified in this RFP or such later date as may be determined by the City, at the office specified in this RFP as evidenced by the date-time stamp furnished by the City.

q) "Proposer" means the person or entity submitting a proposal.

r) "PUR" means the Division of Purchasing, Department of Budget and Fiscal Services, City and County of Honolulu.

s) "Rapid Re-housing" means a program designed to place homeless persons who may or may not be recently homeless, into permanent housing through the provision of time-limited financial assistance, housing related services intended to identify and secure appropriate housing, the development of a service plan intended to assist the household obtain and retain housing, and the provision of appropriate services.

t) "Request for Proposals" or "RFP" means a packet of written material which includes the Notice to Proposers, the Request for Proposals, instructions as to the Proposal process, Proposer's minimum qualifications, Project Description and Requirements, Evaluation Criteria, Exhibits to the Request for Proposals, and Amendments to the Request for Proposals.

u) "Supportive Services" means those services required by persons with social problems or physical or mental disabilities including case management, child care, employment assistance and training, food, housing search, life skills, mental health, outpatient medical, substance abuse treatment, and transportation.

v) "Successful Proposer" means the Proposer selected by the City to undertake the Project. The City reserves the right to select more than one Successful Proposer.

w) "VI-SPDAT" means the Vulnerability Index – Service Prioritization and Decision Assistance Tool which has been adopted as the common assessment tool by PIC.

### 3. Pre-Proposal Conference

The City will hold a pre-proposal conference to respond to questions from prospective Proposers. Information on the pre-proposal conference is shown below:

Date: June 5, 2015  
Time: 2:00 p.m.  
Location Department of Community Services  
715 South King Street, Suite 311  
Honolulu, Hawaii 96813

### 4. Submission of Proposals

The original Proposal plus five (5) copies shall be submitted to PUR at the address stated in Paragraph I.9. below, and in conformance with the Proposal Format stated in Exhibit 1 on or before the deadline for submitting Proposals which is 4:00 p.m. Hawaii Standard Time on June 18, 2015. The Proposal materials shall be contained in an envelope or other appropriate container.

Each Proposal must include all information, forms, and exhibits required by this RFP, including the Proposal Format which is stated in Exhibit 1.

Each Proposal must be signed in ink by a person authorized to act for the Proposer. Evidence of the signer's authority to act on behalf of the Proposer sufficient to satisfy the City must be submitted with the Proposal.

Each Proposal and all copies must be date- and time-stamped by the Proposer with the date and time stamp provided by PUR when the Proposal is submitted.

Each Proposal must remain valid and available for a period of at least ninety (90) days subsequent to the Proposal Due Date.

A Proposer may submit only one Proposal. A Proposer shall be considered to have submitted more than one Proposal if a Proposer submits more than one Proposal either (i) in same name; (ii) by an agent of a Proposer; (iii) by a partnership or a joint venture of which a Proposer is a member in which a Proposer holds more than twenty-five percent (25%) interest in a Proposer's name or in the name of others for a Proposer in any manner; (iv) by a corporation in which a Proposer owns more than twenty-five percent (25%) of the shares of stock in the Proposer's name or in the name of others for a Proposer in any manner; or (v) by any combination of the entities described in (iii) and (iv), of this paragraph, in which a Proposer holds a total of more that twenty-five percent (25%) combined interest in a Proposer's name or in the name of others for a Proposer in any manner.

All awards of funds under this Request for Proposals are subject to the execution of individual contracts between the City and the agencies that have been awarded funds under this RFP.



## 5. Proposer's Responsibilities

Proposers shall have the following obligations ("Obligations"):

