

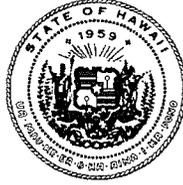
State of Hawaii  
Department of Human Services (DHS)  
Benefit, Employment & Support Services Division  
Employment/Child Care Program Office

## **Request for Proposals**

### **RFP No. HMS 302-14-01-S Preschool Open Doors (POD) Child Care Services**

August 1, 2013

**Note:** *It is the applicant's responsibility to check the public procurement notice website, the request for proposals website, or to contact the RFP point-of-contact identified in the RFP for any addenda issued to this RFP. The State shall not be responsible for any incomplete proposal submitted as a result of missing addenda, attachments or other information regarding the RFP.*



STATE OF HAWAII  
DEPARTMENT OF HUMAN SERVICES  
Benefit, Employment and Support Services Division  
820 Mililani Street, Suite 606  
Honolulu, Hawaii 96813

August 1, 2013

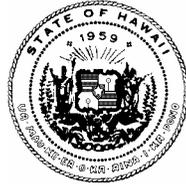
To: All Interested Applicants

From: Patricia McManaman, Director 

Subject: PRESCHOOL OPEN DOORS (POD) CHILD CARE SERVICES  
Request for Proposals (RFP) HMS 302-14-01-S

The Department of Human Services (DHS), Benefit, Employment and Support Services Division (BESSD), Child Care Program Office (CCPO), seeks to purchase the services listed above and described in the attached RFP. This is to assist and support the DHS by implementing and engaging in the following activities throughout the State of Hawaii: publicize and promote (marketing and outreach) the DHS POD child care subsidy program and eligibility requirements; provide DHS POD child care application materials including provider forms; assist families to complete the DHS POD child care applications, accept application forms and verifying documents; interview and determine whether families are eligible or ineligible to participate in the DHS POD child care subsidy program and issue correct payments; create case folders for the materials for each family; mail notices using established DHS rules, policies, and procedures, enter the families' child care information into the DHS BESSD electronic systems; calculate and authorize monthly subsidy payments for eligible families using the DHS rules, electronic systems, and special funding requirements. In addition, DHS requires documentation of these activities.

Proposals shall be mailed, postmarked by the United States Postal Service on or before Friday, August 30, 2013, and received no later than 10 days from the submittal deadline. Hand delivered proposals shall be received no later than 4:30 p.m., Hawaii Standard Time (HST), on Friday, August 30, 2013, at the drop-off site designated on the Proposal Mail-in and Delivery Information Sheet. Proposals postmarked or hand delivered after the submittal deadline shall be considered late and rejected. There are no exceptions to this requirement.



**STATE OF HAWAII**  
**DEPARTMENT OF HUMAN SERVICES**  
Benefit, Employment and Support Services Division  
820 Mililani Street, Suite 606  
Honolulu, Hawaii 96813

The DHS/BESSD/CCPO will conduct an orientation on Friday, August 9, 2013 from 9:00 a.m. to 11:00 noon HST, at 820 Mililani Street, Suite 606, Conference Room 2, Honolulu, Hawaii. All prospective applicants are encouraged to attend the orientation.

The deadline for submission of written questions is 4:30 p.m., HST, on Monday, August 12, 2013. All written questions will receive a written response from the State on or about August 16, 2013.

Any inquiries and requests regarding this RFP should be directed to Ms. Colleen Leonardo at 820 Mililani Street, Suite 606, Honolulu, Hawaii 96813, telephone: (808) 586-0978, fax: (808) 586-5744, e-mail: cleonardo@dhs.hawaii.gov.

## PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

<b>NUMBER OF COPIES TO BE SUBMITTED: 5</b>
--

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN Friday, August 30, 2013 and received by the state purchasing agency no later than 10 days from the submittal deadline.

### All Mail-ins

Department of Human Services  
Benefit, Employment &  
Support Services Division  
Child Care Program Office  
820 Mililani Street, Suite 606  
Honolulu, Hawaii 96813

### DHS RFP COORDINATOR

Colleen Leonardo  
For further info. or inquiries:  
Phone: (808) 586-0978  
Fax: (808) 586-5744  
cleonardo@dhs.hawaii.gov

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), Friday, August 30, 2013.** Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 p.m., Friday, August 30, 2013.

### Drop-off Sites

Department of Human Services  
Benefit, Employment & Support  
Services Division  
Child Care Program Office  
820 Mililani Street, Suite 606  
Honolulu, Hawaii 96813

# RFP Table of Contents

## Section 1 Administrative Overview

1.1	Procurement Timetable.....	1-1
1.2	Website Reference.....	1-2
1.3	Authority.....	1-2
1.4	RFP Organization.....	1-3
1.5	Contracting Office.....	1-3
1.6	RFP Contact Person.....	1-3
1.7	Orientation.....	1-4
1.8	Submission of Questions.....	1-4
1.9	Submission of Proposals.....	1-4
1.10	Discussions with Applicants.....	1-6
1.11	Opening of Proposals.....	1-7
1.12	Additional Materials and Documentation.....	1-7
1.13	RFP Amendments.....	1-7
1.14	Final Revised Proposals.....	1-7
1.15	Cancellation of Request for Proposals.....	1-7
1.16	Costs for Proposal Preparation.....	1-7
1.17	Provider Participation in Planning.....	1-7
1.18	Rejection of Proposals.....	1-8
1.19	Notice of Award.....	1-8
1.20	Protests.....	1-8
1.21	Availability of Funds.....	1-9
1.22	General and Special Conditions of the Contract.....	1-9
1.23	Cost Principles.....	1-9

## Section 2 - Service Specifications

2.1.	Introduction	
	A. Overview, Purpose or Need.....	2-1
	B. Planning activities conducted in preparation for this RFP.....	2-2
	C. Description of the Service Goals.....	2-3
	D. Description of the Target Population to be Served.....	2-3
	E. Geographic Coverage of Service.....	2-5
	F. Probable Funding Amounts, Source, and Period of Availability.....	2-5
2.2.	Contract Monitoring and Evaluation.....	2-6
2.3.	General Requirements.....	2-6
	A. Specific Qualifications or Requirements.....	2-6
	B. Secondary Purchaser Participation.....	2-6
	C. Multiple or Alternate Proposals.....	2-7
	D. Single or Multiple Contracts to be Awarded.....	2-7
	E. Single or Multi-Term Contracts to be Awarded.....	2-7

2.4.	Scope of Work .....	2-7
	A. Service Activities .....	2-7
	B. Management Requirements .....	2-12
	C. Facilities .....	2-17
2.5.	Compensation and Method of Payment .....	2-18

### **Section 3 - Proposal Application Instructions**

	General Instructions for Completing Applications .....	3-1
3.1.	Program Overview .....	3-2
3.2.	Experience and Capability .....	3-2
	A. Necessary Skills .....	3-2
	B. Experience .....	3-2
	C. Quality Assurance and Evaluation .....	3-2
	D. Coordination of Services .....	3-2
	E. Facilities .....	3-2
3.3.	Project Organization and Staffing .....	3-3
	A. Staffing .....	3-3
	B. Project Organization .....	3-3
3.4.	Service Delivery .....	3-4
3.5.	Financial .....	3-5
	A. Pricing Structure .....	3-5
	B. Other Financial Related Materials .....	3-6
3.6.	Other .....	3-6
	A. Litigation .....	3-6

### **Section 4 – Proposal Evaluation**

4.1.	Introduction .....	4-1
4.2.	Evaluation Process .....	4-1
4.3.	Evaluation Criteria .....	4-2
	A. Phase 1 – Evaluation of Proposal Requirements .....	4-2
	B. Phase 2 – Evaluation of Proposal Application .....	4-2
	C. Phase 3 – Recommendation for Award .....	4-5

### **Section 5 – Attachments**

- Attachment A. Proposal Application Checklist
- Attachment B. Sample Proposal Table of Contents
- Attachment C. General Conditions website reference
- Attachment D. Special Conditions
- Attachment E. Required Activities

# **Section 1**

## **Administrative Overview**

# Section 1

## Administrative Overview

**Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.**

### 1.1 Procurement Timetable

**Note that the procurement timetable represents the State's best estimated schedule. If an activity on this schedule is delayed, the rest of the schedule will likely be shifted by the same number of days. Contract start dates may be subject to the issuance of a notice to proceed.**

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	<u>August 1, 2013</u>
Distribution of RFP	<u>August 1, 2013</u>
RFP orientation session	<u>August 9, 2013</u>
Closing date for submission of written questions for written responses	<u>August 12, 2013</u>
State purchasing agency's response to applicants' written questions	<u>Week of August 12-16, 2013</u>
Discussions with applicant prior to proposal submittal deadline (optional)	<u>August 23, 2013</u>
Proposal submittal deadline	<u>August 30, 2013</u>
Discussions with applicant after proposal submittal deadline (optional)	<u>N/A</u>
Final revised proposals (optional)	<u>N/A</u>
Proposal evaluation period	<u>Week of September 9-13, 2013</u>
Provider selection	<u>Week of September 9-13, 2013</u>
Notice of statement of findings and decision	<u>Week of September 9-13, 2013</u>
Contract start date	<u>October 1, 2013</u>

