



State of Hawaii
Department of Land and Natural Resources
Human Resources Office

REQUEST FOR PROPOSALS (RFP)

DLNR Job No. RFP 27-DOFAW-K1 Workplace Investigation, Kauai Island, Hawaii

Will be received up to and opened at the Date & Time as posted on
HANDS - Hawaii Awards & Notices Data System

The Department of Land and Natural Resources (DLNR), Human Resources Office, is requesting proposals from qualified applicants to provide investigation services to conduct a workplace investigation, specifically related to allegations of workplace misconduct.

Proposals shall be submitted via e-mail to michelle.b.delrosario@hawaii.gov with the subject line: *DLNR – Proposal for DLNR RFP 27-DOFAW-K1 Workplace Investigation*. If your files are large, please transmit via a file sharing platform. DLNR will not be responsible for lost or misdirected mail or delivery. Proposals shall be received at the above e-mail address by **Deadline (HST) as posted on HANDS**. Any proposals received after the proposal submittal deadline will be considered late and rejected. Mailed or hand delivered proposals will not be accepted.

Offerors are strongly encouraged to carefully read the entire RFP document and to verify that all required documents are submitted as described in Section 3.1, page 5.

Any questions related to this RFP may be emailed to Michelle Del Rosario at michelle.b.delrosario@hawaii.gov

Note: *It is the Offeror's responsibility to check the public procurement notice website, the request for proposals website, or to contact the RFP point-of-contact identified in the RFP for any addenda issued to this RFP. The State shall not be responsible for any incomplete proposal submitted as a result of missing addenda, attachments or other information regarding the RFP.*

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Section 1

INTRODUCTION, TERMS AND ACRONYMS, KEY DATES

1.1 INTRODUCTION

The Department of Land and Natural Resources (DLNR) is requesting proposals for investigative services by an applicant who has experience in conducting an impartial workplace investigation, specifically related to allegations of workplace violence and/or other workplace misconduct. The award of this project will be subject to the availability of funds.

1.2 CANCELLATION

The Request for Proposals (RFP) may be cancelled and any or all proposals rejected in whole or in part, without liability to the State, when it is determined to be in the best interest of the State.

1.3 TERMS AND ACRONYMS

BAFO	=	Best and Final Offer
CPO	=	Chief Procurement Officer
DLNR	=	Department of Land and Natural Resources
GC	=	General Conditions, issued by the Department of the Attorney General
GET	=	General Excise Tax
HCE	=	Hawaii Compliance Express
HOPA	=	Head of Purchasing Agency – DLNR Chairperson
PO	=	Procurement Officer – DLNR Fiscal Management Officer
RFP	=	Request for Proposals
State	=	State of Hawaii, including its departments, agencies, and political subdivisions

1.4 RFP SCHEDULE AND KEY DATES

The schedule represents the State's best estimated schedule. All times indicated are Hawaii Standard Time (HST). If a component on this schedule is delayed, the rest of the schedule will likely be shifted by the same number of days. Any change to the RFP Schedule and Key Dates shall be reflected in and issued in an addendum. The approximate schedule is as follows:

Release of Request for Proposals	<u>As posted on HANDS</u>
Deadline to submit questions	<u>06/29/2026, 2:30 PM HST</u>
Posting of questions & answers	<u>06/30/2026, 3:30 PM HST</u>
Proposal Submittal deadline	<u>As posted on HANDS</u>
Proposal Evaluations (approximate)	<u>07/07/2026</u>
Discussion with Priority Listed Offerors (if necessary)	<u>If applicable, 07/07/2026</u>
Best and Final Offer (if necessary)	<u>If applicable, 07/08/2026</u>
Notice of award (approximate)	<u>07/10/2026</u>
Contract start date (approximate)	<u>08/01/2026</u>

Section 2

SCOPE OF WORK / PROJECT OBJECTIVE

2.1 Scope of Work

All work shall be performed in accordance with this RFP, including attachments, and any addenda.