- a) to review and fully understand (i) all of the provisions of this RFP including all Exhibits and attachments; (ii) all amendments, clarifications, interpretations, and exceptions to this Request for Proposals; (iii) all Federal, State, and City statutes, laws, ordinances, rules, regulations, and guidelines applicable to this RFP; (iv) all other published standards and requirements applicable to the Project;
- b) to request the necessary and appropriate clarifications, interpretations, and exceptions applicable to this RFP;
- c) to understand that the submission of a Proposal by any Proposer is an acknowledgment of a Proposer's fulfillment of its obligations;
- d) to understand that a Proposer's failure to fulfill the obligations stated in this section shall not relieve a Proposer from completing the Project in accordance with the provisions stated in a Proposal. A Proposer may not claim any additional compensation or accommodations based upon a Proposer's failure to fulfill the Obligations;
- e) to review, understand, and have the ability to comply with all applicable statutes, ordinances, rules, and regulations of any governmental authority or agency having jurisdiction over the Project, or any part of it, as they are passed, adopted, and promulgated from time to time;
- f) to review, understand, and comply with applicable provisions of HRS and the Revised Ordinances of Honolulu 1990, as amended ("ROH") and other applicable law.
- g) to respond fully and adequately and in a timely manner to all reasonable requests for information made to a Proposer by the City;
- h) to designate in writing those portions of its Proposal which the Proposer believes contain trade secrets or other proprietary data and shall request that these portions of the proposal be held confidential. A Proposer's designation and request shall be subject to review by the City to evaluate its validity. The trade secrets or other proprietary data shall accompany the Proposal, but shall be readily separable from the remaining portions of the Proposal in order to facilitate eventual public inspection of the nonconfidential portions of the Proposal. After all contracts pertinent to the Project have been executed by the parties, all Proposals, except those portions for which a Proposer has validly designated as containing trade secrets or other proprietary data, shall be open to public inspection;

## 6. Requests for Clarifications, Interpretations and Exceptions

A Prospective Proposer may submit a request to the City for clarification or interpretation of any provision stated in this RFP. If there is an apparent conflict or inconsistency between provisions stated in this RFP or if this RFP violates any Federal, State or City law, statute, ordinance, rule, regulation, or other requirement, a Prospective Proposer shall submit a request for clarification or interpretation of that apparent conflict, inconsistency, or violation.

A Prospective Proposer may request an exception to any provision stated in this RFP. Technical data and other pertinent information shall be provided by and at the expense of the Prospective Proposer with the request to support the conclusion that a condition equal to or better than that required by the provisions stated in the RFP will result if the exception is granted. The City may request additional information from the Prospective Proposer.

## 7. Submission of Requests for Clarification

Requests for clarification, inspection, and exceptions to this RFP shall be submitted by a person in writing and delivered, mailed, or sent by facsimile to the PUR at the address stated in Section 1.9, below, no later than 4:00 p.m. Hawaii Standard Time, on June 10, 2015. The date and time of receipt of these requests shall be evidenced by the date- and time-stamp furnished by PUR or indicated on these requests by other means. A person submitting a request shall be solely responsible for its delivery to the PUR. The City will not respond to a request which is submitted after the date and time stated in this Section.

## 8. Clarification, Interpretations, and Exceptions

The City will respond to a request for clarification or interpretation and will determine whether or not to grant a request for an exception. Clarifications, interpretations, and exceptions shall be issued in writing by the City as Amendments to this RFP by June 12, 2015.

Only the written Amendment shall be binding on the City. Any other communication with any employee or agent of the City may not be relied upon and shall not be binding on the City.

## 9. Proposal Due Date; Submission Location

Proposals shall be submitted in the format specified in Exhibit 1 by 4:00 p.m. Hawaii Standard Time on June 18, 2015. The City may in its sole and absolute discretion, extend the Proposal Due Date. Any extension of the Proposal Due Date shall be issued as an Amendment to this RFP.

Proposals shall be submitted to Purchasing Division, Department of Budget and Fiscal Services at the address shown below:

Department of Budget and Fiscal Services  
Division of Purchasing  
530 South King Street, Room 115  
Honolulu, Hawaii 96813

#### 10. Modifications to Proposal

Any modifications to a Proposal by a Proposer must be in written form in the same format as the initial Proposal and must be executed by the person who signed the initial Proposal on behalf of the Proposer. It must also be received by PUR no later than the specified time on the Proposal Due Date. Proposal modification received by PUR prior to the Proposal Due Date shall be deemed to have been received and accepted. The date and time of any Proposal modification shall be evidenced by the date/time stamp furnished by the PUR on a submitted Proposal modification. No other form of communication modifying a Proposal will be accepted.

#### 11. Withdrawals

Prior to the Proposal Due Date, a request to withdraw a Proposal must be in written form specifying the Project, the name of the Proposer, the date and time that the Proposal was stamped as received by the PUR, and a definitive statement that the Proposer requests the withdrawal of the Proposal. The request will be accepted and the Proposal withdrawn if the request is received by the PUR no later than the specified time on the Proposal Due Date. The date and time of the receipt of request for withdrawal shall be evidenced by the date/time stamp furnished by the PUR on a request for withdrawal. The Proposer may submit a new Proposal prior to the Proposal Due Date.

After the Proposal Due Date, a request to withdraw will be accepted and the Proposal withdrawn if (i) no Proposer is awarded funds for the Project; or (ii) the RFP is amended by the City after the Proposal Due Date.