## 1.2 Website Reference

The State Procurement Office (SPO) website is <http://hawaii.gov/spo>

	For	Click on “Doing Business with the State” tab or
1	Procurement of Health and Human Services	<a href="http://hawaii.gov/spo/health-human-svcs/doing-business-with-the-state-to-provide-health-and-human-services">http://hawaii.gov/spo/health-human-svcs/doing-business-with-the-state-to-provide-health-and-human-services</a>
2	RFP website	<a href="http://hawaii.gov/spo/general/procurement-notice-for-solicitations">http://hawaii.gov/spo/general/procurement-notice-for-solicitations</a>
3	Hawaii Revised Statutes (HRS) and Hawaii Administrative Rules (HAR) for Purchases of Health and Human Services	<a href="http://hawaii.gov/spo/general/statutes-and-rules/procurement-statutes-and-administrative-rules">http://hawaii.gov/spo/general/statutes-and-rules/procurement-statutes-and-administrative-rules</a>
4	Forms	<a href="http://hawaii.gov/spo/statutes-and-rules/general/spo-forms">http://hawaii.gov/spo/statutes-and-rules/general/spo-forms</a>
5	Cost Principles	<a href="http://hawaii.gov/spo/health-human-svcs/cost-principles-for-procurement-of-health-and-human-services">http://hawaii.gov/spo/health-human-svcs/cost-principles-for-procurement-of-health-and-human-services</a>
6	Standard Contract -General Conditions, AG103F13	<a href="http://hawaii.gov/spo/general/gen-cond/general-conditions-for-contracts">http://hawaii.gov/spo/general/gen-cond/general-conditions-for-contracts</a>
7	Protest Forms/Procedures	<a href="http://hawaii.gov/spo/health-human-svcs/protestsreqforreconsideration/protests-requests-for-reconsideration-for-private-providers">http://hawaii.gov/spo/health-human-svcs/protestsreqforreconsideration/protests-requests-for-reconsideration-for-private-providers</a>

### Non-SPO websites

(Please note: website addresses may change from time to time. If a link is not active, try the State of Hawaii website at <http://hawaii.gov>)

	For	Go to
8	Hawaii Compliance Express (HCE)	<a href="https://vendors.ehawaii.gov/hce/splash/welcome.html">https://vendors.ehawaii.gov/hce/splash/welcome.html</a>
9	Department of Taxation	<a href="http://hawaii.gov/tax/">http://hawaii.gov/tax/</a>
10	Wages and Labor Law Compliance, HRS §103-055	<a href="http://capitol.hawaii.gov/hrscurrent">http://capitol.hawaii.gov/hrscurrent</a>
11	Department of Commerce and Consumer Affairs, Business Registration	<a href="http://hawaii.gov/dcca">http://hawaii.gov/dcca</a> click “Business Registration”
12	Campaign Spending Commission	<a href="http://hawaii.gov/campaign">http://hawaii.gov/campaign</a>

## 1.3 Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS) Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

## 1.4 RFP Organization

This RFP is organized into five sections:

***Section 1, Administrative Overview:*** Provides applicants with an overview of the procurement process.

***Section 2, Service Specifications:*** Provides applicants with a general description of the tasks to be performed, delineates provider responsibilities, and defines deliverables (as applicable).

***Section 3, Proposal Application Instructions:*** Describes the required format and content for the proposal application.

***Section 4, Proposal Evaluation:*** Describes how proposals will be evaluated by the state purchasing agency.

***Section 5, Attachments:*** Provides applicants with information and forms necessary to complete the application.

## 1.5 Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Department of Human Services (DHS), State of Hawaii  
Benefit, Employment and Support Services Division  
Child Care Program Office  
820 Mililani Street, Suite 606  
Honolulu, Hawaii 96813

## 1.6 RFP Contact Person

From the release date of this RFP until the selection of the successful provider(s), any inquiries and requests shall be directed to the sole point-of-contact identified below.

**Colleen Leonardo**  
**Phone: (808) 586-0978**  
**Fax: (808) 586-5744**  
**e-mail: [cleonardo@dhs.hawaii.gov](mailto:cleonardo@dhs.hawaii.gov)**

## 1.7 Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

**Date:** Fri., August 9, 2013    **Time:** 9:00 A.M. - 11:00 A.M.  
**Location:** BESSD Administration Office, 820 Mililani Street, Suite 606,  
Conference Room 2 , Honolulu, Hawaii 96813

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the subsection 1.8, Submission of Questions.

## 1.8 Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 1.6. Written questions should be received by the date and time specified in Section 1.1 Procurement Timetable. The purchasing agency will respond to written questions by way of an addendum to the RFP.

Deadline for submission of written questions:

**Date:** Monday, August 12, 2013    **Time:** 4:30 P.M. HST

State agency responses to applicant written questions will be provided by:

**Date:** Week of August 12-16,  
2013

## 1.9 Submission of Proposals

- A. **Forms/Formats** - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website referred to in subsection 1.2, Website Reference. Refer to the Section 5, Proposal Application Checklist for the location of program specific forms.
1. **Proposal Application Identification (Form SPOH-200)**. Provides applicant proposal identification.
  2. **Proposal Application Checklist**. The checklist provides applicants specific program requirements, reference and location of required RFP proposal forms, and the order in which all proposal components should be collated and submitted to the state purchasing agency.

3. **Table of Contents.** A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
  4. **Proposal Application (Form SPOH-200A).** Applicant shall submit comprehensive narratives that address all proposal requirements specified in Section 3, Proposal Application Instructions, including a cost proposal/budget, if required.
- B. **Program Specific Requirements.** Program specific requirements are included in Sections 2 and 3, as applicable. Required Federal and/or State certifications are listed on the Proposal Application Checklist in Section 5.
- C. **Multiple or Alternate Proposals.** Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. **Hawaii Compliance Express (HCE).** All providers shall comply with all laws governing entities doing business in the State. Providers shall register with HCE for online compliance verification from the Hawaii State Department of Taxation (DOTAX), Internal Revenue Service (IRS), Department of Labor and Industrial Relations (DLIR), and Department of Commerce and Consumer Affairs (DCCA). There is a nominal annual registration fee (currently \$12) for the service. The HCE's online "Certificate of Vendor Compliance" provides the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes. Refer to **subsection 1.2, Website Reference**, for HCE's website address.
- **Tax Clearance.** Pursuant to HRS §103-53, as a prerequisite to entering into contracts of \$25,000 or more, providers are required to have a tax clearance from DOTAX and the IRS. (See subsection 1.2, Website Reference for DOTAX and IRS website address.)
  - **Labor Law Compliance.** Pursuant to HRS §103-55, providers shall be in compliance with all applicable laws of the federal and state governments relating to workers' compensation, unemployment compensation, payment of wages, and safety. (See subsection 1.2, Website Reference for DLIR website address.)
  - **DCCA Business Registration.** Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations, unincorporated associations and foreign insurance companies shall be registered and in good standing with the DCCA, Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See subsection 1.2, Website Reference for DCCA website address.)

- E. **Wages Law Compliance.** If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS §103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to HRS §103-55, at the Hawaii State Legislature website. (See subsection 1.2, Website Reference for DLIR website address.)
- F. **Campaign Contributions by State and County Contractors.** HRS §11-355 prohibits campaign contributions from certain State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. Refer to HRS §11-355. (See subsection 1.2, Website Reference for Campaign Spending Commission website address.)
- G. **Confidential Information.** If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

*Note that price is not considered confidential and will not be withheld.*

- H. **Proposal Submittal.** All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet, or as amended. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet, or as amended. Proposals shall be rejected when:
  1. Postmarked after the designated date; or
  2. Postmarked by the designated date but not received within 10 days from the submittal deadline; or
  3. If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

Faxed proposals and/or submission of proposals on diskette/CD or transmission by e-mail, website or other electronic means **is not permitted.**

## **1.10 Discussions with Applicants**

- A. **Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- B. **After Proposal Submittal Deadline -** Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance with HAR §3-143-403.

## 1.11 Opening of Proposals

Upon the state purchasing agency's receipt of a proposal at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

## 1.12 Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

## 1.13 RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for final revised proposals.

## 1.14 Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's final revised proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPOH-200).* After final revised proposals are received, final evaluations will be conducted for an award.

## 1.15 Cancellation of Request for Proposal

The RFP may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interest of the State.

## 1.16 Costs for Proposal Preparation

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

## 1.17 Provider Participation in Planning

Provider(s), awarded a contract resulting from this RFP,

are required

are not required

to participate in the purchasing agency's future development of a service delivery plan pursuant to HRS §103F-203.

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the release of a RFP, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals, if conducted in accordance with HAR §§3-142-202 and 3-142-203.

## **1.18 Rejection of Proposals**

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

- (1) Rejection for failure to cooperate or deal in good faith. (HAR §3-141-201)
- (2) Rejection for inadequate accounting system. (HAR §3-141-202)
- (3) Late proposals (HAR §3-143-603)
- (4) Inadequate response to request for proposals (HAR §3-143-609)
- (5) Proposal not responsive (HAR §3-143-610(a)(1))
- (6) Applicant not responsible (HAR §3-143-610(a)(2))

## **1.19 Notice of Award**

A statement of findings and decision shall be provided to each responsive and responsible applicant by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the provider(s) awarded a contract prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

## **1.20 Protests**

Pursuant to HRS §103F-501 and HAR Chapter 148, an applicant aggrieved by an award of a contract may file a protest. The Notice of Protest form, SPOH-801, and related forms are available on the SPO website. (See subsection 1.2, Website Reference for website address.) Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;

- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

<b>Head of State Purchasing Agency</b>	<b>Procurement Officer</b>
Name: Patricia McManaman	Name: Scott Nakasone
Title: Director	Title: Assistant Division Administrator
Mailing Address: P.O. Box 339 Honolulu, HI 96809-0339	Mailing Address: 820 Mililani Street, Suite 606 Honolulu, HI 96813
Business Address: 1390 Miller Street Honolulu, HI 96813	Business Address: 820 Mililani Street, Suite 606 Honolulu, HI 96813

### **1.21 Availability of Funds**

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to HRS Chapter 37, and subject to the availability of State and/or Federal funds.

