

State of Hawaii
Department of Human Services
Benefit, Employment and Support Services Division
Financial Assistance Program

Addendum 1

To

Request for Proposals

**RFP No. HMS 305-11-01-S
Application/Payment Processing For DHS Child Care
Subsidies**

Date Issued: April 21, 2011

April 21, 2011

ADDENDUM NO. 1
To
REQUEST FOR PROPOSALS
Application/Payment Processing For DHS Child Care Subsidies
RFP No. HMS 305-11-01-S

The Department of Human Services, Benefit, Employment and Support Services Division, Child Care Program Office is issuing this addendum to RFP Number HMS-305-11-01-S, Application/Payment Processing For DHS Child Care Subsidies, for the purpose of:

- Responding to questions that arose at the orientation meeting of April 8, 2011 and written questions subsequently submitted in accordance with Sections 1-5, 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 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, please contact:

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Responses to Questions Raised by Interested Parties For:

RFP No.: HMS 305-11-01-S

RFP Title: Application/Payment Processing For Child Care Subsidies

1. **Question:** Can you provide a per island breakdown of the estimated total 5,000 client families around the state?

Response: Of the approximately 5955 currently active cases, 3676 are on Oahu, 327 are on Kauai, 1330 are on the Big Island, and 622 are on Maui (including Lanai and Molokai).

2. **Question:** Of the approximately 5,000 clients, how many are Limited English Proficiency speakers?

Response: 505 child care clients have been identified as Limited English Proficient. In addition, data from July 2010 to March 2011 indicates that approximately 7-10 clients are requesting interpreter services per month. From an expenditure standpoint, the current contractor billed DHS \$5,312.50 for interpreter services.

3. **Question:** At the informational meeting and on the RFP, the 90% “compliance” benchmark did not only mean that the client was paid the right subsidy amount. In order for the contractor to be compliant, e.g. application completed within 30 days, all forms must be completely filled out and signed, etc. Do you have one check list that states everything that is needed for DHS to indicate that the client is “compliant”? What makes a “complete” case file?

Response: The child care case record may contain the following documents/forms. This list is not all inclusive and is being provided to give interested applicants a general idea of what forms/documents are used in processing child care applications and maintaining child care cases. Please note that child care situations/cases vary, and the following forms may not be applicable for each case.

DHS 910	Application Cover Letter
DHS 911	Application for Child Care Services
DHS 912	Notification of Intake Interview
DHS 912A	Request for Additional Information Letter
DHS 912B	Post Intake Interview Request for Additional Information
DHS 914	Self Employment Self Certification Form
DHS 915	Parent/Adult Caretaker Disability Report
DHS 916	Parent/Guardian Rights and Responsibilities
DHS 918	Child Care Certificate & Provider Confirmation Form
DHS 919	Health & Safety Guidelines For Child Care Program
DHS 920	Child Care Services Worksheet
DHS 921	Notice of Disposition of Application for Support Service Payments
DHS 922	Notice of Payment
DHS 921	Notice of Disposition of Application for Support Service Payments

DHS 922	Notice of Payment
DHS 923	Designated Provider Payment Client Acknowledgement Form
DHS 924	Child Care Provider Receipt and Verification of Services, or provider issued receipts for child care services
DHS 927	Simplified Report Form
DHS 948	Consent to Release for Background Clearances and Dispositions of Findings
DHS 1263B	Report of Earnings
DHS 1273C	Report of Employment Earnings
DHS 1465	Consent to Release Information from the Case Record
DHS 1466	Consent to Release Information to the Department

Other documents related to child care services and interdepartmental referral forms

DHS 602	HARI Overpayment/Revision Claim Report
DHS 925	Notice of Overpayment Reimbursement
DHS 926	Promise of Payment
DHS 990	Notice of Termination or Reduction of Supportive Service Payment
DHS 991	Request for Administrative Appeal
DHS 1243	A+ Referral
DHS 1257	IM/FTW Change Report Form
DHS 1458	Information & Referral Form
DHS 1474	Investigative Referral
DHS 1482	Denying fair hearing
DHS 1527	Contact log

Verification to determine initial and continued eligibility such as copies of birth certificates, Social Security Number cards, Hawaii Driver's License, passports, permanent residency cards, pay stubs, school registration, , court decree, written proof of job offer, foster home license, etc. would also be a part of the case record.