#### 12. Responsibility for Expenses in Preparing Proposals

Proposers who respond to this Request for Proposals will be solely responsible for all costs and expenses incurred in connection with responding.

#### 13. Opening of Proposals

Proposals shall not be publicly opened, but shall be opened at DCS as soon as possible after the Proposal Due Date. The contents of the Proposals shall not be disclosed to any unauthorized person. Each opened Proposal shall be listed in a Register of Proposals that includes a description of each Proposal, and the name of each Proposer.

The contents of all Proposals and their evaluations shall be kept confidential during the Selection Process. Only City officers and employees having a legitimate reason to review the Proposals shall have access to them during the selection process. The Proposals (with the exception of materials marked confidential), Register of Proposals and the results of the Proposal evaluations shall be made public after the Selection Process.

#### 14. Rejection of Individual Proposals

If circumstances become known to the City by which the City may reasonably conclude that two or more Proposers are in collusion to restrict competition or have otherwise engaged in anti-competitive practices pertaining to this Request

for Proposals, the Proposals submitted by each Proposer shall be rejected, and each Proposer shall be barred from submitting Proposals or receiving any award in connection with this RFP.

The City shall reject any Proposal that is (i) not date- and time-stamped in the manner stated in Section 1.4 above; (ii) date- and time-stamped after the Proposal Due Date, unless failure to timely submit the Proposal is due to the action or inaction of a City officer or employee directly involved in this Request for Proposals; (iii) submitted by a Proposer which has submitted more than one Proposal; (iv) submitted by a Proposer which is believed by the City to have acted in collusion with another Proposer to restrict competition or to have participated in anti-competitive practices; or (v) submitted by a person who failed to obtain a Request for Proposal packet in the manner stated above.

The City may reject any Proposal that (i) fails to comply with the Proposal Format stated in Exhibit 1; (ii) fails to otherwise comply with the instructions stated in this RFP; (iii) modifies, adds, or deletes any material required as stated in this RFP; (iv) contains any omissions, erasures, alterations, additions or irregularities which are not crossed out and corrected by insertions either printed in ink or typewritten, and initialed in ink by the person signing the Proposal; or (v) contains any conditions not contemplated in this RFP.

A Proposal that is rejected shall be retained on file by the City. The City reserves the right to (i) reject any or all Proposals; (ii) undertake discussion with one or more Proposers; and (iii) accept that Proposal or modified Proposal which, in the City's sole and absolute judgment, will be most advantageous to the City. The City reserves the right to consider any specific Proposal that is conditional or not prepared in accordance with the instructions and requirements of this RFP. The City reserves the right to waive any defects in any Proposal.

**AFTER OPENING OF ALL PROPOSALS SOLICITED BY THE NOTICE OF REQUEST FOR PROPOSALS AND THIS RFP, THE CITY MAY, IN ITS SOLE AND ABSOLUTE DISCRETION, REJECT ALL SUBMITTED PROPOSALS.**

#### **15. Errors in Proposals**

If an error is discovered in a Proposal after all of the Proposals are opened, but prior to the selection of the Successful Proposer, the proposal may be rejected by the Officer in Charge. If an error is discovered in a Proposal after the selection of the Successful Proposer, no correction will be permitted unless the Officer in Charge determines that it would be unconscionable not to correct the error.

#### **16. City's Right to Amend or Supplement the RFP**

The City may amend any provision stated in this Request for Proposals at any time prior to or after the Proposal Due Date. Amendments will be posted on the PUR website.

### 17. Waiver of Irregularities

The City may waive a minor irregularity, deviation, or defect in a Proposal or in the requirements stated in this RFP if the City determines that the waiver will be in the best interest of the City.

### 18. Award of the Project

The project shall be awarded to the Proposer determined to be responsive and responsible whose Proposal is determined to be the most advantageous to the City based on the Evaluation Criteria stated in Section IV., below.

The Successful Proposer(s) will be notified in writing by the City. The Successful Proposer(s) shall be given the exclusive right for fifteen (15) days to finalize the terms of the contract(s) with the City. If this deadline cannot be met, the City, in its sole and absolute discretion, reserves the right to extend the deadline or to rescind the acceptance and select from the remaining Proposals.

### 19. Cancellation of Selection

The City reserves the right to cancel the selection of the Successful Proposer(s) any time before the execution of any contract(s) committing Project funds to the Successful Proposer(s).