### **1.22 General and Special Conditions of Contract**

The general conditions that will be imposed contractually are on the SPO website. (See subsection 1.2, Website Reference for website address.) Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

### **1.23 Cost Principles**

To promote uniform purchasing practices among state purchasing agencies procuring health and human services under HRS Chapter 103F, state purchasing agencies will utilize standard cost principles outlined in Form SPOH-201, which is available on the SPO website. (See subsection 1.2 Website Reference for website address.) Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

## **Section 2**

# **Service Specifications**

# Section 2

## Service Specifications

### 2.1 Introduction

#### A. Overview, purpose or need

The purpose of the Preschool Open Doors Program (POD) is to serve as the State's school readiness program as established through Act 169, Session Laws of Hawaii 2013, by providing child care assistance for preschool care prior to a child's entry into public school kindergarten

This program is in response to both the Governor, and the Legislature, finding that children are entering kindergarten without the physical, cognitive, linguistic, social, and emotional skills necessary to prepare them for success in school life. Additionally, it was found that only forty per cent of kindergarten classes had the majority of their students entering the 2012-2013 school year with school behaviors and skills, and even fewer demonstrated the necessary approaches to learning. It was further found that only fifty-seven per cent of students who entered kindergarten had attended preschool.

In response to this issue, the Governor, and the Legislature, established within the Department of Human Services ("DHS" or "Department") a school readiness program to be known as the Preschool Open Doors Program within the Department's child care assistance program. Through Act 169, the POD program will:

1. Provide access to school readiness services that address children's physical, cognitive, linguistic, social, and emotional development;
2. Require each provider to conduct school readiness assessments;
3. Give priority to children from low- and moderate-income families; and
4. Prepare children for school through either of the State's two official languages.

Additionally, the target group that will be served by POD beginning the school year 2014-2015, as indicated in Act 169 are four year-old children with priority extended to:

1. Children who are not eligible to attend public school kindergarten in the calendar year in which they turn five years of age because their birth date

occurs after the kindergarten eligibility date pursuant to HRS §302A-411;  
and

2. Underserved or at-risk children

Currently, the POD program is a statewide program, administered by DHS, that provides tuition subsidy payments for eligible low-income families with children residing in Hawaii to attend a preschool (Group Child Care Center or Group Child Care Home) of their choice for up to twelve months (a School Year), depending on the child's age and special needs, prior to being eligible to enroll in public junior kindergarten or kindergarten, for the purpose of contributing to school readiness.

The current POD program serves approximately 325 children per month, and an additional 135 children per month as part of the Department of Education's Race to the Top (RttT) efforts, scheduled to be completed by June 30, 2014. The POD program, as established through Act 169, will be serving approximately 1,200+ children per month beginning school year 2014-2015.

This request seeks proposals for a full-service provider for the POD program to assist and support the Department by providing child care subsidy payments and other associated activities in response to the adoption of Act 169.

To accommodate the requirements of Act 169 for the school year 2014-2015, the provider shall be responsible to recruit and retain staff, market and promote the POD program statewide, distribute and receive applications during a limited period of open application (as determined by the Department), determine eligibility for the program and priority-rank applications for possible enrollment, enrollment applicants into the program, authorize and issue appropriate monthly child care subsidies, and ensure continued program requirements for the participants and participating preschools.

In addition to the activities needing to be completed for the school year 2014-2015, the provider shall also be responsible to assume the responsibilities for the current POD program, as well as the Department of Education's RttT, including activities that involve authorizing and issuing appropriate monthly child care subsidies, managing a waitlist of applications that are deemed eligible but are unable to be enrolled due to limited available funding, supervising the program operations, partner with other designated agencies, and ensuring other associated activities of the POD program.

The selected provider shall utilize the DHS Hawaii Automated Network for Assistance (HANA) system to manage information on the eligible families and issue POD subsidy payments. Training on the HANA system, child care services rules for the current POD found in 17-798.2 Hawaii Administrative Rules (HAR), the subsequent adoption of new rules for the POD program to be implemented for the school year 2014-2015, will be provided by the DHS or DHS designee.

**B. Planning activities conducted in preparation for this RFP**

Planning for this activity included an assessment of the existing state contract, a survey of existing statewide utilization data, an estimate of available funding, the Department's experience with contracted services; and suggestions received from DHS staff and publication of a Request For Information on July 18, 2013.

**C. Description of the service goals**

The goal of the current POD program is to help ensure that, on a monthly basis, approximately 325 participants and up to an additional 200 children (depending on availability of State funding level and other time-limited special funding for subsidies) of eligible low-income families statewide are prepared for public education in junior kindergarten or kindergarten by providing subsidies for them to enroll and participate for a school year in a preschool setting.

The goal of the POD program, effective school year 2014-2015, is to help ensure that, on a monthly basis, approximately 1,200+ participants (depending on availability of State funding level) of eligible moderate and low-income families Statewide are prepared for public kindergarten entrance by providing subsidies for them to enroll and participate for a school year in a preschool setting in the year prior to their kindergarten entrance.

**D. Description of the target population to be served**

**For the current POD program**

A "low-income" family is defined as one with gross monthly income not exceeding 85% of the State Median Income (SMI) by family size. The family's monthly gross income and child care need are verified in the initial application period and every six months to determine continuing eligibility. The subsidy amount issued is calculated based on the tuition rate of the preschool selected by the family, the monthly gross income of the eligible family, hours of care, and the DHS tiered child care rate chart found in 17-798.2, HAR, as well as any other time-limited provisions for assistance (e.g. Race to the Top) through partnering agencies such as Department of Education for example.

Eligibility is two-fold: age and special needs of the child, and income ranking of the family, with priority given to the lowest income families. First priority is given to those eligible children who are closest to kindergarten entry age, have not previously attended preschool, and are also designated as a "Special Populations Referral." The next priority is the four year old children who do not have a "special populations" referral. The last priority are the three year old children who qualify for a "Special Populations Referral".

“Special Populations Referral” defined as:

1. Homeless children;
2. Children who speak limited English;
3. Children who have been determined by a pediatrician, public health nurse, social worker, counselor, or therapist familiar with the child and family, or a representative from Healthy Start, or a Department of Health (DOH) children’s team to have a physical, developmental, behavioral or emotional health condition that is outside the normal range; or
4. Children who meet the DOH criteria for environmental risk.

The families with children having a “Special Populations Referral” also must seek assessment of their concerns about their children’s development from the Department of Education (DOE) “Special Education” program services, and be found to not qualify fulltime for the DOE Special Education program. Families offered Special Education Services by the DOE may elect to decline those services.

Children eligible to receive POD services must reside with their caretakers in Hawaii.

**For the POD program effective school year 2014-2015**

A “low-income” family is defined as one with gross monthly income gross income less than or equal to 185% of the Federal Poverty Guidelines (FPG) by family size. A “moderate-income” family is defined as one with gross income greater than 185% and less than or equal to 250% of the FPG by family size. In either case, family’s gross income shall not be more than 85% of the State Median Income (SMI) by family size. The family’s monthly gross income and child care need are verified in the initial application period and may be re-verified if they are selected from a waiting list, to determine continuing eligibility. The subsidy amount issued is calculated based on the tuition rate of the preschool selected by the family, the monthly gross income of the eligible family, the type of care selected, and the DHS tiered child care rate chart to be established through upcoming administrative rules.

Eligibility is two-fold: age and special needs of the child, and income ranking of the family, with priority given to the lowest income families.

First priority is given to children who turned four years old between August 1 through December 31 of the prior year applying for the program for the designated school year, have a completed Special Populations Referral form prescribed by the department, are eligible to enter kindergarten at the start of the following school year, and need child care assistance to attend preschool.

Second priority is given to children who will turn four years old between January 1 through July 31 of the year applying for the program for the designated school year, have a completed Special Populations Referral form prescribed by the department,

are eligible to enter kindergarten at the start of the following school year, and need child care assistance to attend preschool.

The last priority are children who have or will turn four years old during the year applying for the program for the designated school year, are eligible to enter kindergarten at the start of the following school year, and need child care assistance to attend preschool.

“Special Populations Referral” defined as:

1. Homeless children;
2. Children who speak limited English;
3. Children who have been determined by a pediatrician, public health nurse, social worker, counselor, or therapist familiar with the child and family, or a representative from Healthy Start, or a Department of Health (DOH) children’s team to have a physical, developmental, behavioral or emotional health condition that is outside the normal range; or
4. Children who meet the DOH criteria for environmental risk.

The families with children having a “Special Populations Referral” also must seek assessment of their concerns about their children’s development from the Department of Education (DOE) “Special Education” program services, and be found to not qualify fulltime for the DOE Special Education program. Families offered Special Education Services by the DOE may elect to decline those services.

Children eligible to receive POD services must reside with their caretakers in Hawaii.

**E. Geographic coverage of service**

The provider shall deliver services to eligible families residing in all of the counties in the State of Hawaii.

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

A maximum amount of \$390,000.00 in total funding (\$258,000 in federal funds (CFDA 93.575) and \$132,000 in state funds) is allocated to operate the program for the initial period of October 1, 2013 to September 30, 2014. The State, at its option, may extend this Agreement in writing for three (3) additional 12 month supplemental agreements or parts thereof, not to exceed a total of thirty-six (36) additional months of services up to and including September 30, 2017, upon mutual agreement in writing, depending on contract operations, and community need. The total allocation of funds is subject to a determination of satisfactory provider performance and the appropriation and availability of funds, and may be terminated without liability to either the purchasing agency or the provider in the event funds are not appropriated or available. The DHS will offer in writing the option to extend the services unless the contract is terminated.

Additionally, the State, at its option, may increase the total funding for this service by a percentage that is equal to any percentage increase to the State Fiscal Year 2015 appropriation amount for POD child care payments. The State Fiscal Year 2015 appropriation amount for POD child care payments is \$7.6 million. Any increase would be subject to the availability of funds, and would be for the sole purpose of servicing additional children.

