



Office of the Administrative Director – Financial Services Department

THE JUDICIARY • STATE OF HAWAII • 1111 ALAKEA STREET, 6TH FLOOR • HONOLULU, HAWAII 96813-2807
TELEPHONE (808) 538-5800 • FAX (808) 538-5802

Rodney A. Maile
ADMINISTRATIVE DIRECTOR

Suzanne Eghan
ACTING FINANCIAL SERVICES DIRECTOR

Brandon M. Kimura
DEPUTY ADMINISTRATIVE DIRECTOR

Date: August 10, 2018

To: All Interested Providers

From: Suzanne Eghan, Acting Financial Services Director /s/ Suzanne Eghan
The Judiciary, State of Hawaii

Subject: **Request for Information for General Civil Legal Services for Indigent Residents of the State of Hawaii, The Judiciary, State of Hawaii, RFI J19065**

The Judiciary, State of Hawaii is publishing this Request for Information (RFI) pursuant to Chapter 103F, Hawaii Revised Statutes, to obtain comments and suggestions from interested providers for the planned purchase of General Civil Legal Services for Indigent Residents of the State of Hawaii. Draft service specifications are attached to this RFI for your review, or are available through the Judiciary's website at <http://www2.hawaii.gov/jud> under "Doing Business with the Judiciary/Solicitations."

Persons or organizations interested in commenting about the draft specifications may submit, email, or postmark their comments by **August 16, 2018** to the program contact person:

Administrative Staff Attorney's Office
Lynn Inafuku
Phone: (808)539-4990; (808)539-4794
Email: Lynn.M.Inafuku@courts.hawaii.gov

Input received in response to this RFI may be incorporated into the specifications and be used in a formal Request for Proposals, tentatively scheduled for August 2018. (Note: The receipt of comments to this RFI will not be a pre-requisite to submit proposals for the subsequent RFP.) Contracts resulting from the RFP will be for the periods indicated in the service specifications.

Programmatic questions regarding this RFI shall be directed to the program contact person. All other RFI questions may be directed to Tritia Cruz in the Judiciary Contracts & Purchasing Office at 808-538-5805, or email Tritia.L.Cruz@courts.hawaii.gov.

Section 2

Service Specifications

2.1 Introduction

2.1.1 Description of the service goals

The goal of the requested service is to provide general civil legal services without charge to indigent residents of the State of Hawaii. Applicants must be able to provide general legal services in a variety of areas of the law, such as housing, government benefits, family law, and other legal issues encountered by indigent residents.

2.1.2 Description of the target population to be served

The target population consists of indigent residents throughout the State of Hawaii. “Indigent” means that clients’ income levels do not exceed 250 per cent of the applicable federal poverty level for Hawaii.

2.1.3 Geographic coverage of service

Service areas include the following:

First Circuit	Oahu
Second Circuit	Maui, Lanai, and Molokai
Third Circuit	Island of Hawaii
Fifth Circuit	Kauai

The applicant shall demonstrate actual capacity to provide the required services in the area(s) in which it is applying.

Applicants may propose to service clients in one or more geographic areas. Applicants are not required to submit separate proposals for each circuit/island. If an applicant proposes to service clients from one or more circuits/islands, the proposal shall indicate the specific services and capacities it is proposing for each circuit/island.

2.1.4 Probable funding amounts, source, and period of availability

State general funds in the total amount of \$450,000.00 are available during fiscal year 2019. Applicants shall propose funding amounts based on their best estimates for the cost of providing the services as described in their proposal. Applicants may submit proposals to receive funding for the entire \$450,000.00 or for amounts less than \$450,000.00. Applicants may also submit scalable proposals, e.g., for \$100,000.00, applicant can provide X services; for \$200,000.00, applicant can provide XY services; for \$450,000.00 applicant can provide XYZ services. The contract(s) awarded pursuant to this RFP shall be effective upon execution and shall remain in effect until June 30, 2019. Funds are only available for fiscal year 2019 (July 1, 2018 – June 30, 2019). Contingent upon appropriation by the legislature, however, the contract may be extended for an additional twelve (12) months.

2.2 General Requirements

2.2.1 Specific qualifications or requirements, including but not limited to licensure or accreditation

- (1) The proposed services must meet all required licensing or certification standards, provide assurances for fair hearing and grievance procedures for clientele, civil rights compliance, information and safeguarding practices, and provide proof of insurance coverage.
- (2) Four (4) sets (original plus 3 copies) of the completed proposal must be submitted to the Financial Services Division.
- (3) The applicant shall submit in a timely manner any additional information requested by the Judiciary to make a decision on applicant's proposal. The Judiciary may request an oral discussion or presentation in support of the proposal.
- (4) The applicant shall comply with Chapter 103F, Hawaii Revised Statutes, Cost Principles for Purchase of Health and Human Services which can be found on the State Procurement Office website by typing "Cost Principles" in the search box.
- (5) The applicant shall have an accounting system in compliance with generally accepted accounting practices.

2.2.2 Secondary purchaser participation

(Refer to HAR §3-143-608)

After-the-fact secondary purchases will not be allowed.

2.2.3 Multiple or alternate proposals

(Refer to HAR §3-143-605)

Allowed Not allowed

Applicants may submit scalable proposals as described in Section 2.1.4. Applicants who submit scalable proposals shall combine all proposals into one proposal (combined proposal). A combined proposal shall clearly state that multiple scalable proposals are being submitted and shall clearly delineate each separate proposal.

2.2.4 Single or multiple contracts to be awarded

(Refer to HAR §3-143-206)

Single Multiple Single & Multiple

Criteria for multiple awards: Awards will be based on the applicant's ability to provide necessary services in one or more of the geographic area(s) set forth in Section 2.1.3 above.