The scope of work involves conducting an investigation to gather facts and information related to cross complaints of misconduct in the workplace.

Number of allegations to investigate: Approximately 2

Number of interviews to conduct initially: 5 employees (may increase depending on information revealed during the investigative interviews)

Full Scope of Work with reports shall be completed within 60 billable hours.

The investigation will involve interviewing all parties involved, assessing the credibility of parties and their statements, and using the facts and information gathered to determine the findings of each allegation, and determining if any violations of workplace policies occurred. Facts, information gathered, and findings shall be presented in an investigation report for decision-making.

While it's not included in this scope, and may be requested at a later date, the investigator shall be available to answer questions and provide testimony related to the report. This additional work will be funded under a separate effort.

2.2 Project Objective

To prepare an investigation report to include, but is not limited to, facts, credibility assessment of witnesses, information gathered, and findings, for decision making.

2.3 Project Deliverable

Investigation report for decision-making. At a minimum, the report shall include facts, credibility assessment of witnesses, information gathered, and findings.

2.4 Time of Performance

The Offeror shall be available to start work within 2 weeks of the Proposal submittal deadline.

The Offeror shall complete interviews with involved parties within 2-4 weeks, depending

on the availability of the parties. The final report shall be completed within 2-4 weeks after completion of the interviews.

2.5 Qualifications and Experience

An Offeror must possess the following basic qualification and minimum experience:

- a. Have work experience in conducting workplace investigations specifically related to workplace misconduct, including preparation of investigations reports for decision-making purposes.
- b. Have past experience in investigating allegations of workplace misconduct for State, Counties, and other government employers in Hawaii.
- c. Must be available to answer questions and provide testimony related to the investigation process and contents of the report at a later date. If requested, this additional work will be paid for under a separate effort.

2.6 Multiple or Alternate Offerors

Pursuant to HAR §3-122-4, multiple or alternate offers are allowed from a company and shall be independent and submitted separately. Each offer submitted, even if from the same company, will be evaluated independently and shall not affect each other.

2.7 RFP Point of Contact

From the release date of this RFP until the selection of the successful provider(s), any inquiries and requests shall be directed to the sole point-of-contact identified below.

Michelle Del Rosario, Program Specialist
Division of Forestry and Wildlife
1151 Punchbowl Street, Room 325
Honolulu, Hawaii 96813
E-mail michelle.b.delrosario@hawaii.gov

Section 3

PROPOSAL FORMAT AND CONTENT

3.1 Proposal Format

To be considered responsive, the Offeror's proposal shall respond to and include all items specified in this RFP and any subsequent addendums. The proposal documents shall be submitted in the following order:

- a. Transmittal Letter See Section 6, Attachment 1, Official Offer Form OF-1. Unit price shall also be submitted on Official OF-1.
- b. Resume or Curriculum Vitae (CV)
- c. Anticipated start date of the investigation and anticipated date that the investigation report will be provided to the Employer for decision-making.
- d. List of work history based upon relevant workplace investigations that are necessary to complete the scope of work in this RFP. Include the following for each:
 - 1) Total number and nature of workplace investigations related to complaints of workplace misconduct;
 - 2) Number and nature of investigations for State agencies;
 - 3) Number and nature of investigations for Counties or other public employers;
 - 4) Client reference(s), title, and current phone number; and
 - 5) Amount of contract.
- e. An investigation report completed within the last two years and prepared by the Offeror. All confidential and personally identifiable information shall be redacted.

3.2 Required Review

3.2.1 Before submitting a proposal, each Offeror must thoroughly and carefully examine this RFP, any attachment, addendum, and other relevant document, to ensure Offeror understands the requirements of the RFP. Offeror must also become familiar with State, local, and Federal laws, statutes, ordinances, rules, and regulations that may in any manner affect cost, progress, or performance of the work required.