## **2.2 Contract Monitoring and Evaluation**

The criteria by which the performance of the contract will be monitored and evaluated are:

- (1) Performance/Outcome Measures  
Please refer to Section 2.4(B)(4).
- (2) Output Measures  
Please refer to Section 2.4(B)(4).
- (3) Quality of Care/Quality of Services  
Please refer to Section 2.4(B)(3).
- (4) Financial Management  
Please refer to Section 2.4(B)(7).
- (5) Administrative Requirements  
Please refer to Section 2.4(B)(2).

## **2.3 General Requirements**

### **A. Specific qualifications or requirements, including but not limited to licensure or accreditation**

1. The provider shall be held to a strict confidentiality of information policy.
2. The provider shall comply with the Chapter 103F, HRS, "Cost Principles" for Purchases of Health and Human Services, which can be found on the Hawaii State Procurement Office (SPO) website at:  
<http://www.hawaii.gov/spo>

### **B. Secondary purchaser participation** (Refer to HAR §3-143-608)

After-the-fact secondary purchases will be allowed.

Planned secondary purchases

None.

C. **Multiple or alternate proposals**  
(Refer to HAR §3-143-605)

Allowed  Unallowed

D. **Single or multiple contracts to be awarded**  
(Refer to HAR §3-143-206)

Single  Multiple  Single & Multiple

E. **Single or multi-term contracts to be awarded**  
(Refer to HAR §3-149-302)

Single term (2 years or less)  Multi-term (more than 2 years)

Contract terms:

Initial term of contract: Twelve (12) months  
Length of each extension: Twelve (12) months  
Number of possible extensions: Three (3)  
Maximum length of contract: Four (4) years not to exceed September 30, 2017, or parts thereof

The initial period shall commence on the contract start date or “Notice to Proceed”, whichever is later.

Conditions for extension: The contract for the proposed services may be extended without the necessity of re-bidding, subject to appropriation and availability of funds to DHS, community need, and the State’s determination of satisfactory provider performance, or unless this Agreement is terminated. The option to extend the services will be offered in writing by the DHS, at least sixty (60) days prior to the expiration of the contract. No supplementary agreement shall be binding upon the DHS until the agreement has been fully and properly executed by all parties thereto prior to the start date of agreement. The provider shall not provide any services until the agreement is fully and properly executed.

## 2.4 Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. **Service Activities**  
(Minimum and/or mandatory tasks and responsibilities)

The provider shall demonstrate the capacity to undertake and accomplish the following:

1. Recruit, hire, guide and supervise staff to provide for statewide access and service delivery.
2. Develop written materials, subject to DHS approval, to promote the POD program to the public annually, and periodically as needed for other special enrollment requirements. The Provider shall include program description, eligibility criteria, application process, timeframe for services, and payment procedures for eligible families.
3. Collaborate with other public agencies, non-profit organizations, and private businesses in announcing and promoting the POD services, including developing the marketing materials in consultation with DHS or DHS designee.
4. Provide information about the program to the public via an “800” telephone number for the statewide services. The “800” telephone number shall be established and maintained by the provider.
5. Conduct monthly reviews of staff work and performance of case related activities and tasks to determine the accuracy of tuition payment amounts and timeliness of tuition payment issuance to the families; and the scope, effectiveness, and efficiency of community outreach efforts in the local communities.
6. Coordinate and collaborate on a working partnership with other DHS and contracted units for the purpose of client referrals to the POD program.
7. For the school year 2014-2015 and beyond, provide intake and review of approximately 2,000 or more applications received, determine initial and monthly eligibility for approximately 1,200 or more children per month based on income criteria and program requirements, with appropriate document verification of monthly gross income and child care cost, and give written notice of eligibility status. The program year for services shall be based on a State Fiscal Year (July 1 through June 30). Eligibility is for a period up to 12 months in the State Fiscal Year, depending on the first benefit month issued and the number of months remaining in the State Fiscal Year.
8. Assume and manage the existing POD program’s tuition subsidy payment caseload for approximately 325 children per month, and 135 children per month enrolled through the RttT efforts. The Provider shall also assume

and manage the existing POD program's waiting list of candidates pending availability of slots and funding for the current school year.

9. Assume and maintain the role and duties of custodian of the records for POD program's tuition subsidy payment case records. The Provider shall consider all records, documenting information acquired about the recipients or given or made available by the recipients served by the POD program, confidential and shall not disclose such information except as otherwise allowed by Hawai'i Revised Statute §346-10, and Hawai'i Administrative Rules §17-601. The Provider shall be responsible to respond to requests (e.g. subpoena, court orders, etc.) for case information and be available to appear at scheduled legal proceedings if ordered by the court and represent the Department's position. The Provider shall also make timely updates to DHS on external requests and responses made for legal proceedings.
10. Assume and maintain all inventory responsibilities for acquired equipment and supplies that are the property of the POD program.
11. Provide to parents information about child care resources in the community, health and safety educational materials, and parenting information about choosing a quality child care program.
12. Issue monthly tuition subsidy payments to eligible families, using the DHS Sliding Fee Scale based on the family's monthly gross income, not to exceed 85% of the State Median income (SMI) for size of family, and based on the DHS Tiered Child Care. The Provider shall establish protocols and ensure safeguards related to staff accessing and using the electronic data systems including but not limited to HANA.
13. Implement DHS child care services rules in §17-798.2 H.A.R., or adoption of subsequent DHS child care services rules, policies and procedures discussed in training, and periodic DHS program clarifications.
14. Determine a family's continued eligibility when the family reports changes, and at six months intervals after initial eligibility (applicable only to the current POD program), and provide written notices to families when changing the subsidy amount or discontinuing the POD payment as required by DHS rules in §17-798.2, H.A.R., or adoption of subsequent DHS child care services rules, and DHS child care policies and procedures, as well as other designated funding source (e.g. Race to the Top) through partnering agencies.
15. Calculate and adjust the client's following month's payment for any overpayments or other payment errors for the eligibility period. The Provider shall contact clients to arrange for a voluntary repayment plan,

including when the clients fail to pay the providers after receiving a POD child care subsidy.

16. Maintain an updated list of eligible families ranked according to lowest income first eligible, and child's need based on the priority groups of children. The Provider shall establish and maintain this list reflecting children placed in the POD program for the school year.
17. Monitor utilization of child care; investigate and address client and provider complaints; issue adverse action notices as applicable; enter data into and maintain the DHS data collection system that supports the reporting requirements; provide monthly and quarterly program progress reports and ad hoc reports, upon request, to the DHS BESSD program office.
18. Provide tuition assistance services during regular State business hours, at a minimum, Monday through Friday, 7:45 a.m. - 4:30 p.m., Hawaii Standard Time except State holidays. The Provider shall have the flexibility to provide additional hours of service activities as needed.
19. Maintain a data system for statistical reporting on child care providers and number of POD families and children served by geographical area and island, and provide such data as requested by DHS.
  - a. Preschool information to include:  
Name, address, phone number; number of POD children enrolled; POD child's name, cost of child's care, entry and discharge dates.
  - b. Child's information to include:  
Name, address, phone number; preschool attending; and name of transition school for junior kindergarten or Kindergarten.
  - c. Parent/guardian information to include:  
Name, address, phone number, any activity the parent/guardian is engaged in (employment, job training or school attendance), and qualifying monthly gross income.
  - d. Child care cost to include:  
Preschool monthly tuition fee; POD payment; and parent co-pay.
20. Submit written monthly reports to the DHS that includes number of POD children served and total subsidy dollar amount spent.
21. Submit monthly financial reports of POD subsidy expenditures to date, including data related to any subpopulations associated with designated funding sources (e.g. Race to the Top) through partnering agencies.

22. Provide written quarterly POD program progress reports no later than thirty days after the end of each calendar quarter. The Provider's reports shall include:
  - a. Description of work accomplished on each project activity.
  - b. Report on program utilization per month, including:
    - 1) Number of children placed in POD slots, and
    - 2) Description and number of attrition slots.
  - c. Description of problems encountered, their resolutions, and quality control efforts.
  - d. Projections of activities planned for the next quarter, including:
    - 1) Brief narrative explaining the planned activities, and
    - 2) Requests for technical assistance to implement next activity phase, if needed.
  
23. Provide a final written summary report of the fiscal year activities no later than thirty days after the end of the fourth quarter. This report shall include:
  - a. Narrative summarizing the success of project activities and recommendations to improve services for the next fiscal year;
  - b. The number of applicants for the Preschool Open Doors Program;
  - c. The number of applicants that were placed on a waitlist for the Preschool Open Doors Program;
  - d. The number of wait-listed applicants who are offered a slot during the Preschool Open Doors Program school year;
  - e. The number of wait-listed applicant who do not accept an offered slot during the Preschool Open Doors Program school year;
  - f. The number of requests for Preschool Open Doors Program applications received after the open enrollment period has closed;
  - g. The geographic distribution of services to participants in the Preschool Open Doors Program;
  - h. The number of participating preschool providers (unduplicated); and

- i. A summary of any capacity and funding issues experienced in carrying out the program.
24. Provide information and copies of pertinent documents from the case record in a written Branch report for any Administrative Appeal request due to any disagreement with staff action taken (e.g. adverse actions such as a denial, reduction, or termination of payments, or the request to return overpayments) on a case. The Provider shall make the applicable citation(s) from the DHS rules in 17-798.2, H.A.R., or adoption of subsequent DHS child care services rules, and from DHS child care policies and procedures. The Provider shall be available to appear at the scheduled administrative appeal hearing and represent the Department's position.