### 20. Cancellation of Request for Proposals

The City may cancel this RFP at any time if, in the City's judgment, such cancellation would be in the best interest of the City. When a Request for Proposals is canceled prior to the Proposal Due Date, notice of cancellation shall be sent to all Prospective Proposers known to have received this RFP. If this RFP is canceled after the Proposal Due Date, notice of the cancellation shall be sent to all Proposers who submitted Proposals. Proposals which have been opened shall be retained in the procurement file. Proposals which have not been opened shall be returned to the Proposers upon request or otherwise disposed of. After cancellation, the City may issue a new Request for Proposals, utilize an alternative procurement process, cancel, or defer the proposed procurement.

### 21. Unauthorized Communication

Except as otherwise authorized in this RFP, Proposers and their agents shall not make any contact or have communication with any City officer, employee, or agent directly involved with this RFP.

### 22. Costs

Under no circumstances, including the rejection of Proposals, will the City reimburse any costs incurred by in connection with this RFP, any Proposer or any other person during this procurement process including without limitation the preparation of a Proposal.

### 23. Disclaimers

The City makes no warranty, guaranty, or representation whatsoever, expressed or implied, that the City will exercise its power of eminent domain to acquire any real property by the initiation of a condemnation action in furtherance of the Project.

## II. Minimum Qualifications

### 1. Qualified Organization

Each Proposer must meet the following organizational requirements:

1. At the time of the Submission of its Proposal, the Proposer must be authorized to do business in the State of Hawaii as evidenced by a Certificate of Good Standing issued by the State of Hawaii, Department of Commerce and Consumer Affairs current to within thirty (30) days of the Proposal Due Date.
2. The Proposer must be a nonprofit corporation organized under Section 501(c) of the Internal Revenue Code and incorporated as a nonprofit organization in the State of Hawaii.
3. The Proposers must be current on all Federal and State taxes as evidenced by a Tax Clearance Certificate (pursuant to HRS Section 103-53) current to within thirty (30) days of the Proposal Due Date.
4. The Proposer may not be in arrears on the payment of taxes, rents, or other obligations owing to the City and County of Honolulu, nor may a Proposer be a party to any pending litigation against the City and County of Honolulu.
5. The Proposer must be current on all registration requirements for charitable organizations with the State of Hawaii Attorney General.
6. Proposers must have the experience and capacity to undertake the proposed Project as evidenced by the following:
  - a. The Proposer shall have a minimum of five (5) years experience in the operation of an emergency shelter, transitional housing, or permanent housing programs serving homeless persons or families.
  - b. The Proposer shall have a minimum of five (5) years experience in the successful administration of Federal, State or locally funded housing, homeless assistance, or community development contracts with a cumulative aggregate contract value exceeding \$1,000,000.
7. The Proposer must be a participant in the Hale O' Mālama process including case conferencing and the provision of coordinated outreach services to the homeless.



8. Be an active participant in PIC.

## 2. Insurance Requirements

Proposers must provide evidence of their ability to obtain workers compensation, minimum liability, general liability, and automobile liability (including no-fault coverage) insurance with limits of not less than \$1,000,000 per occurrence for each coverage, except where otherwise set by statute.

Each Selected Proposer shall carry, or cause to be carried, the following kinds and amounts of insurance, covering each Successful Proposer, its contractors and subcontractors, and the City:

1. Worker's compensation insurance in accordance with State statutes, and including a waiver of subrogation against the City.
2. Employer's liability insurance with limits of not less than \$500,000 per person.
3. Comprehensive or commercial general liability insurance covering bodily injury, personal injury and property damage, with limits of not less than \$1,000,000 per occurrence, and including the following extensions of coverage: (i) Contractual liability to cover liability assumed under the contract; (ii) Personal injury liability with the employee and contractual exclusions deleted; (iii) Products and Completed Operations coverage; (iv) Broad Form property damage liability; (v) Explosion, Collapse and Underground Hazards (XCU); and/or (vi) Owners and Contractors protective liability to protect against claims arising out of contractors and/or subcontractors operations.
4. Automobile liability (bodily injury and property damage liability) including statutory no-fault benefits, covering all owned, non-owned, and hired vehicles used in the performance of the contract, and in accordance with applicable State laws and regulations, with limits of not less than \$1,000,000 per occurrence.

All policies of insurance required shall, where permitted:

1. Name the City, its elected and appointed officials, employees, and agents as additional named insured;
2. Provide that this insurance is primary coverage with respect to all insured;
3. Contain a severability of interest clause providing that the insurance applies separately to each insured and that the policy covers claims or suits by one insured against other;

4. Provide that the policy will not be canceled, terminated, lapsed, or materially changed without 60 days prior written notice to the City.

