

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

Addendum Number 1

Date Issued: August 14, 2006

To

Request for Proposals

RFP No. HMS 305-07-01-S

**RFP Title: Promote and Publicize Eligibility for Child
Care Subsidies**

Date Issued: July 21, 2006

August 14, 2006

ADDENDUM NO. 1

To

REQUEST FOR PROPOSALS

RFP No. HMS 305-07-01-S

RFP Title: Promote and Publicize Eligibility for Child Care Subsidies

The Department of Human Services, Benefits, Employment and Support Services Division, Employment/Child Care Program/Office, is issuing this addendum to RFP No. HMS 305-07-01-S, RFP Title: Promote and Publicize Eligibility for Child Care Subsidies, for the purposes of:

- Responding to questions that arose at the orientation meeting of August 1, 2006 and written questions subsequently submitted in accordance with Section 1-VI, 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
For RFP No. HMS 305-07-01-S
RFP Title: Promote and Publicize Eligibility for Child Care Subsidies

1. Question: May one contractor bid both scopes of work as outlined in RFP HMS-305-07-01 and RFP HMS 305-07-02-S?

Response: *Yes.*

2. Question: Section 2(III)(A)(4) of this RFP states: "The Contractor shall collect and forward the individuals' original completed and signed application form and supporting documents to the DHS Child Care "payments" Contractor and maintain data on completed applications." This implies that the "Outreach" Contractor is responsible for collecting the application and all supporting documentation before sending on to the "Payments" Contractor.

Response: *The implication is correct. The Contractor will issue the DHS child care application form, and receive the completed form with the supporting documents.*

3. Question: Section 2(III) of the Payment RFP states: "Contractor shall receive the file folders containing the individual child care application forms and supporting documents from the "Outreach" contractor; issue notices of incomplete information or notice of action taken on the child care application submitted by the families; This implies that the Payment Contractor may receive "folders" of incomplete information thus requiring a missing information letter to be sent. Who is responsible for collecting all supporting documentation to go along with the application, the "Outreach" Contractor or the "Payments" Contractor? What is the process for collecting information and who is responsible for which piece?"

Response: *The "Outreach" Contractor is responsible to collect all documentation that supports the information on the child care application form. If the "Payments" Contractor finds that supporting documentation is missing, the default is on the "Outreach" Contractor. The process: the "Outreach" Contractor packages a completed application, meaning that all parts of the DHS child care application form are completed by the applicant, and the package includes the documents that support the information. The "Outreach" Contractor is to help applicants address all parts of the DHS child care application form when requested, and query the applicants to provide complete information regarding monthly gross income from all sources, "activity" and family composition that are components of the child care eligibility requirements addressed in the DHS child care services rules 17-798.1 or any subsequent revision. This can include questions about other sources of income, working at more than one job, marital status, legal parents of the children, etc., and information on how to obtain the necessary documents. Suggestion: the "Outreach" Contractor could devise a "cover" checklist when submitting the application package to the "Payments" Contractor.*

4. Question: Upon receiving an application, does the contractor need to verify if the client has an existing active case or a closed case file? Would the contractor have

access to the HANA system to verify and/or add client to system to monitor and track application?

Response: *The "Outreach" Contractor does not need to verify if the applicant has an existing active case or closed file (the "Payments" Contractor will), and will not have HANA access.*

5. Question: Can you provide a break down of the past year with the number of applications received per island?

Response: *Average monthly child care applications received in FY 06 Statewide:*

*Maui: 75
Kauai: 35
E.Hawaii: 56
W.Hawaii: 33
Oahu: 252*

6. Question: What is the timeline for receiving documents for a completed application package? How many missing items letters do you require? What is the timeline for a household to submit missing documents?

Response: *The Contractor may set this; a reasonable period is 30 days.*

7. Question: At what point does the Contractor inform the family of the "Payment" Contractor? Can this follow-up be done by mail?

Response: *Information about the separation of duties can be shared in the beginning when publicizing and promoting the DHS child care subsidy program. The Contractor informs the applicant when (a) the Contractor determines that it is a complete child care application, and (b) the Contractor sends the completed application form and verifying documentation within one business day to the "Payments" Contractor. A dated letter to the applicant that contains this information and the relevant contact information re: the "Payments" Contractor can be copied and accompany the application package that the "Outreach" Contractor sends to the "Payments" Contractor.*

8. Question: What is your Quality Control process? What is your timeline for issuing results of your QA findings to the Contractor?

Response: *The DHS Quality Control staff looks for achievement of contract objectives by selecting a percentage of cases to review. The report is normally completed within 60 days after the end of the reviews.*

9. Question: Is the final summary report the same as the annual final written summary report in section (7) seven? If so, is it due 30 or 45 days after the end of the fourth calendar quarter?

Response: *The final annual written summary report of the program performance for the contract period is due 45 days after the end of each fiscal year (August 15th.)*

10. Question: What is the timeline for accepting applications and conducting outreach? Is the first payment amount for start up included in \$500,000.00 budget or is it a

separate allocation provided by DHS? If it is a separate allocation, what is your projected start-up budget? What is included in the start-up?