**Additional information regarding POD required activities that provide a timeline for the services can be found in Section 5(E) of this RFP.**

**B. Management Requirements (Minimum and/or mandatory requirements)**

**1. Personnel**

The provider shall describe the organization's capability and experience in performing this service by presenting information on all positions to be funded in whole or in part through this program, including a description of experience and education required which reflect that staff have the relevant background needed to conduct community outreach and tuition assistance services.

The provider shall ensure that staff working in the communities be at least the equivalent of a high school graduate with effective communication and organizational skills and experience working with people or be a paraprofessional. Clerical staff is recommended to support the services. At least one staff shall be located onsite to meet the requirements of immediately authorizing and issuing new or replacement Electronic Benefit Transfer (EBT) cards to eligible families. The provider shall establish protocols and ensure safeguards related to staff accessing and using the electronic data systems including but not limited to HANA. The provider shall be responsible to address and ensure case management and tuition assistance processing when staff are on extended leave and when there are position vacancies. The provider shall describe and ensure adequate worker-to-case ratio for effective and timely coverage of caseloads Statewide.

The provider selected shall recruit, hire, train, and supervise the necessary staff to operate the program. The Department shall provide the initial training of eligibility requirements on the DHS child care rules in 17-798.2 HAR, or subsequent adoption of new DHS child care services rules, and DHS child

care policies and procedures as well as the DHS HANA electronic data system for issuing payments. Subsequent training or refresher sessions may be provided by DHS or DHS designee.

## 2. **Administrative**

- a. **Equipment.** The Provider shall be responsible to purchase or lease, with the available funding, all the additional necessary furniture and equipment needed to perform the services. Allowed purchases/leases include office equipment, chairs, desks, file cabinets, bookcases, copiers, facsimile machines, mail meter, desk telephones for the staff, and adequate furniture for a small reception area, as needed, within the limitations of the Chapter 103F “Cost Principles” and limits of funding per the RFP amount addressed in Section 2. I. F. of this RFP. Equipment purchased with these government funds shall be the property of the Department (DHS.) 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 Provider shall be on the Department’s dedicated network. Following the final agreement period, all equipment shall be reported in the final report to the DHS, and the provider shall transfer possession of equipment under this agreement to the DHS.
- b. **Meetings with DHS staff.** The Provider, upon request of the State, shall meet with representatives of the State to discuss the progress of the program. The purpose of these visits will be to observe the program operations, examine record keeping procedures, and evaluate/improve performance outcomes.
- c. **Staffing.** The Provider shall be responsible to ensure appropriate staffing at all times during regular State operating hours.
- d. **Allowable Costs.** The Provider staff costs shall include FTE salaries and fringe benefits attributable to the operation of this project. Chapter 103F “Cost Principles” from the State Procurement Office (SPO) are to be used as a guide for projected expenses and are found on the SPO website at: <http://www.hawaii.gov/spo>. These represent guidelines in determining which types of expenditures will be reimbursed, payment dollar limits, payment policy constraints, and reimbursements requiring verification and documentation.

Please note: Individual supplies/equipment/furniture items that cost \$250 or more require three bids with justification on specified forms and DHS approval before purchase. All equipment purchased with contract funds under this agreement, that has an acquisition cost of \$250 or more

per item and has an expected life of more than one year, shall remain the property of the DHS.

- e. Fiscal. The Provider shall refund to the Department any funds unexpended or expended inappropriately.
- f. Audit report. The Provider shall be required to provide an annual internal financial audit report following the A-133 requirements.
- g. Disagreement. When a disagreement between the Provider staff and DHS staff exists in regards to the performance of service activities within the contract specifications, the wishes of the DHS BESSD contracting office staff shall prevail. Failure to comply on the part of the Provider shall be deemed cause for corrective action and is subject to contractual remedies.

**3. Quality assurance and evaluation specifications**

- a. Records. The organization selected to provide services shall be responsible for keeping comprehensive records of all expenditures, available for monitoring by DHS staff or designee. These records shall include, but are not limited to:
  - 1) Copies of approved purchase orders signed by the appropriate authority;
  - 2) Copies of invoices, packing slips, receipts, credit/debit memos and other vendor documents;
  - 3) Other appropriate internal accounting statements and reconciliation schedules.
- b. Program records. The Provider shall be responsible for keeping comprehensive program records, available for monitoring by DHS staff or its designee. The contract will be monitored in accordance with requirements set forth in Chapter 103F, Hawaii Revised Statutes. Contract monitoring may include site visits with comprehensive evaluation of several areas of performance. These include review of conformance with standard contractual requirements; agency files such as personnel files, notes of staff meeting/minutes and training; documentation of service activities including collaboration with community agencies and organizations, and accounting practices. In addition, on-going contract monitoring shall include review of monthly and quarterly program progress reports as required by the DHS, and periodic assessment of the program effectiveness. Evaluation will

consist of comparing projected program objectives with outcome performance, and analyzing factors that produced those results

- c. Quality control reviews. The Provider shall be responsible to cooperate with “QC” reviews conducted by the DHS.
- d. Corrective action. The Provider shall be responsible for immediate corrective action of all information dispersed in the community that is found to be in error. In addition, the Provider shall be responsible for any corrective action plans and evidence of corrective action in tuition assistance case records each month.
- e. Self-appraisal. The Provider shall maintain throughout the term of the contract a system of self-appraisal and program evaluation to determine the effectiveness of the activities provided in service delivery. The self-evaluation process must include tools or instruments used to identify program achievements and any necessary program corrective action based on the findings during the evaluation.
- f. Quality assurance. The Provider shall establish a written quality assurance plan that includes procedures to monitor administrative and program operations, fiscal administration, and costs for compliance with all requirements. The Provider shall operate an effective quality assurance plan with procedures to determine whether the target group receives consistent, high quality services. The quality assurance plan shall also identify roles and responsibilities for on-going monitoring.

#### 4. **Output and performance/outcome measurements**

- a. The organization selected to provide the service shall provide a written description of the process that will be used to collect and measure the effectiveness of the program with the following minimum requirements:
  - 1) 95% of the families submitting applications before May 1 for the ensuing School Year will be notified of acceptance into the program by July 1 of each fiscal year.
  - 2) 80% of monthly benefits for the ongoing cases of eligible children are issued within the first seven (7) days of the benefit month.
  - 3) 90% of the active cases do not require retroactive payments for the benefit month.
  - 4) 90% of the payments authorized are the correct amount for the benefit month.

- 5) 95% of overpayments for the benefit month are recovered within two to six months of the respective overpayments.
- b. Monthly written reports. The Provider shall submit monthly reports to DHS BESSD addressing the following numbers and percentages by geographic area: types of outreach efforts, completed child care applications received and processed; tuition assistance applications denied and approved for child care subsidies, accuracy of payment amounts, contracted tasks/responsibilities completed for the report period, and performance measures of contract objectives.
- c. Quarterly written reports. The Provider shall submit quarterly reports to DHS BESSD describing the various activities and achievement levels: monthly numbers summarized for the calendar quarter by island (including separate East Hawaii and West Hawaii data), significant achievements of the program, performance measures of the contract objectives for the period, problem areas and the corrective action taken, and any other pertinent additional comments.
- d. Final Annual Summary written report. The Provider shall submit annual reports to DHS BESSD within 45 days after the end of each State fiscal year shall include cumulative data for the State fiscal year contract period, itemizing the service activities in this Section 2. This final written summary report shall include:
  - 1) Cumulative data for the contract period.
  - 2) Summary description of objectives and accomplishments achieved during the contract period, by numbers and percentage.
  - 3) Summary description of problem areas addressed and corrective action during the contract period.
  - 4) Summary financial report of expenditures for this program.

## 5. **Experience**

The Provider shall demonstrate a thorough understanding of the target group, purpose, and statewide scope of the service activity, as well as be able to demonstrate the necessary knowledge, skills, abilities, and experience relating to the delivery of the proposed services. Preferred types of experience include providing child care payment services for a government entity, work with school readiness projects, the ability to extract from a database the information required for the reports desired in delivery of the statewide services, measure achievement of program objectives, and effect improvement in service activities.

**6. Coordination of services**

The Provider shall demonstrate the capability to coordinate services and collaborate with other offices within the Department such as with the eligibility workers in the Benefit, Employment and Support Services Division (BESSD) and Med-Quest Division (MQD), the DHS social workers in the BESSD, and the Social Services Division (SSD), with other child care and tuition assistance programs, public agencies, private organizations, community agencies, and child care providers and in the communities.

**7. Reporting requirements for program and fiscal data**

The Provider shall submit the following reports and fiscal documentation with the indicated frequency to DHS as described below:

- a. Monthly/Quarterly program progress: written monthly progress reports within thirty (30) days after the month ends, and quarterly program progress reports no later than thirty (30) days after each calendar quarter ends in a State fiscal year. The Provider shall describe work activities accomplished, outcome measurements of contract objectives, problems encountered and their resolution, and projections of activities for the next calendar quarter.
- b. Annual program performance: a final written annual summary report of the fiscal year activities to DHS no later than forty-five (45) days after the end of the fourth calendar quarter in a State fiscal year. The Provider shall include cumulative data by geographic location, a narrative that summarizes the achievements of the program activities and outcome of the program performance objectives, and recommendations to improve services for the next fiscal year.
- c. Monthly expenditure: monthly expenditure reports of the contract expenditures-to-date for the program's operation. The Provider shall submit the official form "Subgrantees Invoice and Expenditure Report" (SIER) to serve as the invoice requesting funds for reimbursement of contract expenditures.
- d. Final invoice: a settlement of DHS-approved expenditures, not exceeding the total annual expenditure amount reported to the DHS, within the funding level for the contracted services in a State fiscal year. The Provider shall submit for reimbursement contingent upon the Provider completing all contractual obligations and submitting a current (valid within 60 days) Tax Clearance statement from the State and Federal government tax offices/Certificate of Vendor Compliance.