Each Successful Proposer shall provide the City with current certificates of insurance for each required insurance policy, and shall keep records of all policies on behalf of any individual or company hired in the course of execution of the Human Services purchase contract(s).

### **3. Sexual Harassment Policy**

Each Successful Proposer shall comply with ROH Chapter 1, Article 18. Provisions to that effect will be included in the Human Services purchase contract between each Successful Proposer and the City. A copy of the Article is available at the Office of the City Clerk, Honolulu Hale, 530 South King Street, Honolulu, Hawaii.

### **4. Non-discrimination**

Each Successful Proposer shall not discriminate against any employee or applicant for employment based on race, color, national origin, religion, sex, sexual orientation, familial status, or disability. Each Successful Proposer shall comply with the provisions included in any agreement with the City pertaining to discrimination.

## **III. Project Description and Requirements**

### **1. Introduction**

Hale Mauliola will be a place for the homeless to begin their recovery and return to stable housing in the community. The Center is intended to be a centralized intake center for the homeless, a location where case management and supportive services can be provided, and temporary shelter provided. It is a place where hope is planted and the first steps in a transition from homelessness take root.

Services and shelter may be provided to unsheltered homeless individuals only. Limited shelter space will be available on site, but tenancy will be limited to 60 calendar days per individual. Shelter shall not be offered to persons with children living with them or persons fleeing a domestic violence housing situation although families and persons fleeing domestic violence who request services at the Center may be provided with intake services and referrals to other programs and facilities. The City's goal for this project is to provide an opportunity for the homeless to begin their transition from the streets through the provision of shelter and services at the Center and the referral and placement of the homeless in an appropriate emergency or transitional shelter, community housing through a Housing First or Rapid Re-housing program, or an appropriate special needs facilities including residential substance abuse treatment or mental health treatment program. The City is not mandating or requiring the Successful



Proposer to implement a specific housing or supportive service protocol such as Housing First.

## 2. RFP Schedule

The following schedule represents the timetable for the Project. All times are Hawaii Standard Times.

June 2, 2015	Publication of the RFP Public Notice
June 5, 2015 2:00 AM	Informational Briefing for Prospective Proposers
June 10, 2015, 4:00 PM	Deadline for Written Questions or Request for Clarifications
June 12, 2015, 4:00 PM	Deadline for City's Reply to Questions or Request for Clarifications
June 18, 2015, 4:00 PM	Deadline for Submission of Proposals to the City
June 19, 2015	Opening of Proposals
June 22, 2015 to June 23, 2015	Evaluation of Proposals
June 29, 2015	Selection of Successful Proposer

## 3. Project Requirements

1. Project Goals and Objectives. The goals and objectives of the Project are as follows:

1. To transition a minimum of 250 unsheltered homeless persons residing on Oahu to stable shelter, housing, or supportive housing in the community over a period of one year.
2. To transition an additional 250 unsheltered homeless persons residing on Oahu to stable shelter, housing, or supportive housing in the community in year two of the Project.
3. Provide services to homeless individuals including, but not limited to, intake and assessment, case management, support services, and housing and shelter placement.

4. To reduce street homelessness by providing on-site short-term shelter to individuals not to exceed 60 days of residency.

**2. General Requirements.** Proposers are encouraged to establish partnerships to provide the necessary services and facilities to support the transition of homeless persons and families to appropriate shelter or housing. The general requirements of the Project are as follows:

- Clientele:** Unsheltered homeless individuals residing on the island of Oahu. There shall be no minimal term of prior Hawaii residency to be eligible for services to be offered at the Center. Services shall not be provided to unaccompanied youth under the age of 18, persons being discharged from an institution such as a hospital, mental health treatment facility, or residential substance abuse treatment facility, persons fleeing a domestic violence housing situation, and persons who are not citizens or resident aliens of the United States or who otherwise do not possess documentation evidencing a legal basis to remain in the United States.
- Location:** The Center shall be located adjacent to Sand Island Park at 10 Sand Island Parkway, Honolulu, Hawaii. A location map is attached hereto at Exhibit 2.
- Community:** Participate with the City in meetings and presentations with Neighborhood Boards, community groups, business groups and other entities to inform them of the Project and to address issues and concerns that may arise. The Successful Proposer will be required to designate a single point of contact (phone and e-mail) to which inquiries from the public may be directed.
- Client Intake:** At intake, all clients must be assessed or have a prior assessment using the VI-SPDAT common assessment tool. The Successful Proposer must provide intake services from Monday through Friday during normal business hours. During intake hours the Successful Proposer shall, to the extent possible, accommodate both referrals and drop in clients. After hours (after 6:00 PM) intake activities shall not be permitted.
- Supervision:** The Successful shall have management staff on site 24 hours per day, seven days per week. Private security guards will be provided by the City on a 24 hours a day, 7 days a week basis.