2.2.5 Single or multi-term contracts to be awarded

(Refer to HAR §3-143-302)

Single term (2 years or less) Multi-term (more than 2 years)

Contract terms:

The contract term will cover the period during Fiscal Year 2019 from execution of the contract until June 30, 2019. Funds are only available for this initial term of the contract. The contract may be extended for an additional twelve (12) months, subject to the appropriation and availability of funds and satisfactory performance of services by providers. Execution of a contract amendment is required to extend the contract for another term.

2.2.6 RFP Contact Persons

The individuals listed below are the points of contacts from the date of release of this RFP until the award of the contracts to providers.

For technical questions related to the Request for Proposals process, please contact the following individual:

Judiciary Contracts and Purchasing Office
Tritia Cruz
Phone: (808)538-5805; Fax: (808)538-5802
Email: Tritia.L.Cruz@courts.hawaii.gov

For programmatic questions regarding the requested services, please contact the following individual:

Administrative Staff Attorney's Office
Lynn Inafuku
Phone: (808)539-4990; (808)539-4794
Email: Lynn.M.Inafuku@courts.hawaii.gov

2.3 Scope of Work

The scope of work encompasses the following tasks and responsibilities:

2.3.1 Service Activities

Service activities shall consist of direct legal services provided by attorneys or attorney-supervised staff to indigent residents of the State of Hawaii in various civil matters, including but not limited to housing, applying for and/or maintaining government benefits, family/domestic issues, and consumer issues. Applicants must be able to provide legal services in multiple subject areas of the law, rather than specializing in specific areas. Services may include pro bono, judicial, and administrative advocacy and providing legal advice and information. "Indigent" means that clients' income levels do not exceed 250 per cent of the applicable federal poverty level for Hawaii.

2.3.2 Management Requirements (Minimum and/or mandatory requirements)

2.3.2.1 Personnel

- (1) All legal services shall be provided by attorneys licensed in the State of Hawaii, or by staff who are supervised by an attorney licensed in the State of Hawaii. Organizations that utilize volunteer attorneys to provide legal services shall ensure that the attorneys are accepted as volunteers through established procedures and that there is appropriate monitoring of the volunteer attorneys. Applicants' personnel must have the requisite training, knowledge, and experience to effectively resolve the problems of their clientele.
- (2) The applicant shall conduct a criminal history record check based on a search of www.ecrim.ehawaii.gov (Adult Criminal Conviction Information System, Hawaii Criminal Justice Data Center) for any officer, employee, volunteer or subcontractor who provides the services described in applicant's proposal. In addition, the applicant will conduct a search of the State and National Sex Offender Registries, <http://sexoffenders.ehawaii.gov> (State Sex

Offender Registry), and www.nsopr.gov (National Sex Offender Public Registry), for any officer, employee, volunteer or subcontractor who provides the services described in applicant's proposal. The record check shall be conducted at the outset of the contract period if such checks have never been conducted. A prior record check that was conducted within four (4) years of the effective date of the contract shall be valid. Results of all criminal history and sex offender registry record checks shall be maintained by the applicant and shall be available for the Judiciary to review. The applicant shall have a written plan for addressing any findings that result from a criminal history and/or sex offender registry record check of an officer, employee volunteer or subcontractor who provides described in applicant's proposal.

2.3.2.2 Administrative

Applicants must meet the following administrative requirements:

- (1) Must be duly organized in accordance with applicable laws.
- (2) Must be an organization with current and valid IRS 501(c)(3) status.
- (3) Have bylaws or policies that describe the manner in which business is conducted, and policies that relate to nepotism and management of conflict of interest situations.
- (4) Have procedures and guidelines that effectively screen for income eligibility and legal services requested.
- (5) Have sound financial management systems, a client grievance procedure, and a method of monitoring the quality of legal services provided.

2.3.2.3 Quality assurance and evaluation specifications

Applicants shall have a quality assurance plan which identifies the mission of the organization, what services will be provided, how they are delivered, and what standards are used to assess or evaluate the quality and utilization of services. Applicants shall agree that the Judiciary may conduct a program evaluation and/or audit to assess the legal services provided to indigent clients.

2.3.2.4 Output and performance/outcome measurements

Output measures: Applicants shall maintain a record of all clients served and services provided.

Outcome measures: Applicants shall utilize measurement tools by which effectiveness of the services may be determined.

2.3.2.5 Experience

Applicants must have demonstrated competence or qualifications to perform the required services. Applicants must have a minimum of one (1) year experience in providing civil legal services to indigent persons.

2.3.2.6 Reporting requirements for program and fiscal data

Applicants shall submit written periodic reports and a year-end report, summarizing output and outcome data, performance accomplishments, challenges and actual expenditures of funds. Periodic reports shall be due on January 31, 2019, and April 30, 2019. A year-end report shall be due on July 31, 2019.

Reports shall consist of information on the number of clients served, the services that were provided to clients, identification of any immediate problems, and plans for resolving the problems. If requested by the Judiciary, applicants shall be required to meet with Judiciary representatives to discuss matters relating to the contract.

2.4 Compensation and Method of Payment

The initial payment will be made during the last quarter of 2018 following execution of the contract, the second payment will be made in early 2019, and final payment will be made upon completion of the contract. Payment shall be made upon submission of an invoice to the Contract Administrator, certifying that services were performed in accordance with the terms of the contract, and upon submission of reports.

2.5 Contract Monitoring and Evaluation

The criteria by which the performance of the contract will be monitored and evaluated are:

- (1) Performance/Outcome Measures
- (2) Output Measures
- (3) Quality of Services
- (4) Financial Management
- (5) Administrative Requirements

END OF SECTION