

RICHARD T. BISSEN, JR.
Mayor

LORI TSUHAKE
Director

JESSICA CROUSE
Deputy Director



DEPARTMENT OF HUMAN CONCERNS
COUNTY OF MAUI
2200 MAIN STREET, SUITE 546
WAILUKU, MAUI, HAWAII 96793
PHONE: (808) 270-7805

August 11, 2025

Honorable Richard T. Bissen, Jr.
Mayor, County of Maui
200 South High Street
Wailuku, Hawaii 96793

APPROVED FOR TRANSMITTAL

Richard Bissen 8-13-25

Mayor Date

For Transmittal to:

Honorable Shane M. Sinenci, Chair
Water Authority, Social Services,
and Parks Committee
Maui County Council
200 South High Street
Wailuku, Hawaii 96793

Dear Chair Sinenci:

SUBJECT: PILOT PROJECT USING COUNTY PARKING LOTS FOR HUMAN HABITATION (WASSP-1 (2))

Thank you for your correspondence dated August 8, 2025 requesting information regarding the Request for Proposal 24-25/P-171 relating to the Safe Parking Pilot Program. The Department's responses are below.

1. Please describe the process that was used to award the RFP.

The Request for Proposal (RFP) opened on March 24, 2025, and closed on May 16, 2025. A public meeting was held on April 8, 2025, to allow entities interested in applying to receive an overview of the RFP and ask questions. After the RFP period closed, the Department was forwarded two applications that were submitted to the Department of Finance by the deadline. The Department organized a review panel including 5 panelists who were each provided with a copy of the proposal materials and prepared scoring sheets. Both applicants were invited to participate in a 1.5-hour interview with the review panel. After careful consideration of the initial submissions and clarifying information obtained during the interviews, a request for a Best and Final Offer (BAFO) was sent to the applicants on June 20, 2025, with a response deadline of July 7, 2025. BAFO supplements were

distributed to the review panel; panelists then independently scored both proposals based on the criteria outlined in the RFP document. The applicant that received the highest score was selected for the award.

2. Please describe how the selected applicant's qualities compared with other applicants in awarding the RFP.

The selected applicant scored higher in all scoring categories except for the cost effectiveness category, in which the non-selected applicant received maximum points for presenting the cheapest cost proposal. The selected applicant more clearly articulated their experience, capacity, and plans for delivering a safe parking pilot program. The selected applicant was also more comprehensive in some aspects of their proposal. For example, the selected applicant provided a clear commitment to a 7 days a week operating schedule with stated operating hours while the non-selected applicant stated that while they intended to operate 7 days a week, Sundays and Holidays did not have a set operating schedule and were described as "flexible hours TBD based on participant needs and staffing availability (minimum partial coverage guaranteed)". As an additional example, the selected applicant clearly described their intended team members and how those employees would be able to take on the work of this program, while the non-selected applicant did not identify specific team members as available and committed to the program, indicated a need for expansion of staff onboarding and oversight, and stated a staffing model of "rotating shifts of trained residents, peer volunteers, and cross-trained participants." Overall, the evaluation committee determined that the selected applicant provided a clearer and more specific proposal.

3. Please list the services being offered by the selected applicant to fulfill the RFP contract requirements.

The RFP itself did not prescribe specific services that would be required, but did ask that responding applicants identify what services will be provided to participants. The Department intended to offer the applicants the opportunity to offer creative, "out of the box" programming, without being too prescriptive. The selected applicant stated that their sub-contractor will provide case management services to assist participants in navigating eligible entitlement benefit processes (including but not limited to the Supplemental Nutrition Assistance Program (SNAP) or Med-Quest health insurance), housing assistance, employment support, healthcare access, vehicle-related issue assistance, and assistance with off-site mail service. The selected applicant's BAFO described that daily operations will include the following: meeting with staff to assign clients and intentionally coordinate "care, services, referrals, collaboration, outreach of clients", complete daily reports so current participant status information remains current, and that staff will "be onsite during opening of the parking lot to assist and provide any services needed or requested".

Honorable Shane M. Sinenci, Chair
Water Authority, Social Services,
and Parks Committee
August 11, 2025
Page 3 of 3

4. Please identify the site location for the pilot project.

The selected applicant has arranged to utilize a portion of the Maui Economic Opportunity Puunene property, TMK #38006004000.

Thank you for the opportunity to provide this information. Should you have any additional questions, please feel free to contact me at Ext. 7805.

Sincerely,



LORI TSUHAKO, LSW, ACSW
Director of Human Concerns

WASSP Committee

From: Michelle L. Santos <Michelle.Santos@co.maui.hi.us>
Sent: Wednesday, August 13, 2025 2:20 PM
To: WASSP Committee
Cc: Cynthia E. Sasada; Erin A. Wade; Josiah K. Nishita; Kelii P. Nahooikaika; Jessica C. Crouse; kimberly.ferguson@co.maui.hi.us; loriann.tsuhako@co.maui.hi.us
Subject: MT#11176 Pilot Project Using County Parking Lots for Human Habitation
Attachments: MT#11176-WASSP Committee.pdf