### C. **Facilities**

The Provider shall be responsible to seek, lease, and furnish suitable facilities for the operation of these services including housing staff and the necessary data communication infrastructure for the HANA system. The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services and service delivery to ensure statewide coverage to DHS applicants and DHS-eligible families. Also describe how the facilities meet ADA requirements, as applicable, and special equipment that may be required for the services discussed in the proposal.

If facilities are not presently available, the applicant shall describe plans to secure facilities. Also describe how the planned facilities meet ADA requirements, as applicable, and special equipment that may be required for the services.

The organization selected for the award shall operate and maintain facilities and equipment in accordance with all Departmental policy and procedures.

## **2.5 COMPENSATION AND METHOD OF PAYMENT**

### A. Pricing structure or pricing methodology to be used

1. **Cost reimbursement.** The cost reimbursement pricing structure. It reflects a purchase arrangement in which the State pays the Provider for the budgeted costs that are actually incurred in delivering the services specified in the contract, up to the stated maximum obligation. The budget amount for the operation of the services must not exceed the amount stated in the RFP. The SPO budget forms are to be used in preparing a proposal, and are available on the SPO website (see Section 5, Proposal Application Checklist, for form numbers and Section 1, Item II Website Reference for address).
2. **Chapter 103F Cost Principles.** The applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchase of Health and Human Services identified in SPO-H-201 (effective 10/1/98), which can be found in the POS Manual on the SPO website (see Section 1, Item II Website Reference, for address). The Cost Principles represent guidelines in determining which types of expenditures will be reimbursed, payment dollar limits, payment policy constraints, and requirements for verification and documentation. Allowable costs to operate the program are reimbursable on a monthly basis after services are rendered.
3. **Federal regulations.** The applicant shall abide by all the Federal regulations as legislated by Public Law 101-508, Omnibus Budget Reconciliation Act of 1990. Title VI of the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996, P.L. 104-193, effective October 1, 1996, requires that any expenditure made or authorized by the offeror that is subsequently determined by

the Federal government to be unallowable shall be repaid to the State or offset against any other funds to which the offeror may be entitled. When monies are used from the Child Care and Development Fund (CCDF), not more than 5% may be expended for administrative costs in each fiscal year. The term “administrative costs” includes general and overhead costs, and does not include the costs of providing direct services.

#### B. Method of compensation and payment

Payments shall be made upon the submission of original invoices based upon expenditures for the services provided in accordance with the “Scope of Services”, and the line item costs identified on the SPO budget forms, not to exceed the total contract cost.

Monthly payments after the first calendar quarter are conditional upon the receipt and preliminary approval by the State of the Quarterly Program Progress Reports due no later than 30 days after the end of the previous calendar quarter and each subsequent monthly program report.

The State's preliminary determination of appropriateness and permissibility of the reported expenditures shall be subject to later verification and subsequent audit.

## **Section 3**

# **Proposal Application Instructions**

# Section 3

## Proposal Application Instructions

### General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPOH-200A) is available on the SPO website (see 1.2 Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

### The Proposal Application is comprised of the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

### 3.1 Program Overview

Applicant shall give a brief overview to orient evaluators as to the program/services being offered. Include a concise description of the applicant's organization, goals and objectives related to the proposed services, and how the services are designed to meet the need identified in the services specifications.

## **3.2 Experience and Capability**

### **A. Necessary Skills**

The applicant shall demonstrate that it has the necessary skills, abilities, knowledge and understanding relating to the delivery of the proposed services.

Refer to Sections 2.1 and 2.4.

### **B. Experience**

The applicant shall provide a description of projects/contracts pertinent to the proposed services. The applicant shall include points of contact: names, addresses, e-mail, telephone and FAX numbers. The State reserves the right to contact references to verify experience and satisfaction of services provided.

Refer to Section 2.4.

### **C. Quality Assurance and Evaluation**

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology.

Refer to Section 2.4.

### **D. Coordination of Services**

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community, such as those listed in this RFP, Section 2.4(B)(6). This can include letters of agreement between the applicant and other organizations, agencies and community resources that describe the cooperative relationship with regards to the proposed services.

Refer to Section 2.4.

### **E. Facilities**

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable, and the special equipment that may be required for the services.

Refer to Section 2.4.

### **3.3 Project Organization and Staffing**

#### **A. Staffing**

##### **1. Proposed Staffing**

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services.

Refer to Section 2.4.

##### **2. Staff Qualifications**

The applicant shall describe the minimum qualifications (including experience) for staff assigned to the program and provide the position titles, job descriptions, and qualifications for each position. (Refer to the qualifications in the Service Specifications, as applicable)

Refer to Section 2.4.

#### **B. Project Organization**

##### **1. Supervision and Training**

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services, to ensure viability of services.

Refer to Section 2.4.

##### **2. Organization Chart**

The applicant shall provide an organizational chart showing clear lines of authority and position titles for each person performing services under this program; reflect the position of each staff and line of responsibility/supervision; include position title, name and full time equivalency (FTE) for each position to be funded for delivery of the services described in this RFP for the contract periods; and attach both the “Organization-wide” and “Program” organization charts to the Proposal Application.

Refer to Section 2.4.

##### **3. Service Continuity**

The applicant shall describe its plan to deliver services during periods when staff is absent for any reason, to ensure continuity of services.

Refer to Section 2.4.

### **3.4 Service Delivery**

The applicant shall include a detailed discussion of the applicant's approach to applicable service activities and management requirements from Section 2.4 - Scope of Work, including a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules. The output and outcome/performance measurements found in Section 2.4(B)(4) of this RFP should also be addressed in this section. The applicant may propose different percentages of projected accomplishment, as long as a justification for the difference is provided. The narrative should reflect an understanding of the intent of the services delivered to the community and how the applicant intends to deliver the services.

The description of how the applicant will carry out the primary services/activities listed in Section 2.4 "Scope of Work" shall also include, but is not limited to, the need that the program is designed to meet; the target groups to be served; and the goals, objectives and expected outcomes. This description can include a "start-up" period, daily, monthly, and annual calendar/schedule or "Work Plan" for accomplishing the POD activities. The narrative should reflect major milestones in service delivery during the contract period, and reflect understanding of the tasks, service activities and management requirements in Section 2.4 by describing how they will be accomplished.

The applicant shall include information on how it will coordinate and collaborate with DHS staff and community agencies and organizations regarding these services, and provide a list of State holidays when the program will not operate.

The applicant shall provide a narrative including the following in the format listed, to reflect an understanding of the intent of the services in the community, and how the applicant intends to deliver the services:

Statement of purpose

- A. Description of the need the program is designed to meet.
- B. Description of the target groups.
- C. Outcomes of the POD project goals and objectives.

Detailed description of the applicant's approach to delivery of services to be offered

- A. Geographic coverage Statewide/access.
- B. Timeline/workplan of program and management activities.
- C. Publicity about the program.

- D. Coordination/collaboration with DHS and community organizations.
- E. Intake activities.
- F. Parent education on quality child care.
- G. Eligibility determination and program enrollment.
- H. Issuance of proper payments/recoup overpayments.
- I. Set-up of data base for program performance reports.
- J. Hard copy case documentation for initial/ongoing eligibility.
- K. Managing and monitoring of waitlist applicants.
- L. Customer service/complaints.
- M. Written reports.
- N. Accountability/evaluation of effectiveness of program operations.

### **3.5 Financial**

#### **A. Pricing Structure**

Applicant shall submit a cost proposal utilizing the pricing structure designated by the state purchasing agency. The cost proposal shall be attached to the Proposal Application.

##### Pricing Structure Based on Cost Reimbursement

The cost reimbursement pricing structure reflects a purchase arrangement in which the State pays the contractor for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation.

The purchasing agency shall consider cost proposals based on “cost-type” or “pure reimbursement” pricing structures from the applicants who are not-for-profit or faith-based organizations licensed to do business in the State of Hawaii. “Cost-type” involves payment of all incurred costs within a predetermined total estimated amount.

The purchasing agency shall also consider cost proposals based on “cost-plus-fixed-fee” from applicants who are for-profit organizations licensed to do business in the State of Hawaii. “Cost-plus-fixed-fee” allows for payment of all incurred costs within a predetermined amount, plus an agreed upon fee that will not change. We anticipate these fees to be limited to 10% or less of the contract award. Also, fees need to be built within the contract ceiling. Please note, however, that the Department reserves the right to negotiate the final amount of fixed-fee within the limits discussed above.

The purchasing agency shall select the applicable cost proposal subject to the legal standing of the applicant organization, e.g., not-for-profit, religious, or for-profit, that is in the best interest of the State.

All budget forms, instructions and samples are located on the SPO website. (See subsection 1.2, Websites References for website address.) The following budget form(s) shall be submitted with the Proposal Application:

SPO-H-205	Budget
SPO-H-206A	Budget Justification - Personnel: Salaries & Wages
SPO-H-206B	Budget Justification - Personnel: Payroll Taxes, Assessment & Fringe Benefits
SPO-H-206C	Budget Justification - Travel – Inter-island
SPO-H-206E	Budget Justification - Contractual – Administrative
SPO-H-206F	Budget Justification - Contractual – Sub-contract
SPO-H-206H	Budget Justification - Program Activities
SPO-H-206I	Budget Justification - Equipment Purchases

Refer to Sections 2.1 and 2.4.

## **B. Other Financial Related Materials**

### **1. Accounting System**

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

- a. The organization's most recent financial audit.
- b. A copy of the organization's financial policies that relate to the expenditure of funds for this project.

Refer to Section 2.4.

## **3.6 Other**

### **A. Litigation**

The applicant shall disclose and explain any pending litigation to which they are a party, including the disclosure of any outstanding judgment.