**Case Management:** Case management services must be offered to all clients by the Successful Proposer or a partner agency. Participation in a case management program shall be a requirement for all persons receiving shelter at the Project.

**Supportive Services:** Supportive services shall be offered to all clients by the Successful Proposer or one or more partner agencies. Supportive services may be provided on-site or a remote location. Participation in a program of supportive services may be imposed a condition of receiving shelter and services at the project.

**Temporary Shelter:** The Successful Proposer shall offer temporary shelter to homeless clients using the residential improvements constructed by the City as designated on the conceptual site plan attached hereto as Exhibit 3. Homeless clients must transition from on site temporary shelter within 60 days of initial residency to an emergency or transitional shelter, stable housing in the community (including clean and sober housing and adult foster homes), or appropriate treatment facility. Accommodations for extended shelter stays for residents who are making progress toward a transition to shelter of housing may be made. The Successful Proposer shall not permit or cause the construction or location of other temporary shelters including tents on the Project site without the prior written approval of the City.

**Fees and Deposits:** The successful proposer may impose reasonable fees and/or security deposits as a condition of residency. However homeless persons who are unable to pay such fees and deposits shall not be denied services or shelter if otherwise qualified to reside in the Project.

**Use of Funds:** Grant Funds provided by the City may be used for the following purposes:

1. Payment of security deposits, utility deposits and first month's rent for households transitioning to housing in the community. Rental assistance beyond first month's rent will be limited to three additional months (total of 4 months) under the following conditions:
  - a. The households shall pay a minimum of 30% of household income toward rent.

- b. Unit rents may not exceed the current payment standard for the City's Section 8 program. The current payment standards are shown below:

Studio: \$1,112  
1-Bedroom: \$1,202  
2-Bedroom: \$1,591  
3-Bedroom: \$2,308  
4-Bedroom: \$2,583

- c. The Case Managers for the households shall have made a determination that the household will have the resources and ability to maintain housing after rental assistance payments are completed.
2. Housing placement services, including, but not limited, housing search activities, outreach and information to housing providers, and landlord – tenant dispute resolution.
  3. Furnishings, fixtures, and equipment for housing units and offices.
  4. Payment of client intake and assessment expenses
  5. Payment of case management expenses.
  6. Payment of supportive services expenses.
  7. Costs related to the purchase of bus passes for clients.
  8. Costs related to the operation of the Center, including, but not limited to, property management, utilities, repairs and maintenance, and other such expenses as approved by the Officer in Charge.
  9. Administrative expenses, not to exceed 7 percent of the total City Grant amount.

## Evaluation

The Successful Proposer shall participate in program to evaluate the success of the Project and the Successful Proposer in meeting the overall goals and objectives of the Project. Project outcomes and measures will include, but not be limited to, the number of homeless persons provided shelter at the Project, the supportive services provided to each client, the rate of clients transitioning to shelter, community housing or other housing options, the number of client who remain housed after transition at 30, 60, and 90 days from transition from the Project.

#### **4. Responsibilities of the Successful Proposer**

The Successful Proposer will be responsible for all aspects of the Project for a period of 12 months commencing from the issuance of a Notice to Proceed from the City and 12 months thereafter pending appropriation of funding by the Honolulu City Council and the City's determination that the Successful Proposer has substantially achieved the Project's first year goals and objectives. The Successful Proposer's responsibilities include, but not limited to, the following:

1. Assume responsibilities for the operations and management of the Project.
2. Operate, repair, and maintain all Project improvements. The Successful Proposer shall be responsible for the payment of utility expenses including, water, solid waste disposal, and electricity for a period of 12 months.
3. Provide for 24 hour management staff for the Project
4. Provide all furniture, fixtures and equipment for the Project offices.
5. The design and implementation of a program to assist unsheltered homeless individuals and couples to transition to appropriate shelter or housing as required in Section III.3., above. Such a program shall include case management services and appropriate supportive services and housing services.
6. Participate in a program to evaluate the effectiveness of the Project to transition homeless individuals to appropriate shelter and housing.
7. Participation in meetings and presentations to the Honolulu City Council, affected Neighborhood Boards, and other organizations as required by the City.
8. Provide monthly reports in a form approved by the City.
9. Compliance with all Federal and State requirements relating to fair housing, equal opportunity, and affirmative marketing, as applicable.
10. Compliance with ROH Chapter 1, Article 18 relating to sexual harassment.
11. Compliance with all other applicable City, State and Federal laws, statutes, ordinances, rules and regulations.

