

State of Hawaii  
Department of Human Service  
Benefits, Employment and Support Services Division  
Employment and Training Program Office

**Addendum #2**

**August 12, 2011**

**To**

**Request for Proposals**

**RFP No. HMS 903-12-01-S  
Statewide Case Management,  
Vocational Rehabilitation,  
Employment, and Support Services for  
Temporary Assistance for Needy Families (TANF)  
Households**

**July 25, 2011**

August 12, 2011

**ADDENDUM NO. 2**

To

**REQUEST FOR PROPOSALS**  
**Statewide Case Management, Vocational Rehabilitation, Employment, and Support**  
**Services for Temporary Assistance for Needy Families (TANF) Households**  
**HMS 903-12-01-S**

The Department of Human Services, Benefits, Employment and Support Services Division, Employment and Training Program Office is issuing this addendum to HMS 903-12-01-S Statewide Case Management, Vocational Rehabilitation, Employment, and Support Services for Temporary Assistance for Needy Families (TANF) Households for the purposes of:

- Responding to questions that arose at the orientation meeting of August 3, 2011 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  
For HMS 903-12-01-S Statewide Case Management, Vocational Rehabilitation,  
Employment, and Support Services for Temporary Assistance for Needy Families  
(TANF) Households

1. **Section II.E Geographic Coverage of Service does not list the island of Lanai in any of the service areas; does this RFP include services to the target populations residing on Lanai?**

No, it does not.

2. **What is the current per person caseload for TAONF (2 parent) population?**

- a. The term "TAONF" is not used anywhere in this RFP. The applicant should use the terms defined in the RFP on page 2-2, e.g. two-parent households, non-citizen households, or other work eligible households.
- b. The caseload per person is proposed by the offeror. The Department has provided the data for the total target populations in this RFP.

3. **What is the State's ideal caseload ratio for the target populations: TAONF? VR? Non-Citizens? Is there a desirable/minimum/recommended staff/client ratio?**

Refer to answer 2a. The Department will consider any staff/client ratio proposed by the offeror if it appears reasonable and designed to meet the need of the service.

4. **Please provide the number of TAONF parents who use State-funded childcare by service area including separate numbers for Maui, Molokai and Lanai?**

The Department funds all the child care support services for the FTW program and it has no impact upon the services sought under this RFP.

NOTE: The geographic coverage for service (or service area) is statewide.

5. **How much did the previous contractor spend on interpreter services per service area including separate numbers for Maui, Molokai and Lanai?**

The current averaged cost for interpreter services is approximately \$1275 per month based on the overall cost over a 10 month period.

6. **What percentage of TAONF households listed in the household count in the RFP are non-citizen household?**

The average number of two parent households that are non-citizens is close to 50% statewide.

**7. Please provide the non-citizen household count by service area including separate numbers for Maui, Molokai and Lanai?**

The approximated number of two parent households that are non-citizens on Maui is 44%. We do not have data available at this time for Molokai and Lanai.

**8. What is the current percentage of TAONF participants enrolled in unsubsidized employment by service area including separate numbers for Maui, Molokai and Lanai?**

At this time, the available data extracted by the Department for that purpose is not broken down by federal and state funded households.

**9. What is the current percentage of TAONF participant enrolled in all other activities by service areas including separate numbers for Maui, Molokai and Lanai?**

Refer to answer 8.

**10. Are participants in long-term substance abuse or mental illness treatment subject to WPR 50% work participation rate?**

Yes they are subject to the 50% work participation rate, however, the Department has identified some of these individuals as other work eligible individuals subject to lesser than DRA defined participation requirements.

**11. Do proposers need to budget monies out of the RFP Probable funding amount for Transitional Support Services?**

No. Transitional Support Services are funded by the Department.

**12. Section II.B.7a. Program Reporting Requirements for VR households requests (9) the number of clients with physical disability; (10) the number of clients with psychological disability; and (11) unduplicated number of clients with both physical and psychological disability. Would a client with both physical and psychological disabilities be included in the reporting for (9) the number of clients with physical disability and (10) the number of clients with psychological disability in addition to (11) unduplicated number of clients with both physical and psychological disability.**

On average, most VR households will have a primary diagnosis (either physical or psychological) and will be counted without duplication in one or the other

category. In rare cases, a VR household may have a dual primary diagnosis (both physical and psychological disability) and will **only** be reported under the item: “unduplicated number of clients with both physical and psychological disability”.