## **Section 4**

# **Proposal Evaluation**

# Section 4

## Proposal Evaluation

### 4.1 Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

### 4.2 Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

#### Evaluation Categories and Thresholds

<u>Evaluation Categories</u>	<u>Possible Points</u>
<i>Administrative Requirements</i>	
<i>Proposal Application</i>	
Program Overview	0 points
Experience and Capability	25 points
Project Organization and Staffing	25 points
Service Delivery	35 points
Financial	15 Points
<b>TOTAL POSSIBLE POINTS</b>	<b>100 Points</b>

## 4.3 Evaluation Criteria

### A. Phase 1 - Evaluation of Proposal Requirements

Final proposals submitted shall include all of the following documents to be accepted for consideration for this RFP.

**Exclusion of any of the required documents below as part of the submitted final proposal shall disqualify the applicant from selection consideration.**

#### 1. Administrative Requirements

Hawaii Compliance Express Certificate of Vendor Compliance

#### 2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPOH-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

### B. Phase 2 - Evaluation of Proposal Application (100 Points)

**Scoring for each bulleted item identified below is assigned a value of 0 through 5 points. The following is an explanation of the point assignments:**

- 5 = Very satisfactory.** Fully addresses the criteria succinctly that provides basis and explanation for the response, and demonstrates benefits to the State.
- 4 = More than satisfactory.** Fully addresses the criteria, but tends to be lengthy or does not fully provide basis or explanation for the response or benefits to the State.
- 3 = Satisfactory.** Minimally addresses the criteria by listing or affirming meeting the criteria through paraphrasing the criteria. May provide some basis and explanation for responses.
- 2 = Less than satisfactory.** May address parts of the criteria, but not the criteria as a whole.
- 1 = Unsatisfactory.** Provides response for the criteria, but does not address the criteria.

**0 = Not addressed.** Does not provide a response for the criteria.

**Program Overview:** No points are assigned to Program Overview. The intent is to give the applicant an opportunity orient evaluators as to the service(s) being offered.

**1. Experience and Capability (25 Points)**

The State will evaluate the applicant’s experience and capability relevant to the proposal contract, which shall include:

**A. Necessary Skills**

- Demonstrated a thorough understanding of the purpose and scope of the service activities, and the skills, abilities, and knowledge relating to the delivery of the proposed services.

\_\_\_\_\_

**B. Experience**

- Described experience providing similar services to a similar population, including the use of databases to extract performance reports and how such data was used to monitor and improve services.

\_\_\_\_\_

**C. Quality Assurance and Evaluation**

- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.

\_\_\_\_\_

**D. Coordination of Services**

- Demonstrated capability to coordinate services and collaborate with other agencies and resources in the community.

\_\_\_\_\_

**E. Facilities**

- Adequacy of facilities relative to the proposed services.

\_\_\_\_\_

**2. Project Organization and Staffing (25 Points)**

The State will evaluate the applicant’s overall staffing approach to the service that shall include:

**A. Staffing**

- Proposed Staffing: That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services. \_\_\_\_\_
- Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program. \_\_\_\_\_

**B. Project Organization**

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. \_\_\_\_\_
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks. \_\_\_\_\_
- Service Continuity: Staff support, and plan for service delivery when staff is on leave. \_\_\_\_\_

**3. Service Delivery (35 Points)**

*Evaluation criteria for this section will assess the applicant's approach to the service activities and management requirements outlined in the Proposal Application.*

**A. Program Content and Design**

- Demonstrates an understanding of the various service activities and sequence of events. \_\_\_\_\_
- Describes outreach, intake, consumer education, POD benefits issuance process, documentation/data collection/reports and strategy for public relations and community collaboration in delivery of a Statewide service. \_\_\_\_\_
- Presents evidence of cooperation and willingness to follow DHS requirements, policies and procedures. \_\_\_\_\_

**B. Logic of the Work Plan**

- Describes staff/program management activities and logic in assignments and responsibilities. \_\_\_\_\_
- Discusses how the major service activities and tasks will be completed on a statewide basis throughout the contract period, and has realistic \_\_\_\_\_

timelines and schedules to ensure delivery of services.

\_\_\_\_\_  
\_\_\_\_\_

**C. Evaluation**

- Addresses monitoring performance/outcome measures and tracking of achievement levels of service objectives in accessing performance for improved service delivery.
- Oversees issuance of proper/improper payments.

\_\_\_\_\_  
\_\_\_\_\_

**4. Financial (15 Points)**

- Personnel costs are reasonable and comparable to positions in the community, and non-personnel costs are reasonable and adequately justified.
- Applicant’s proposal budget is reasonable given program resources and maximizes available funding towards delivery of direct services.
- Adequacy of accounting system for use of funds (as indicated in most recent audit report).

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**B. Phase 3 - Recommendation for Award**

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

## Section 5

### Attachments

- A. Proposal Application Checklist
- B. Sample Table of Contents
- C. General Conditions –website reference:  
<http://www.hawaii.gov/spo> “Health and Human Services,  
Ch. 103F...” “For Private Providers” and “Contract Template -  
General Conditions”
- D. Special Conditions
- E. Required Activities

## Proposal Application Checklist

Applicant: \_\_\_\_\_ RFP No.: \_\_\_\_\_

The applicant's proposal must contain the following components in the order shown below. Return this checklist to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website.

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Applicant to place "X" for items included in Proposal
<b>General:</b>				
Proposal Application Identification Form (SPOH-200)	Section 1, RFP	SPO Website*	<b>X</b>	
Proposal Application Checklist	Section 1, RFP	Attachment A	<b>X</b>	
Table of Contents	Section 5, RFP	Section 5, RFP	<b>X</b>	
Proposal Application (SPOH-200A)	Section 3, RFP	SPO Website*	<b>X</b>	
Hawaii Compliance Express Verification Certificate	Section 1, RFP	Hawaii Compliance Express SPO Website*	<b>X</b>	
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5		
SPO-H-206A	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206B	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206C	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206D	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206E	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206F	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206I	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206J	Section 3, RFP	SPO Website*		
<b>Certifications:</b>				
<b>Program Specific Requirements:</b>				
Organization Charts			<b>X</b>	
Audit Report (most recent)			<b>X</b>	
Work Plan			<b>X</b>	
Outcome Measures/Table			<b>X</b>	

\*Refer to subsection 1.2, Website Reference for website address.

Sample

## Proposal Application Table of Contents

<b>1.0</b>	<b>Program Overview</b> .....	1
<b>2.0</b>	<b>Experience and Capability</b> .....	1
	A. Necessary Skills.....	2
	B. Experience.....	4
	C. Quality Assurance and Evaluation.....	5
	D. Coordination of Services.....	6
	E. Facilities.....	6
<b>3.0</b>	<b>Project Organization and Staffing</b> .....	7
	A. Staffing.....	7
	1. Proposed Staffing.....	7
	2. Staff Qualifications.....	9
	B. Project Organization.....	10
	1. Supervision and Training.....	10
	2. Organization Chart (Program & Organization-wide) (See Attachments for Organization Charts)	
<b>4.0</b>	<b>Service Delivery</b> .....	12
<b>5.0</b>	<b>Financial</b> .....	20
	See Attachments for Cost Proposal	
<b>6.0</b>	<b>Litigation</b> .....	20
<b>7.0</b>	<b>Attachments</b>	
	A. Cost Proposal	
	SPO-H-205 Proposal Budget	
	SPO-H-206A Budget Justification - Personnel: Salaries & Wages	
	SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments, and Fringe Benefits	
	SPO-H-206C Budget Justification - Travel: Interisland	
	SPO-H-206E Budget Justification - Contractual Services – Administrative	
	B. Other Financial Related Materials	
	Financial Audit for fiscal year ended June 30, 1996	
	C. Organization Chart	
	Program	
	Organization-wide	
	D. Performance and Output Measurement Tables	
	Table A	
	Table B	
	Table C	
	E. Program Specific Requirement	

## Special Conditions

### Insurance Coverage

The contracted organization shall comply with the following additional requirements to the General Conditions, Section 1.4 (this can be found on the SPO website):

The Contractor shall maintain insurance acceptable to the State in full force and effect throughout the term of this contract, until the State certifies that the Contractor's work has been completed satisfactorily.

The policy or policies of insurance maintained by the Contractor shall provide the following limit(s) and coverage:

<u>Coverage</u>	<u>Limits</u>
Commercial General Liability (occurrence form)	\$2,000,000 combined single limit per occurrence for bodily injury and property damage
Automobile	Bodily injury - \$1,000,000 per person \$1,000,000 per occurrence Property damage - \$1,000,000 per accident
Professional Liability, if applicable	\$1,000,000 per claim \$2,000,000 annual aggregate

The type of insurance policy shall be on an occurrence basis, rather than claims made.

Each insurance policy required by this contract shall contain the following clauses:

1. *“The State of Hawaii is added as an additional insured with respect to operations performed for the State of Hawaii.”*
2. *“It is agreed that any insurance maintained by the State of Hawaii shall apply in excess of, and not contribute with, insurance provided by this policy.”*

Each insurance policy shall be written by insurance companies licensed to do business in the State or meet Section 431:8-301, HRS, if utilizing an insurance company not licensed by the State of Hawaii.

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 agrees to deposit with the State of Hawaii, on or before the effective date of this contract, certificate(s) of insurance necessary to satisfy the State that the insurance provisions of this contract have been complied with and to keep such insurance in effect and the certificate(s)

therefore on deposit with the State during the entire term of this contract. Upon request by the State, Contractor shall furnish a copy of the policy or policies.

The Contractor shall immediately provide written notice to the contracting department or agency should any of the insurance policies be cancelled, limited in scope, or not be renewed upon expiration.