Also, the child care application is defined as processed and meeting the 90% performance benchmark when the interview is completed, the correct disposition is approved, denied, discontinue, or terminated and the correct payment is issued within 30 days of receipt of application with the correct benefit amount issued. In addition, the cases must have all the required eligibility forms, verifications and documentations to determine eligibility and correct benefits. Required eligibility forms are the following: signed and dated child care application form (DHS 911) or Simplified Report Form (DHS 927) for on-going cases; proof of citizenship and residency; unexpired Provider Certificate and Confirmation Form (DHS 918); unexpired background clearance forms (DHS 948); proof of income and activities such as pay stubs and school/work schedules; and child care receipts and invoices. Please refer to page 2-12 of the RFP.

4. **Question:** If contracted, would the provider be allowed to bill in July for start-up costs incurred in June in order to be ready for the July 1 start date? Examples of start-up costs are: hiring and training staff, purchase of computers and office furniture, etc.

Response: Yes.

5. **Question:** Do RFP applicants need to provide letters from DHS partners, e.g. social workers, EW workers, etc. to demonstrate our partnerships or how we work with the different branches of your agency? Or is it okay to just describe these partnerships?

Response: Letters from DHS partners are not required. A description of the partnerships is sufficient.

6. **Question:** If awarded as the contractor, how does the State see the start-up phase being implemented, so that there will be an orderly and smooth transition between providers? What flexibility would be permitted in the start-up phase, given the constraint of DHS staff resources for training and the time required to establish case files for the transfer of current clients?

Response: DHS intends to have an orderly transition period. The DHS standard procedure is to extend the current contract for a period of time as determined by DHS to have the existing caseload maintained by the current contractor while the new contractor is setting up during the start up period.

7. **Question:** Does DHS have a template for the work plan that's required as part of the Service Delivery section in the RFP? Or a sample?

Response: DHS does not have a work plan template or a sample. Proposals become public record when the solicitation is awarded. Anyone may browse the State Procurement Office (SPO) website for closed RFPs and contact one of the state agencies and request to view a specific proposal under the Freedom of Information Act by completing the Office of Information Practice (OIP) Form 1, Request to Access Government Access to see a sample of a work plan from the proposals that were prepared by others.

8. **Question:** On page 2-10 of the RFP, it states that: "The DHS will purchase servers, computer packages, and printers, as needed. After the award is made, the DHS will arrange for the necessary connections to the DHS information systems. The contractor has to be on the Department's dedicated network, thus, the Contractor cannot access through its own browser." At the RFP information meeting, it was stated that the Contractor is responsible for purchasing the computers. But what does "computer package" mean? Does this mean the computers, routers, and network switches? And who will install the computer network?

Response: DHS plans to use any existing computer equipment, printers that the current contractor is already using to operate the child care subsidy program. The contractor will only purchase additional new computer equipment if the existing ones are no longer in working condition, must be replaced or not sufficient. Computer package includes computers, routers and network switches. Our Office of Information Technology staff is responsible to install the computer network.

9. **Question:** Based on our past experience, it takes up to one to two months to install the frame relay system. How will we be able to startup on 7/1/11 as required in the RFP if we may not have access the HANA system?

Response: BESSD will collaborate with the Office of Informational Technology (OIT) staff to install the hardware, software and configure the system to ensure an orderly transition. If necessary, the current contract may also be extended for a period of time as determined by DHS to have the existing caseload maintained if there is a delay in the start-up date.

10. **Question:** When will the DHS HANA trainings be scheduled so that the contractor's staff will have access to HANA by 7/1/11?

Response: At present, the Staff Development Office (SDO) has been scheduling trainings on an "as needed" basis. The Contract Monitor will make arrangements and schedule trainings with SDO as soon as the contract is executed. If for any reason SDO staff needs assistance to train new child care staff immediately, Program Office staff will coordinate and collaborate with SDO staff. Program Office staff will assist with policies and procedures training and SDO staff will do the system training to ensure that the new hires are trained as soon as the contract is executed.

11. **Question:** Will DHS consider part time support positions in rural locations with small caseloads while ongoing cases are maintained from partnering offices in the same county?

Response: DHS will consider all proposals on how services will be delivered to rural areas. The proposals will then be evaluated and the evaluation will be based on the criteria described in Section 4 of the RFP.

12. **Question:** Please clarify how the penalty clause is applied. Are the cases reviewed those that were processed and maintained during the contract period? What happens if the cases that are transferred over to a new contractor had errors? Also, what if an on-going case was received by the contractor or transferred to the contractor contained errors, is the contractor held responsible for those errors?

Response: The contractor will be held responsible for errors resulting from any applications and Simplified Report Forms issued and processed by the contractor within the contract period.