

State of Hawaii
Department of Human Services
Social Services Division

Addendum No. 4

March 29, 2016

to

Request for Proposals (RFP)

SSD-16-POS-3010

FAMILY STRENGTHENING SERVICES

STATEWIDE

RFP Posting Date: February 25, 2016

REVISED

RFP Proposal Submission Deadline:

April 4, 2016, 4:30 p.m.

Hawaii Standard Time

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REQUEST FOR PROPOSALS (RFP)

SSD-16-POS-3010

FAMILY STRENGTHENING SERVICES

The Department of Human Services (DHS), Social Services Division, Child Welfare Services Branch is issuing this Addendum to add additional information and correct/revise the RFP as detailed below.

If you have any questions please contact:

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RFP Written Questions and Responses

1. Sections 1.23 (Page 1-11), 2.5 (Page 2-18), and 3.5, A. (Page 3-7)

Question: Lease of a Vehicle to travel to visits as well as provide transportation to families – is this an acceptable expense under this program?

Response: This seems acceptable as it's related to service delivery. Please refer to the Cost Principles on the SPO website for more specific information.

2. Section 2.1, F. (Page 2-3)

Question: Regarding funding, we are concerned that the per referral cost is low for Maui given the allocation for other challenged locations (Maui's cost per referral is listed at over \$400 less per referral than West Hawaii, for example). You mentioned that you looked at various costs and historical data in arriving at these amounts. Maui has received a high volume of referrals. In addition, FSS on Maui must serve the whole island, including remote areas of East Maui, such as Hana, and West Maui, including Honokahau Valley. Both of these sites can take over two hours of travel time on often substandard roads. There are uniquely high costs involved in mileage and time spent per family in order to serve these locations.

Response: Prior to or during the contract negotiation period, the DHS may review the funding amounts for each geographic area and may adjust them based on currently available funding.

The Applicant's proposal shall fully reflect the current RFP requirements, including the funding amount per geographic area. If the Applicant assesses that the RFP funding amount is insufficient to fully provide the required service array, the Applicant may also submit a proposed budget with a detailed explanation and sufficient foundation for the additional funding need. This option is not recommended, however, no points shall be deducted from the proposal evaluation score. If the Applicant is subsequently awarded a contract, any funding concerns shall be resolved during the contract negotiation period.

3. Section 2.4, A. (Page 2-7)

Questions: When an extension past the six months of service is needed, who does the provider request the extension from?

Response: The service shall be provide for up to six months from the referral date. Extensions may be made on a case-by-case basis with approval by the DHS. The Provider shall contact the POS Specialist regarding service extensions.

4. Section 2.4, B., 1., a. (Page 2-8)

Question: Creative outreach – are there any prescribed timelines for how long staff are to attempt to engage families who are either not engaging in services from the time of the referral or at some point during services disengage?

Response: There are currently no specified timeframes. It would be reasonable to consider up to 60 calendar days from the date of the FSS referral.

5. Section 2.4, B., 1., c. (Page 2-9)

Question: Is there an existing IPP form that we can have access to?

Response: There is no specified format at this time. The Applicant shall develop their format based on the RFP information.

6. Section 2.4, C., 3., i., 6) (Page 2-14)

Question: Please confirm the frequency of the background check for employees, I believe this was an issue that arose during the RFP meeting and clarification was to be provided.

Response: The timeframes are at initial hire, one year after hire, and every two years after that.

7. Section 2, Performance Measurement Forms A, B, and C (Pages 2-20 – 2-23)

- a. Question: Please confirm what was mentioned at the RFP meeting that we do not need to put our program goals into worksheets A, B or C. Is it enough to just include these worksheets without goals into the Application?

Response: Please see Addendum #3, #8 (page 11) and #3 below. Also, all goal numbers and percentages shall be considered when developing the service delivery and staffing pattern.

- b. Question: Form C, #4. Client Satisfaction Survey: It appears that the RFP asks that even clients who have *not* been willing to engage or meet should still be asked to fill out the survey. These clients would have no knowledge or experience with the services in these cases. Can you please clarify if this is the intent?

Response: This is now covered under the revised Performance Measurement Form C, #3. The intent is to survey families who have received telephone or face-to-face contact. Families may share their experience of the information received about the reporting process, FSS' response and overview, information/resources provided, options to participate, and general experience during the phone call.

RFP Corrections, Revisions, and Comments

1. Section 2.4, C., 6. (Page 2-15)

The following sentence was added to the end of the paragraph:

- e. The Provider shall allow the DHS access to any file upon request.

2. Section 2, Performance Measurement Form C

This page number was revised from 2-22 to 2-23.

- 3.** Please see the Performance Measurement Forms A, B, and C (revision #4) attachment posted as a separate Word document.