3.2.2 Should Offeror find defects and questionable or objectionable items in the RFP, Offeror shall notify the stated RFP Point of Contact in writing 3 days prior to the Proposal submittal deadline as stated in the *RFP Schedule and Key Dates*, or as amended. This will allow the issuance of any necessary corrections and/or amendments to the RFP by addendum.

3.3 Confidential Information

If an Offeror believes any portion of a proposal contains information that should be withheld as confidential, the Offeror shall request in writing nondisclosure of designated

proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal. Note that price is not considered confidential and will not be withheld.

3.4 Costs for Proposal Preparation

Any costs incurred by the Offeror in preparing or submitting a proposal are the Offerors' sole responsibility whether or not any award results from this RFP. The State shall not reimburse such costs.

3.5 Tax Liability

3.5.1 Work to be performed under this solicitation is a business activity taxable under HRS Chapter 237, and if applicable, taxable under HRS Chapter 238. Vendor is advised that they are liable for the current Hawaii GET rates as applicable. If, however, an Offeror is a person exempt by the HRS from paying the GET and therefore not liable for the taxes on this solicitation, Offeror shall state its tax-exempt status and cite the HRS chapter or section allowing the exemption.

3.5.2 Federal I.D. Number and Hawaii General Excise Tax License I.D. Offeror shall submit its current Federal I.D. No. and Hawaii General Excise Tax License I.D. number in the space provided on Offer Form, page OF-1, thereby attesting that the Offeror is doing business in the State and that Offeror will pay such taxes on all sales made to the State.

3.6 Receipt and Register of Proposals

Proposals shall be submitted via email to Michelle Del Rosario at michelle.b.delrosario@hawaii.gov and due on the date and time specified in the *RFP Schedule and Significant Dates*, or as amended.

3.7 Best and Final Offer (BAFO)

If the State determines a BAFO is necessary, it shall request one from the Offeror. The Offeror shall submit its BAFO and any BAFO received after the deadline or not received shall not be considered.

3.8 Modification Prior to Submittal Deadline or Withdrawal of Offers

3.8.1 The Offeror may modify or withdraw a proposal before the proposal due date and time.

3.8.2 Any change, addition, deletion or attachment(s) or data entry of an Offer may be made prior to the deadline for submittal of offers.

3.9 Mistakes in Proposals

When the Procurement Officer knows or has reason to conclude before award that a mistake has been made, the Procurement Officer should request the offeror to confirm the proposal. If the Offeror alleges a mistake, the proposal may be corrected or withdrawn pursuant to this section.

- 3.9.1 Once discussions are commenced or after best and final offers are requested, any priority-listed Offeror may freely correct any mistake by modifying or withdrawing the proposal until the time and date set for receipt of best and final offers.
- 3.9.2 If discussions are not held, or if the best and final offers upon which award will be made have been received, mistakes shall be corrected to the intended correct offer whenever the mistake and the intended correct offer are clearly evident on the face of the proposal, in which event the proposal may not be withdrawn.
- 3.9.3 If discussions are not held, or if the best and final offers upon which award will be made have been received, an Offeror alleging a material mistake of fact which makes a proposal non-responsive may be permitted to withdraw the proposal if: the mistake is clearly evident on the face of the proposal but the intended correct offer is not; or the Offeror submits evidence which clearly and convincingly demonstrates that a mistake was made.
- 3.9.4 Technical irregularities are matters of form rather than substance evident from the proposal document, or insignificant mistakes that can be waived or corrected without prejudice to other Offerors; that is, when there is no effect on price, quality, or quantity. If discussions are not held or if best and final offers upon which award will be made have been received, the Procurement Officer may waive such irregularities or allow an Offeror to correct them if either is in the best interest of the State. Examples include the failure of an Offeror to: return the number of signed proposals required by the request for proposals; sign the proposal, but only if the unsigned proposal is accompanied by other material indicating the Offeror's intent to be bound; or to acknowledge receipt of an amendment to the request for proposal, but only if it is clear from the proposal that the Offeror received the amendment and intended to be bound by its terms; or the amendment involved had no effect on price, quality or quantity

3.10 Campaign Contributions by State and County Contractors

HRS §11-355 prohibits campaign contributions from certain State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body.