#### **5. Responsibilities of the City and County of Honolulu**

1. Make available to the Successful Proposer up to \$750,000 in City General Fund monies to operate the Project in a manner consistent with this RFP

for a period of one year. Future funding for the operations of the Project will be subject to the appropriation of future funding by the Honolulu City Council and the City's determination following the evaluation of the Successful Proposer's year one operations that the goals and objectives of the Project are being substantially achieved.

2. Pay expenses related to the maintenance of portable toilets and showers at the project site.
3. Prior to the construction of site improvements, the City will remove overgrowth of trees, shrubs, grasses and weeds on the project site. Thereafter on a quarterly basis, the City will pay for the maintenance of trees on the project site, and for the pruning of regrowth along fences and roadway in the project site.
4. Provide the Successful Proposer with a management agreement or revocable license to operate the Project.

#### **IV. Evaluation and Selection**

##### **1. Evaluation Period**

The City estimates an evaluation period of (ten) 10 days. During this evaluation period Proposers may be required to make such oral presentations or submit additional information as required to clarify their respective Proposal.

##### **2. Evaluation Criteria**

The Successful Proposer(s) may be selected after an evaluation by the City based on the following criteria which are listed in order of priority:

- 1) The experience of the Proposer in the provision of services to homeless individuals, and the Proposer's track record of transitioning homeless persons into shelter or stable housing in the community. (30 Points).
- 2) The experience of the Proposer in managing and operating shelters for the homeless or other such facilities. (20 Points).
- 3) The extent to which a Proposer's Proposal meets the goals and objectives of the RFP (20 Points).
- 4) The effectiveness of the Proposer's outline operational, service, and management plans which are included in the Proposal. The City is particularly interested in the partnership that the Proposer has or will be establishing with other public and private agencies to provide the support services and other resources that are necessary to assist the homeless in obtaining and maintaining housing in the community (30 points).

### **3. Selection and Approval**

The Successful Proposer(s) will be notified in writing by the City. The Successful Proposer(s) shall be given the exclusive right for 15 days to finalize the terms of a contract with the City. If this deadline cannot be met, the City, in its sole and absolute discretion, reserves the right to extend the deadline or to rescind the acceptance and select from the remaining Proposals.

**AFTER OPENING OF ALL PROPOSALS SOLICITED BY THE NOTICE OF REQUEST FOR PROPOSALS AND THIS RFP, THE CITY MAY, IN ITS SOLE AND ABSOLUTE DISCRETION, REJECT ALL SUBMITTED PROPOSALS.**

**Exhibit 1**  
**Proposal Format**



## Proposal Format

All proposals must be submitted in original plus five (5) copies. Please mark the original, and number all copies (Copy 1 – 5). All copies shall be submitted in three ring binders, organized and indexed as follows:

### Tab 1 – Information on the Proposer

- A) Name, business address and contact information for the Proposer
- B) Name and contact information of the Proposer's principal point of contact to which questions or requests for clarifications may be directed to.
- C) Name, business address and contact information for all members of the Proposers teams including, but not limited to, providers of case management services, supportive service providers, and housing service providers using Schedule 1 (Project Team), attached hereto.
- D) Evidence of commitments from partner agencies or service providers, such as commitment letters or Memoranda of Agreement (MOA) that document each participating agency's responsibilities, deliverables, expected outcomes, and expected funding.
- E) Please describe your participation in Partners in Care. Specifically please describe your participation in any committees or leadership positions.

### Tab 2 – Experience and Capacity of the Proposer

- A) Narrative summary of the Proposer's experience in the following areas:
  - 1. Outreach services.
  - 2. The operations of shelter for homeless families and individuals.
  - 3. Supportive Service Programs for homeless families and individuals.
  - 4. Management and operation of residential property and/or shelters, including experience with renovations, repairs, and maintenance.
- B) Listing and statements of qualification for key members of the Proposer's team.
- C) Please complete Schedules A1 and A2 attached hereto.
- D) Proposer's audited financial statements for the past three (3) years.

### Tab 3 – Project Proposal

A) Estimated number and characteristics of clients to be served for each year in terms of individuals versus couples, chronically homeless versus non-chronically homeless.