Failure of the Contractor to provide and keep in force such insurance shall be regarded as material default under this contract, entitling the State to exercise any or all of the remedies provided in this contract for a default of the Contractor.

The procuring of such required policy or policies of insurance shall not be construed to limit Contractor's liability hereunder nor to fulfill the indemnification provisions and requirements of this contract. Notwithstanding said policy or policies of insurance, Contractor shall be obliged for the full and total amount of any damage, injury, or loss caused by negligence or neglect connected with this contract.

If the Contractor is authorized by the Benefit, Employment and Support Services Division to subcontract, subcontractor(s) is not excused from the indemnification and/or insurance provisions of this contract. In order to indemnify the State, the Contractor agrees to require its subcontractor(s) to obtain insurance in accordance with the insurance provisions of this contract.

### **Interpreter Services**

The contracted organization:

1. Shall provide interpreters for persons with limited English proficiency to ensure equal access to services;
2. Shall develop and maintain written procedures that provide step-by-step instructions for staff in identifying the need for LEP services and securing such services, which would also include contact information of the interpreter services.
3. Shall notify applicants, potential applicants, and recipients of services of their right to free interpreter services;
4. Is prohibited from requiring applicants, potential applicants, or clients to bring their own interpreters with them to interviews or other appointments, even though this is what they might prefer to do;
5. Shall document the offer of language assistance services and whether the individual accepted or declined the services; and
6. Shall submit a quarterly Limited English Proficiency (LEP) Report on a form provided by the Department that shall include at a minimum:
  - a. Number of LEP individuals who were offered language assistance services, and from that number, how many declined or required language assistance services;
  - b. Primary language spoken by each LEP person;
  - c. Type of interpreter service provided; and
  - d. Name of interpreter (and agency, if applicable).

## REQUIRED ACTIVITIES FOR PRESCHOOL OPEN DOORS (POD) CHILD CARE SERVICES

The following is the expected sequence of events for the provider of the POD services.

After the start-up phase to secure facilities and equipment, if necessary, appropriate staff, and DHS training, the Provider shall implement the following:

### **October - November 2013:**

#### **1. Assumption of the current POD service.**

Assume the caseload and duties for the current POD services. It is projected that there will be approximately 325 children a month for the current POD services that will already be enrolled in a preschool and requiring monthly child care payments to be issued through the balance of the current 2013-2014 school year. POD funding for the period will not be available beyond 6/30/2014, which would result in June 2014 being the last payment month for POD services for this current group.

There will also be approximately 135 children a month for the current RtT effort that will also already be enrolled in a preschool and requiring monthly child care payments to be issued through the balance of the current 2013-2014 school year. As with the current POD funding, the RtT funding will not be available beyond 6/30/2014, so the same scenario would apply.

Specific only to the current POD services, accept and review the DHS 927 *Child Care Payment Simplified Report Form* that the client submits every six months for reconsideration of child care eligibility, ensuring that all sections are completed, all documentation to verify information is attached, and signatures are provided. The Provider shall apply the DHS POD child care eligibility criteria per Hawaii Administrative Rules (HAR) §17-798.2 to determine whether the family continues to be eligible to receive child care payments as well as the proper child care payment amount.

#### **2. Initiate the ramp-up for the upcoming 2014-2015 school year for the POD program.**

The following are the sequence of steps shall be implemented:

##### **Step 1:.....Promote the DHS POD Child Care Subsidy Program**

Publicize and outreach to communities statewide about the availability of DHS POD child care subsidies to help families with children of the target population, to experience up to a year of preschool to prepare them for entering kindergarten.

Include information about child care rates for the different types of care, gross monthly income criteria by size of family, and program eligibility requirements for the eligible family and participating child care providers.

**Step 2:.....Provide POD Child Care Application**

Provide form DHS 913- *Preschool Open Doors Application For Preschool Tuition Assistance* and the form DHS 913A- *Preschool Open Doors Special Populations Referral* when a family requests an application for POD child care subsidy. The period of application will be determined by the Department. For the school year 2014-2015, the Department is proposing the period of application from October through November 2013.

**Step 3:.....Guide the POD Applicant**

Ensure applications are completed in writing on the form DHS 913 by the caretaker and the form DHS 913A by the qualified individual identified on the form, with all the supporting documentation to verify the information.

**Step 4:.....Accept/Review POD Child Care Application**

Receive and process applications with verifying documentation and the required completed forms. When applications are received, the Provider shall register them in the DHS electronic system and review them for completeness. (The DHS or DHS designee will provide training on registering the applications in the DHS HANA electronic system.)

Review and prioritize the POD applications to ensure there is documentary evidence for: age of the child needing care, Special Populations Referral, relationship of the child to the applicant, gross monthly income of the family, and geographic area of the State. After review, the Provider shall notify the applicant to correct any inaccuracy and/or provide supporting documentation and missing information.

**Step 5:.....Create a POD Child Care Case Folder**

File all documents related to the POD Child Care application in a case folder labeled for each family. (The DHS or DHS designee will provide training to the Provider on filing procedures.)

**Step 6:.....Interview the Caretaker to Determine POD Eligibility**

Carefully inquire about household composition and monthly resources, and review the POD application materials to help ensure that the correct family situation is identified. By implementing the DHS child care services rules, the

Provider shall determine if the POD application is approved, denied, withdrawn, or discontinued, and notify the applicant accordingly.

**December 2013:**

Step 7.....**Create POD enrollment priority list**

Create a database to priority rank all eligible applicants. The ranking will have already factored a percentage of population that could be serviced by island and county. The ranking will use the priority ranking as stated of the target population, and income rank with each target category with highest priority going to the lowest income families by family size.

Step 8.....**Issue a DHS Notice of Disposition of Application**

Issue a *Notice of Disposition of Application for Child Care Payments* to the applicant that provides the status: either approved, discontinued, denied, or withdrawn by the applicant. The notice will also advise the approved applicants of their priority ranking. The Provider shall also enter information on the case into the DHS HANA electronic system.

**March-April 2014:**

Step 9.....**Begin POD Program enrollment for school year 2014-2015**

Working from the established priority list, the Provider shall have the approved applicants complete the Child Care Certificate and Provider Confirmation Form and form DHS 916 Child Care Payments Parent/Guardian Rights and Responsibilities to enroll the child into the POD program. The Provider shall require the Child Care Certificate and Provider Confirmation Form be completed with current information about the facility and cost of care for the eligible child.

Step 10.....**Calculate the POD Child Care Payment**

Calculate the correct amount of payment for each POD-eligible child for their selected preschool, based on the family's gross monthly income, cost of care at the selected preschool, type of care selected, and the DHS sliding fee table. The Provider shall enter such information into the DHS HANA electronic system to establish timely benefits.

Step 11.....**Issue a Notice of Payment**

Complete and send the form DHS 922 *Notice of Payment* to the families approved as eligible for POD child care payments. This provides the name of the eligible

child, the monthly amount of the DHS POD child care subsidy for the child, and the name of the approved child care provider. The form also includes information about mandatory reporting of changes in the family's situation, and informs the POD-eligible family of the Provider's staff contact information.

**Step 12.....Continue enrollment until monthly funding ceiling is reached**

Continue Steps 9-11 until the maximum amount of POD funding available per month for school year 2014-2015 is achieved. Currently, it is expected that \$7.6 million will be available for POD program child care payments. This calculates to roughly \$633,333 per month.

**Step 13.....Notify waitlist applicants**

Once the maximum number of POD enrollees has been reached, stop enrollment and provide notice to remaining approved applicants via the DHS 921 that they remain on the waitlist due to unavailability of funds. The provider shall monitor this waitlist and the on-going POD caseloads to determine when it is possible to select a waitlist applicant for POD enrollment.

**June 2014:**

**Step 14.....Authorize/Issue the POD Child Care Subsidy**

Use the DHS electronic system to issue initial and monthly POD payments. The Provider shall establish a process for receiving and processing reports of changes to the family's situation that might affect eligibility conditions, take action to ensure the case is updated and maintained properly, and issue correct payment amounts. In addition, the Provider shall ensure that child care providers are compliant with their school readiness assessment requirements prior to issuing continued payments. The DHS shall work with the Provider on establishing the process to validate the school readiness assessment requirement is being met prior to payment issuances.

**3. On-going beginning October 2013:**

**1. Maintain a POD Database**

Track the following information, occurrences, and numbers:

- 1) Outreach efforts in local communities;
- 2) Families that respond to outreach efforts per month Statewide;
- 3) POD child care applications received;
- 4) Completed POD applications processed???
- 5) Interview/disposition of the POD applications (approved, discontinued, denied, or withdrawn) and the number of days within the date of receipt of complete application;

- 6) Correct disposition of the POD application;
- 7) Issuance of benefits within the first seven days of the benefit month;
- 8) Active cases requiring retroactive payments;
- 9) Accuracy of the payment amount;
- 10) Recovery of overpayments for the benefit month;
- 11) Geographic distribution of children and cases;
- 12) Complaints, types of complaints, resolved, and unresolved;
- 13) The number of wait-listed applicants who are offered a slot during the Preschool Open Doors Program school year;
- 14) The number of wait-listed applicant who do not accept an offered slot during the Preschool Open Doors Program school year; and
- 15) The number of requests for Preschool Open Doors Program applications received after the open enrollment period has closed.

## **2. Provide Periodic Progress Reports**

Submit monthly, quarterly, and an annual State fiscal year summary of performance of the required activities and results within the requisite time period after the end of the calendar month, quarter, and year, respectively. (The DHS may also request ad hoc information apart from the established reporting.)

## **3. Invoice for Services Delivered**

Submit monthly expenditure reports based on the approved budget for the respective State fiscal year on approved forms issued by the DHS.