Section 4

Evaluation Criteria

4.1 Evaluation Criteria

Evaluation criteria and the associated points are listed below. The award will be made to the responsible Offeror whose proposal is determined to be the most advantageous to the State based on the evaluation criteria listed in this section.

The total number of points used to score this contract is 100.

- 1) Competitiveness and reasonable of price. (10)
- 2) Qualifications and Relevant Experience
 - a. Capabilities of the Offeror, including, without limitation, relevant experience in conducting workplace investigations, specifically related to complaints of workplace misconduct and expertise in conducting activities necessary to successfully complete the scope of this project. (20)
 - b. Previous experience in investigating alleged workplace misconduct for State, Counties, and other government agencies in Hawaii (20)
 - c. A sample redacted workplace investigation report completed by the Offeror for an assigned workplace misconduct investigation for the State, County, or other government agency in Hawaii. (25)
- 3) Responsiveness to the requirements of this Request for Proposals. (25)

Section 5

CONTRACTOR SELECTION AND CONTRACT AWARD

5.1 Evaluation of Proposals

An evaluation committee of at least three (3) qualified State employees selected by the Procurement Officer, shall evaluate proposals. The evaluation will be based solely on the evaluation criteria set out in Section 4 of this RFP. The evaluation committee may also contact any references contained in any proposal.

Prior to holding any discussion, a priority list shall be generated consisting of offers determined to be acceptable or potentially acceptable. However, proposals may be accepted without such discussions.

If numerous acceptable and potentially acceptable proposals are submitted, the evaluation committee may limit the priority list to the three highest ranked, responsible Offerors.

5.2 Discussion with Priority-Listed Offerors

The State may invite priority listed Offerors to discuss with their proposals to ensure thorough, mutual understanding. The State in its sole discretion shall schedule the time and location for these discussions, generally within the timeframe indicated in *RFP Schedule and Key Dates*. The State may also conduct discussions with priority listed Offerors to clarify issues regarding the proposals before requesting Best and Final Offers, if necessary.

5.3 Method of Award

Award will be made to the responsible Offeror whose proposal is determined to be the most advantageous to the State based on the evaluation criteria set forth in the RFP. The notice of award, if any, resulting from this RFP shall be posted on the Hawaii Awards and Notices Data System (HANDS) website.

The State reserves the right to cancel the award of the contract for any reason, anytime, before the contract is fully executed and approved.

5.4 Responsibility of Offerors

Offeror is advised that in order to be awarded a contract under this solicitation, Offeror will be required to be compliant with all laws governing entities doing business in the State including the following chapters and pursuant to HRS §103D-310©:

1. Chapter 237, General Excise Tax Law;
2. Chapter 383, Hawaii Employment Security Law;
3. Chapter 386, Worker's Compensation Law;
4. Chapter 392, Temporary Disability Insurance;
5. Chapter 393, Prepaid Health Care Act; and
6. §103D-310©, Certificate of Good Standing (COGS) for entities doing business in the State.

The State will verify compliance on Hawaii Compliance Express (HCE).

The HCE is an electronic system that allows vendors/contractors/service providers doing business with the State to quickly and easily demonstrate compliance with applicable laws. It is an online system that replaces the necessity of obtaining paper compliance certificates from the Department of Taxation, Federal Internal Revenue Service; Department of Labor and Industrial Relations, and Department of Commerce and Consumer Affairs.

Vendors/contractors/service providers should register with (HCE) prior to submitting an offer at <https://vendors.hawaii.gov>. The annual registration fee is \$12.00 and the 'Certificate of Vendor Compliance' is accepted for the execution of contract and final payment.

