

State of Hawaii  
Department of Human Services  
Benefit, Employment and Support Services Division  
Child Care Program Office

## **Addendum #2**

**March 7, 2016**

**To**

**Request for Proposals**

**HMS 302-16-01-S**  
**Application/Payment Processing**  
**For DHS Child Care Subsidies**  
Date Issued: March 1, 2016

March 7, 2016

**ADDENDUM NO. 2**

To

**REQUEST FOR PROPOSALS  
Application/Payment Processing For DHS Child Care Subsidies  
HMS 302-14-01-S**

The Department of Human Services, Benefit, Employment and Support Services Division, Child Care Program Office is issuing this addendum to HMS-302-16-01-S, Application/Payment Processing For DHS Child Care Subsidies for the purposes of:

- Responding to questions that arose at the orientation meeting of <Date> and written questions subsequently submitted in accordance with Section 1-V, of the RFP.
- Amending the RFP.
- Final Revised Proposals

The proposal submittal deadline:

- is amended to <new date>.
- is not amended.
- for Final Revised Proposals is <date>.

Attached is (are):

- A summary of the questions raised and responses for purposes of clarification of the RFP requirements.
- Amendments to the RFP.
- Details of the request for final revised proposals.

If you have any questions, contact:

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## 2.1 Introduction

### F. Probable funding amounts, source, and period of availability

A maximum amount of **\$2,648,062.00** in total Federal funding is allocated for the initial contract period **July 1, 2016 – June 30, 2017**.

Allowable expenditures, in accordance with HRS Chapter 103F Cost Principles, incurred prior to the start of the contract period (July 1, 2016 or later), in order for services to start at the beginning of the contract period, may be included in the invoice submitted for expenses incurred during the first month of contract services rendered. No request shall be made or authorized for “start up” or “advance payment” prior to services delivered and expenses incurred.

The State, at its option, may extend this Agreement in writing, for four (4) additional State fiscal years or parts thereof, not to exceed a total of forty-eight (48) additional months of services up to and including **June 30, 2021**, upon mutual agreement in writing **subject to increase or decrease per State fiscal year** depending on contract operations, community need, the appropriation and availability of funding to DHS, and the State’s determination of satisfactory provider performance, or unless the Agreement is terminated. The Agreement may be terminated without liability to either DHS or the Provider in the event funds are not appropriated or available. The option to extend the services will be offered in writing by the DHS.

## 2.4 Scope of Work

The State of Hawaii, Department of Human Services, Benefit, Employment and Support Services Division (BESSD) intends to procure application/payment processing services to assist eligible families’ access DHS child care subsidies.

The scope of work encompasses the following tasks and responsibilities:

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

Provider shall:

...

- 42. Ensure that eligible subsidy families receive the Department’s contracted Child Care Resource and Referral consumer education services at time of intake interview;

### 4.3 Evaluation Criteria

#### B. Phase 2 - Evaluation of Proposal Application

##### 3. Service Delivery (55 Points)

*Evaluation criteria for this section will assess the applicant’s approach to the service activities and management requirements outlined in the Proposal Application. The evaluation criteria may also include an assessment of the logic of the work plan for the major service activities and tasks to be completed, including clarity of work assignments and responsibilities, carrying out the management requirements, and the realism of the timelines and schedules, as applicable. They include the extent to which the proposal:*

- Describes the program goals and objectives that are consistent with those identified in the RFP, overall program content and design, and demonstrate an understanding of the target group and provisions of services. \_\_\_\_\_
- Describes management oversight of the project, including clarity of work assignments and responsibilities at the various sites. \_\_\_\_\_
- Describes work plan for program implementation that is logical, reasonable, and attainable. \_\_\_\_\_
- Describes collaboration with DHS and other community resources. \_\_\_\_\_
- Demonstrates experience with and plan for handling customer service and complaints. \_\_\_\_\_
- Describes plan to process applications and redeterminations for ongoing cases while incorporating all required activities described in the scope. \_\_\_\_\_
- Describes plan for a smooth transition with uninterrupted service from the existing caseload maintained by the current Provider to the new Provider. \_\_\_\_\_
- Describes plans to promote access to child care services and subsidy program. \_\_\_\_\_
- Describes plans to ensure that eligible subsidy families receive the Department’s contract Child Care Resource and Referral consumer education services at time of intake interview. \_\_\_\_\_

- Description of plans to measure outcomes of required services and to evaluate the effectiveness of the program, including plans for use of this data for program improvement, including but not limited to:
  - Ensuring compliance with the output and performance/outcome measurements under 2.4.B.4;
  - Ensuring implementation of corrective action plans developed by the Department and ensuring improvement in areas identified as weaknesses for any audit findings from Federal audits;
  - Ensuring implementation of corrective action plans developed by the Department and ensuring improvement in areas identified as weaknesses for any audit findings from State audits;
  - Reducing the number and amount of overpayments issued to child care subsidy clients due to agency error; and
  - Ensuring adherence to Departmental policies and procedures by Provider’s staff in implementation of services and the drafting of reports to support the Department’s position in administrative appeal requests, hearings, and favorable decisions for the Department.

**4. Financial (10 Points)**

*Pricing structure based on cost reimbursement*

- Personnel costs are reasonable and comparable to positions in the community.
- Non-personnel costs are reasonable and adequately justified. The budget fully supports the scope of service and requirements of the Request for Proposal.
- Provides the most recent audit report.
- Demonstrated solid financial stability and accounting practices.
- Adequacy of accounting system.