- 13. What is the average pay rate (hourly or annually) for current case managers providing services under the existing case management contract?**

Vendors remunerate case managers pursuant to their agency’s human resources policies, and in accordance with a Department approved budget.

- 14. Are indirect costs allowed? If so, if there a cap on those costs?**

Please refer to “Cost Principles” as cited in Section 1, Item II for a description of allowable indirect costs. For all TANF funded contracts, indirect costs may not exceed 15% of the overall contract budget.

- 15. Can you please provide the sign-in sheet from the Orientation Meeting that was held on August 3?**

The item is not a part of the RFP. Requests for this information may be submitted in writing to the Department utilizing the “Request to Access a Government Record” available from the Office of Information Practices. The forms are available at <http://www.state.hi.us/oip/forms.html>.

- 16. On page 2-1 of the RFP, it states that an RFI was released on June 2, 2011. This RFI received three (3) responses received by the deadline of June 9, 2011. Can you please list the three parties that responded to the RFI? Could the Department share anonymously the three comments that were submitted through the RFI process?**

Please refer to question 15.

- 17. At RFP orient meeting, it was mentioned that contractor’s employees must provide copy of insurance coverage. Please confirm required limits of coverage for personal automobile insurance.**

In accordance with Section 1, Item VIII. K. (page 1-7 to 1-8), Automobile coverage limits are \$1,000,000/person and \$1,000,000/occurrence for Bodily Injury and \$1,000,000/accident. “Automobile liability insurance shall include excess coverage for the Contractor’s employees who use their own vehicles in the course of their employment.” The contractor is required to maintain automobile liability insurance for employees who are required use their automobile to perform their work requirements.

**18. What is the current overall participation rate in servicing work eligible individuals?**

As stated in Section II, Item III.B.4d (page 2-16), the Department requires an overall work participation rate of 50% of the population targeted in this RFP.

**19. What is expected role that contractor would have with DVR?**

None is required by the Department.

**20. Is there a breakdown of type of disability of current Other Work Eligible Households?**

Qualifications for other work eligible individuals are found in Hawaii Administrative Rules (HAR) §17-794.1-5.

**21. What are system requirements to use the HANA system?**

Contracted staff would be required to complete training provided by the Department prior to their use of the HANA system. The Department provides system access corresponding to the individuals' position once training is completed.

**22. Equipment – will all network equipment, computers and printers be purchased, and installed, outside the appropriation for the contracted services?**

As stated in the RFP in Section 2, Item III.B.2 Equipment on page 2-15, "The selected PROVIDER must be on the Department network, therefore, the Department will purchase network equipment, computer packages, and printers, as needed." This does not include printers. Thus, the costs for listed items, with the exception of printers, will be outside of the appropriation for the contracted services.

**23. It appears that this RFP is asking for a contractor to provide a set of services that were previously done by the State and/or via separate contracts for discrete services. How many separate contracts does the State currently have (or previously had) for services included in the RFP? Is there an available list of the providers that are currently doing these services, or were recently doing these services?**

All of our current contracts are listed in the contracts database for health and human service contracts maintained by the State Procurement Office. The database can be accessed using the following web address: <http://hawaii.gov/spo2/health/contracts/>.

- 24. To reiterate what was asked [today], there is no one current provider doing all that is requested in the RFP?**

This is a new solicitation covering the needs expressed by the Department.

- 25. What is considered to be a TANF exit? Is there a time line of how long they need to be in the program to be exited?**

The term "TANF exit" is not used in this RFP and we are not clear as to its meaning within the question posed.

- 26. Please provide a copy of or location where Hawaii Administrative Rules 17-756.1 can be found. This particular HAR is referenced on page 2-5 of the RFP; however, the HAR could not be found through a search of the Department's website or through calls to the Legislative Reference Bureau and Lt. Governor's office.**

The Hawaii Administrative Rules (HAR) citation is incorrect. The corrected reference is to HAR§17-656.1.

- 27. Are the following DHS forms used in the bio-psychosocial assessment (RFP, p. 2-11, paragraph 4): DHS 710, 712, 715, 755?**

A detailed description of all required forms will be provided during Department training and through a Department policy and procedure manual.