B) Client Intake. Please describe Proposer's participation in the Hale O'Mālama coordinated assessment process. Please confirm Proposer's continued participation in Hale O' Mālama and Proposer's agreement that all clients accepted into this Project will be assessed using the VI-SPDAT common assessment tool. Please describe your proposed sources of referrals into the program and list participating outreach agencies.

C) Narrative description of the Proposer's plan to provide case management services to homeless individuals and couples. Please indicate the level of case management services to be provided to prospective clients and the frequency of case management contact with the client, the case management provider, and the sources of funding for case management services. Please include a MOA or other evidence of commitment with the case management provider(s) as required under Tab 1. Item D., above.

D) Narrative description of the Proposer's program of supportive services to be provided to clients. Please list the all providers of supportive services. Please include a MOA or other evidence of commitment with supportive services providers as required under Tab 1. D., above. Please indicate if participation in a program of supportive services will be required as a condition to receiving shelter and services.

E) Narrative description of Proposer's plan to transition clients to shelter, stable housing, or supportive housing in the community. Please describe any housing-related services to be provided to each client including, but not limited to, housing placement, landlord recruitment, security and utility deposits, moving assistance, and damage repair. Please affirm that rental assistance, if provided, shall be for a period not to exceed 4 months, and that prior to the offering of rental assistance, the case manager shall determine that the homeless client will have the resources and ability to maintain housing after rental assistance payments end.

F) Narrative of the Proposer's property management and operations plan. Please describe your staffing plan, plans for the operations and management of the Project, house rules, procedures for addressing requests for repairs and maintenance, fee schedule (if any), collection and reimbursement of deposits or rents as applicable, grievance procedures, and eviction procedures and policies. Please describe how food / nutrition will be provided to residents of the projects.

#### Tab 4 – Project Resources

A) Preliminary annual operating budget for the Project. The budget should itemize major cost items and identify the potential sources of operating revenue.

B) Preliminary budget for the use of funds to be provided to the City (please use format attached as Schedule 2).

C) Source of funds to leverage funds provided by the City.

**Tab 5 – Confidential Materials**

Please segregate behind this separate Tab and mark documents that the Proposer claims are confidential and state the basis for treating each document as confidential.





Hale Mauliola

Schedule 1  
Project Team

**Proposing Organization**

Name	Address	Contact	Title/Position	Phone	E-Mail

**Partner Agencies**

Name	Services to Provide	Contact	Title/Position	Phone	E-Mail

**\*\* Please attach letter of commitment or Memorandum of Agreement/Understanding for each Partner Agency.**

Hale Mauliola  
 Schedule 2  
 Budget Summary  
 Year 1

	City Funds Requested	Other Funding			Total
		Committed/ Secured	Not Committed	On Hand	
<b>Intake and Case Management Services</b>					
Client Intake Expenses					
Case Management					
<b>Supportive Services</b>					
Healthcare					
Substance Abuse Treatment					
Mental Health Care					
Other:					
Other:					
Other:					
Other:					
<b>Project Operations</b>					
Electricity					
Water					
Waste Disposal					
Security					
Project Management					
Accounting					
Other:					
<b>Housing Assistance</b>					
Short Term Rental Assistance					
Security Deposits					
Utility Deposits					
Housing Counseling					
Housing Search					
Other:					
<b>Program Administration</b>					
<b>Total</b>					

Hale Mauliola  
Schedule 2  
Budget Summary  
Year 2

	City Funds Requested	Other Funding			Total
		Committed/ Secured	Not Committed	On Hand	
<b>Intake and Case Management Services</b>					
Client Intake Expenses					
Case Management					
<b>Supportive Services</b>					
Healthcare					
Substance Abuse Treatment					
Mental Health Care					
Other:					
Other:					
Other:					
Other:					
<b>Project Operations</b>					
Electricity					
Water					
Waste Disposal					
Security					
Project Management					
Accounting					
Other:					
<b>Housing Assistance</b>					
Short Term Rental Assistance					
Security Deposits					
Utility Deposits					
Housing Counseling					
Housing Search					
Other:					
<b>Program Administration</b>					
<b>Total</b>					



**Exhibit 2  
Site Map**



**City & County of Honolulu**  
**Hale Maui'ola, Sand Island**

Aerial View



29 May 2015

**Exhibit 3**  
**Conceptual Site Plan**





**City & County of Honolulu**  
**Hale Maui'ola, Sand Island**

Perspective View

**GROUP 70**  
INTERNATIONAL  
29 May 2015