



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

Terri L. Gearon
FINANCIAL SERVICES DIRECTOR

Daylin-Rose H. Heather
DEPUTY ADMINISTRATIVE DIRECTOR

Date: June 6, 2025

To: All Interested Providers

From: Terri Gearon, Financial Services Director /s/ Terri Gearon
The Judiciary, State of Hawaii

Subject: **Request for Information for Health & Human Services (103F, HRS) for Pre-Eviction Mediation for the Center for Alternative Dispute Resolution, The Judiciary, State of Hawaii**
RFI J26110

The Judiciary, State of Hawaii issues this Request for Information (RFI) pursuant to Chapter 103F, Hawaii Revised Statutes, to seek information and recommendations from interested providers for the planned purchase of Health and Human Services for The Judiciary to Provide Eviction Mediation for the Center for Alternative Dispute Resolution, The Judiciary, State of Hawaii.

Description of the goals of the service

Provide Hawaii landlords and tenants with neutral alternative dispute resolution (ADR) processes for early, party-driven, and efficient solutions for nonpayment of rent; and promote the use of ADR as an effective way to resolve disputes without litigation.

Description of the target population to be served

Hawaii landlords and tenants.

Geographic coverage of service

Service areas include the following:

First Circuit	O‘ahu
Second Circuit	Maui, Lana‘i, and Moloka‘i
Third Circuit	Island of Hawai‘i
Fifth Circuit	Kaua‘i

General Requirements

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

1. The applicant shall have licenses and certificates, as applicable, in accordance with federal, state and county regulations, and comply with all applicable Hawaii Administrative Rules.
2. The applicant must have demonstrated competence or qualifications to perform the required services.
3. The applicant shall have an accounting system in compliance with generally acceptable accounting principles.
4. The proposed service must meet all required state licensing or certification standards, provide assurances of fair grievance procedures for clientele, civil rights compliance, information safeguarding practices, and provide proof of insurance coverages as applicable.
5. The applicant shall submit in a timely manner upon request by the Judiciary, any additional information needed by the Judiciary to make a decision on the applicant's proposal. The Judiciary may request an oral discussion or presentation in support of the proposal. On-site visits may be made.
6. The applicant shall comply with Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/01/98), which can be found on the SPO website (See Section 5, POS Application Checklist, for the website address).

Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities (Minimum and/or mandatory tasks and responsibilities)

1. Applicant will provide mediation and related dispute resolution services ("mediation services") and administration of mediation services for appropriate

cases, as required by SB825 from the 2025 legislative session, at no cost for participants.

- a. Applicant will establish and maintain effective referral and intake services.
- b. Applicant will have a sufficient number of trained and qualified mediators

Written comments in response to the RFI shall be emailed to the Center for Alternative Dispute Resolution at cadr@courts.hawaii.gov.

The deadline for the receipt of comments is **12:00 p.m., HST, on Friday, June 20, 2025.**

PLEASE NOTE:

- Participation in the RFI is optional and is not required to respond to any subsequent procurement action a purchasing agency may take. Neither the purchasing agency nor interested parties responding have any obligation under the RFI.
- Neither the Judiciary nor any interested party responding to the RFI has any obligation under this process.
- The purchasing agency reserves the right to adopt or not adopt any recommendations presented in response to the RFI.
- This RFI does not commit the Judiciary to solicit or award a contract or to pay any costs incurred in the preparation of the information submitted. The Judiciary reserves the right to accept, reject, or utilize without obligation, any information submitted in response to this request.