Response: *Applicants submitting proposals in response to this RFP should state the organization's proposed timeline in presenting its design of the services. There is only a reimbursement method and no advance payment for start-up cost when using federal funds. Start-up monies are included in the RFP amount; there is not a separate start-up allocation. Start-up costs include obtaining space and necessary furniture, equipment, and supplies to conduct the services being procured, advertising for employees, and hiring and training them.*

11. Question: May the contractor co-locate this program in the existing POD office location?

Response: *The State has not made a provision for this accommodation. Applicants must secure their own facilities.*

12. Question: does the State anticipate any start-up costs? Should this be included in the proposal?

Response: *Please see response to item #10, above.*

13. Question: What is the average monthly Statewide caseload, by county?

Response: *Please see response to item #5, above.*

14. Question: What are the current outreach effort activities? How many State FTE staff are focused on this effort?

Response: *Much of the information about the DHS child care subsidy program is distributed via internal announcements to DHS units where clients are likely to be eligible for the subsidies and may now receive payments, and through brochures. These units have a supply of the DHS child care brochure for distribution. The information about DHS child care is available also on the DHS website and through preschools and community organizations interested in child care issues, including the members of the DHS Child Care Advisory Committee who represent different businesses and islands, private non-profits, the military and other governmental programs, family and group child care providers, Child Care Resource and Referral, advocacy groups, etc. No DHS staff is exclusively dedicated to this function.*

15. Question: Please confirm that the budgeted amount of \$500,000 account is for the 9 month initial contract period? If the contract was extended for a second and third year, will that amount be prorated over a full year (i.e., 12 months)? Can those contract amounts be increased to account for the 12 month period?

Response: *The \$500,000 is available for the initial contract period, and includes the start-up cost that is reimbursable. The start-up cost for the purchase of furniture and equipment will be deducted from consideration of the contract amount for a succeeding 12-month State fiscal year of operations. The RFP page 2-3 item "F" provides information that the services are subject to increase or decrease per State fiscal year, and are dependent on certain conditions.*

- 16. Question:** Will the DHS provide the child care application form? If so, could we please be provided with a copy of the form?
Response: *A copy of the child care application form (DHS 911) is attached.*
- 17. Question:** Will DHS provide training to the selected vendor? For what duration? Will this training be repeated each year of the contract?
Response: *DHS will provide the initial training of child care eligibility conditions, estimated to be conducted in one day. The Contractor is to provide training to any new hires thereafter. Should child care eligibility information change, the DHS will provide the information to the Contractor in writing, and/or offer refresher training.*
- 18. Question:** What are the outcome measures that will be used to determine bonuses and penalties?
Response: *They are as follows: (a) the number of completed applications received, and (b) the timeliness of submitting the completed applications to the "Payments" Contractor. An organization interested in submitting a proposal must define for DHS how the completed applications received will be sent to the "Payments" Contractor by the next business day. Please see revised page 3-5 of the RFP.*
- 19. Question:** Will the selected vendor be provided access to HAWI? If so, what type of access (full, read only)?
Response: *HAWI access is not necessary to the delivery of the "Outreach" services, and will not be provided to the Contractor. The Contractor is to publicize and promote the DHS child care subsidy program to encourage potentially eligible families to apply for the subsidy.*
- 20. Question:** During the bidders conference on August 1st, it was mentioned that DHS had performed a survey of child care subsidy participants to learn how they heard of the program. Could DHS share the results of the survey with us?
Response: *The "Parent Satisfaction" survey was conducted in 1996 when staff in the DHS Child Care Licensing Units processed child care payments under different child care rules, and issued benefits in checks rather than via an electronic system. A major finding was that almost 50% of the respondents learned about the child care subsidy program through word-of-mouth contacts (friends, relatives, and neighbors); approximately 10% from DHS staff, and another 15% from their child care providers. The outdated survey is no longer available.*
- 21. Question:** Will it be the responsibility of the selected vendor to develop their own case management tracking system, and that the State will not be providing access to one?
Response: *It is the responsibility of the Contractor to track its contract activities and objectives. The DHS does not have a tracking system for promoting and publicizing child care outreach efforts.*
- 22. Question:** On page 2-5, under III (Scope of Work), A.1., the last sentence states, (See Attachment E for description of basic outreach activities.) We did not locate an

Attachment E in the RFP document that was provided. Please advise if this is missing or if we have overlooked this Attachment.

Response: *It should state Attachment "D"; there is no "E."*

RFP No. HMS 305-07-01-S
RFP Title: Promote and Publicize Eligibility for Child Care Subsidies is amended as follows:

<i>Subsection Page</i>		
Section 1, Administrative Overview		
None.		
Section 2, Service Specifications		
I (C)	2-2	Measurable objectives are reduced to two: 1) Receive 250 completed application forms and supporting documentation monthly, and 2) Forward to the child care payment unit completed applications and supporting documents within one business day after receipt. Other objectives originally listed are relegated to description of activities in Attachment "D."
I(D)	2-3	Monthly outreach services delivered is expected to be to an estimated 450 families Statewide.
III(A)(1)	2-5	Outreach to 450 families monthly. Statewide. See Attachment " D, not E. "
III(B)(2)	2-7	<u>Staffing</u> . Explain attrition back-up plan.
III(B)(7)	2-10	<u>Annual</u> : 45 days.
Section 3, Proposal Application Instructions		
V (A)	3-4	Pricing Structure: there may also be a 5% penalty imposed if certain outreach efforts are not met.
V(A)	3-5	<u>Bonuses:</u> 1. Completed applications received exceed: 250/month (100%) = 5% bonus 2. Completed applications forwarded: In 1 business day: (100%) = 5% bonus <u>Penalties:</u> 1. Completed applications received are less than: 225/month (90%) = 5% penalty 2. Completed applications forwarded: After 1 business day = 5% penalty

Section 4, Proposal Evaluation

No Changes

Section 5, Attachments

D Step 4

Add: A completed application is one that addresses all parts of the child care application form, contains all supporting documentation, and is signed/dated by the applicants. It is to be date-stamped upon receipt by the Contractor.

D Step 5

Add: Contractor submits the completed application and supporting documents to the "Payments" Contractor with a copy of the dated letter sent to the applicant that provides the contact information for the "Payments" Contractor.