

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

Addendum 1

April 7, 2016

To

Request for Proposals

RFP No. HMS-302-16-03-S
Child Care Resource and Referral
March 10, 2016

April 7, 2016

ADDENDUM NO. 1

To

**REQUEST FOR PROPOSALS
Child Care Resource and Referral
RFP No. HMS-302-16-03-S**

The Department of Human Services, Benefit, Employment and Support Services Division, Child Care Program Office is issuing this addendum to RFP Number HMS-302-16-03-S, RFP Title Child Care Resource and Referral for the purposes of:

- Responding to questions that arose at the orientation meeting of March 21, 2016 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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**Responses to Question Raised by Applicants
RFP No. HMS-302-16-03-S
Child Care Resource and Referral**

1. **Question:** Please address the following points regarding the State’s guidelines during inclement weather or other types of disasters on page 2-11:
- Does the State have a disaster plan that the Provider can use as a guideline?
 - Define, “same local vicinity”, as it pertains to the expectations that the Provider’s offices will remain open as long as local State offices remain open during inclement weather or a disaster.
 - How would Provider offices within the “same local vicinity” of State offices be expected to address emergency situations (i.e. tsunami warnings, flooding/flash flooding, fire hazards, building/facilities hazards etc.) that affect Provider offices and not affect local State offices?
 - Will DHS have an alert system in place to immediately notify the Provider 24/7 if the local State office will be open or closed during inclement weather or other types of disaster?

Response:

The Provider that is selected will be expected to coordinate with the Department for any office closures due to disasters or any other emergency situations, either prior to closure when advance notice is available or as soon as possible after closure occurs. For situations other than a statement issued to the media by the Governor’s office regarding State office closures, the need for an office closure is assessed on a case-by-case basis, dependent on the circumstances. Failure to coordinate with the Department may result in disallowed costs or other contractual remedies.

2. **Question:** May the Provider offer enhanced referrals (Provider conducts child care immediate vacancy search on behalf of the client) for a fee?

Response: The Provider must keep separate and not co-mingle, cost share, or leverage any services provided under this Agreement with any other services the organization offers that may generate additional private revenues for the benefit of organization.

Ref.: Section 2, 2.3, A.2.

The Provider must have a separate website address and separate phone number for any advertising or promotion of the fee-based services (e.g. “enhanced” referral) the Provider may offer that is not covered under services of this Agreement. The public and consumers of the CC R&R service provided under this Agreement shall not be marketed to or solicited for additional fee-based services the Provider may offer separately.

Example: A caller calls the Child Care Resource and Referral phone number that is promoted as the CC R&R service under this Agreement. The caller shall be provided with CC R&R services provided under the Agreement. If the Provider offers “enhanced” referral services for a fee, such fee-based services shall not be offered to any callers calling the CC R&R phone number that is operated under this Agreement.

3. **Question:** The outcomes listed under the Scope of Work appear to differ from the outcomes listed in the Quarterly Activity Report (QAR). Please clarify the expected outcomes:
- a. Child Care information: A minimum of 90% of callers receive R & R services, QAR outcome is proposed at an annual 75% receive R & R services.
 - b. Parent training information/consumer education: A minimum of 90% receive R & R services regarding parent training through child care programs and/or consumer education. QAR outcome: proposed annual is 100% for families needing information on programs.
 - c. Provider support development activities: minimum 100 providers receive info/referral in provider support/development activities. QAR outcomes for new and prospective providers requesting info is blank.

Response:

- a. The RFP QAR has been amended to reflect the same figure as the cited in the Scope of Work which is 90% and is part of this Addendum.
 - b. The RFP QAR has been amended to reflect the same figure as cited in the Scope of Work which is 90% and is part of this Addendum.
 - c. The RFP QAR has been amended to add this outcome and reflects the same figure as cited in the Scope of Work and is part of this Addendum.
4. **Question:** In the QAR, can the selected Provider self-determine the proposed annual goal for sections I and II? If not, how will these outcomes be determined?

Response: The Department will discuss with the selected Provider projected service needs and any feedback received (community, stakeholder, etc.) and determine the proposed annual goal for sections I and II.

5. **Question:** Would the other QAR outcomes that are currently set at 100% achievement be sufficiently met if clients were provided the information pertaining to the outcomes?

Response: Yes

6. **Question:** In the QAR, Section III Outcomes, “Number of child care providers that attend networking events hosted by the provider” is listed as 100%. Would this goal be sufficiently met if 100% of providers were notified of networking events?

Response: Yes

7. **Question:** The NACCRAware database only allows legally exempt programs such as A+ programs to be listed with limited data fields. Is it sufficient to provide information on program address, type, contact info, services offered and program website given that a program’s website most often contains the additional information that DHS would like provided such as accreditation, age of children served, transportation, eligibility criteria, fees and hours of operation?

Response: The applicant shall describe what information is collected by the database the applicant chooses to use for legally exempt programs such as A+ programs, and the Department will determine if the selected Provider will need to capture additional data elements separately for legally exempt programs such as A+ programs as needed for the services under this RFP.

8. **Question:** Are annual increase to the program funding possible?

Response: The maximum contract amount has already been increased for this RFP from prior contract periods. No additional increases will be provided.

Amendment to RFP No. HMS-302-16-03-S, Child Care Resource and Referral:

Page 2-18, 2.4 Scope of Work, B.4.a., Output and performance measurements

- Provider support/development activities. A minimum of 200 child care providers Statewide shall have received the requested child care information and referral services regarding provider support/development activities.

III. OUTCOMES

OUTCOMES	ACHIEVEMENT OF PROPOSED OUTCOMES				
	Proposed Annual	This Quarter		Cumulative YTD	
	% Achieved	% Achieved	# of Clients	%	#
Number of families or individuals whose need for child care needs were met through the R/R services	90%				
Number of eligible subsidy families provided consumer education services at time of subsidy intake interview who requested R/R services	90%				
Number of families or individuals whose need for information on various programs were met	90%				
Number of families or individuals whose need for information on IDEA were met	100%				
Number of families or individuals whose need for information on child care assistance were met	100%				
Number of child care providers that attended networking events hosted by the provider	100				
Number of prospective providers provided child care information and referral services	100%				
Number of prospective providers provided information and referred to family child care recruitment program	60%				
Number of child care providers and child care staff Statewide shall have received the requested child care information and referral services regarding the provider support/development activities	200				