Vendors/contractors/service providers are advised to register on HCE soon as possible. If a vendor/contractor/service provider is not compliant on HCE at the proposal submittal deadline, an Offeror will be excluded.

5.5 Public Examination of Proposals

Except for confidential portions, the proposals shall be available upon request for inspection upon posting of award pursuant to HRS §103D-701.

If a person is denied access to a State procurement record, the person may appeal the denial to the office of information practices in accordance with HRS §92F-42(12).

5.6 Debriefing

Pursuant to HAR §3-122-60, a non-selected Offeror may request a debriefing to understand the basis for award.

A written request for debriefing shall be made within three (3) working days after the posting of the award of the contract. The Procurement Officer or designee shall hold the debriefing within seven (7) working days to the extent practicable from the receipt date of written request.

Any protest by the requestor following a debriefing, shall be filed within five (5) working days, as specified in HAR §103D-303(h).

5.7 Protest Procedures

Pursuant to HRS §103D-701 and HAR §3-126-3, an actual or prospective Offeror who is aggrieved in connection with the solicitation or award of a contract may submit a protest. Any protest shall be submitted in writing to the Chairperson, Department of Land and Natural Resources, 1151 Punchbowl Street, Room 231, Honolulu, Hawaii 96813.

A protest shall be submitted in writing within five (5) working days after the aggrieved person knows or should have known of the facts giving rise thereto; provided that a protest based upon the content of the solicitation shall be submitted in writing prior to the date set for receipt of offers. Further provided that a protest of an award or proposed award shall be submitted within five (5) working days after the posting of award or if requested, within five (5) working days after the PO's debriefing was completed.

5.8 Approvals

Any agreement arising out of this offer may be subject to the approval of the Department of the Attorney General, and to all further approvals, including the approval of the Governor, as required by statute, regulation, rule, order, or other directive.

5.9 Insurance Requirements

A proof of certificate of liability insurance for general, auto, and workers compensation liability will be required. The certificate shall identify the State of Hawaii, Department of Land and Natural Resources, as an additional insured.

5.10 Payment Schedule

The State reserves the right to negotiate and establish, at time of contracting, a mutually agreeable payment schedule, including progress payments. For purposes of this RFP, a reserve of 5% up to 50% of the contract amount on all items will be kept and used as final payment and shall be paid under the following conditions:

- 1) Issuance of written notice that the products and services to be provided pursuant to the contract have been completed by selected Offeror;
- 2) Acceptance of the final work and services by the State;

- 3) Receipt of an original or certified copy of a tax clearance certificate issued by DOTAX and IRS, not over two-months old; and
- 4) All payments shall be in accordance with, and subject to, applicable provisions of Chapters 40 and 103D, HRS.

5.11 Invoicing and Payment Terms

Contractor shall e-mail their monthly estimate directly to the designated representative of the State after the State has notified the Contractor of acceptance of the project deliverables.

Section 103-10, HRS, provides that the State shall have thirty (30) calendar days from receipt of invoice or satisfactory delivery of goods or performance of services to make payment. For this reason, the State will reject any offer submitted with a condition requiring payment within a shorter period. Further, the State will reject any bid submitted with a condition requiring interest payments greater than that allowed by Section 103-10, HRS, as amended.

The State will not recognize any requirement established by the Contractor and communicated to the State after award of the contract, which requires payment within a shorter period, or interest payments not in conformance with statute.

5.12 Hawaii Business or Compliant Non-Hawaii Business Requirement

Offerors (vendors) shall be incorporated or organized under the laws of the State or be registered to do business in the State as a separate branch or division that is capable of fully performing under the contract, as stipulated in §3-122-112 HAR. A certified letter is not required prior to bid opening.

Section 6

ATTACHMENTS

- Attachment 1: OFFER FORM (OF-1)
- Exhibit A: AG-008 103D General Conditions