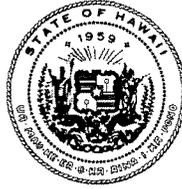


LINDA LINGLE  
GOVERNOR



LILLIAN B. KOLLER, ESQ.  
DIRECTOR

HENRY OLIVA  
DEPUTY DIRECTOR

STATE OF HAWAII  
DEPARTMENT OF HUMAN SERVICES  
810 Richards Street, Suite 400  
Honolulu, Hawaii 96813

June 26, 2006

**MEMORANDUM**

TO: Purchase of Services Applicants

FROM: Amy Tsark, Acting Administrator  
Social Services Division

SUBJECT: ADDENDA TO REQUEST FOR PROPOSAL ISSUED June 8, 2006

Attached for your information is an addendum to the Request for Proposal HMS301-47 that was issued on June 8, 2006, by the Social Services Division of the Department of Human Services (DHS). The purpose of the addenda is to provide answers to the questions that were submitted on June 20, 2006.

If you have questions regarding this RFP, please contact Trisha Chung at (808) 586-5748. Thank you for your interest in this procurement.

Attachments

DEPARTMENT OF HUMAN SERVICES

SOCIAL SERVICES DIVISION

ADDENDA FOR RFP HMS 301-47 ISSUED 6/08/2006  
QUESTIONS AND ANSWERS

**FORMAT**

1. Does the work plan suffice for the service delivery area? Or do we need to submit a narrative as well? Also, please clarify the statement, "...it is not acceptable to simply repeat language..." in Section 3, V.

ANSWER: Yes, the work plan is sufficient; a separate narrative is not necessary if everything in the Scope of Service is addressed. The statement means that it is not acceptable to repeat the language from the RFP.

2. Page 2-14 – Section 2, IV – Facilities. These services do not require the Provider meet standards for a facility. The selections in this chart should be labeled "NA" or not included at all.

ANSWER: Although a certification or licensing is not required, the box in the chart will remain in the shell and "NA" will not be filled in as the instructions clearly state, "The Applicant must meet any standards for facilities that are checked below." And none are checked.

3. "Sample" outline in Section 5 is not consistent with the outline of the actual RFP.

ANSWER: Please refer to section 1, VIII.A.3 in the RFP. It states that a sample Table of Contents for proposals is located in Section 5, Attachments. It states, "This is a sample and meant as a guide. The Table of Contents may vary depending on the RFP."

4. Attachments (Insurance Requirements, Criminal Conviction Record Check Standards and Protective Services Central Registry Standards, General Conditions of the Contract, etc.) – How are they relevant? Do they need to be included in the proposal?

ANSWER: These attachments are included in the RFP as references. For example, the Insurance Requirements and Special Conditions of the Contract are referenced in Section 4, III.6c. They do not need to be included in the Proposal unless it is stated in the RFP that it is required.

5. Are the Budget forms required?

ANSWER: Budget forms are required for this RFP. Please refer to Addendum #2.

6. Administrative Assurances – Do we want a narrative on these?

ANSWER: No. A signed Administrative Assurances should be included with the Proposal.

7. “Just clarifying, I have not identified anything regarding font size and margin requirements. Is there any, or am I assuming the standard 1” margins and 12 size font is appropriate?”

ANSWER: The standard, 1-inch margins and 12 pt. font size is sufficient. We would also prefer Times New Roman font.

8. “Regarding Experience and Capability section (page 3-2), can we create a chart to cover the 4 items indicated under “listing of verifiable experience?”

ANSWER: Yes.

9. “Under Project Organization and Staffing (page 3-2) it appears that most of what it is being requested in this section requires illustrated charts and or tables, and or attachments such as job descriptions. Would it be preferred to include these items as a part of this section or to reference it later as an attachment in a separate section as shown in the table of contents? The reason I ask is that it does not appear as if this section is requiring a whole lot in terms of an actual written narrative.”

ANSWER: It would be preferred that it is referenced and attached. Please clearly state in this section where they can be found in the attachment section. Also, please be sure that the titles of the charts are clear.

10. “Regarding the Work Plan Format, Service Activities, Program Requirements section. To make it easier for the reviewers to follow, can we change the bullets into smaller case letters so we can reference it across every section of the table using the same alphabet?”

For example:

Instead of:

1. Contract specific policies and procedures for admission and Discharge
  - Referral
  - Intake
  - Waiting lists
  - Discharge

Write it out as follows:

1. Contract specific policies and procedures for admission and discharge
  - a. Referral
  - b. Intake
  - c. Waiting lists
  - d. Discharge

ANSWER: Yes.

11. “Just making sure about the Federal Certifications. I recall all of you indicating that this was after award and not part of the Proposal. It is indicated on the Proposal Applicant Checklist. Please clarify again.”

ANSWER: It is listed on the Proposal Applicant Checklist but it is not checked off. Yes, the Certifications are required after the award is made.

### **SERVICE ACTIVITIES – SCOPE OF WORK**

1. Does the YAP model allow for local adaptations? What is the experience of the current contractor with need for cultural adaptations? Does YAP have flexibility on this? Advantages of YAP model?

ANSWER: Within the construct of the YAP model, there is the flexibility of some local adaptations.

Some minor modifications have been made but they have primarily augmented the model rather than replaced elements of the model. The use of indigenous paraprofessional counselors inherent in the model does in and of itself support cultural competence. The advantages of the YAP model can be identified in the recommended sources for the model.

2. Page 2-4 - #6 states provider must provide Intensive In-home crisis intervention service. Is this a CAMHD IHH contract? Or a separate service?

ANSWER: This is not a CAMHD contract.

3. Page 2-15 – Do the youth to be served have or have to have a DSM diagnosis?

ANSWER: No.

4. How would the youth/family be referred?

ANSWER: The youth/family may be referred by a CWS social worker, Probation Officer, VCM staff, Family Strengthening Services, and Family Court staff.

5. Who does the case management?

ANSWER: Case management is provided by the referring agency or by HAP if it is a community referral. If a referral from CWS is received and accepted, the CWS worker will be the case manager. It would be the same if it was a Probation Officer.

6. “No time frame as far as length and duration of services have been indicated in scope of work from the time of intake through discharge. Just clarifying, is that up to the Provider?”

ANSWER: On the average, HAP services have been provided for 6 months to one year per case. This is dependent on the needs of the youth/family.

7. On page 2-10 of the Scope of Work section. It indicates on (f) to provide 10 hours of face-to-face contact and supervision in family homes and neighborhoods. Does this mean that there is also a maximum amount of hours per youth serviced per week? Is the 10 hours set in stone, or can that be also based on the needs of the case.

If so, how many weeks will we be required to provide the 10 hours of service for? 4 weeks, 5 weeks, or more? Please clarify.

ANSWER: The 10 hours of face-to-face contact is an average. It is not a maximum. The 10 hours is not set in stone. Some youth/families may need more or less than the 10 hours.

8. Are you able to elaborate what a “life domain model” indicated on page 2-9 is?

ANSWER: The “life domain model” is used for assessing needs in life areas such as residence, education/vocation, etc.

9. Do you want in-home counseling services provided for youth and their families?

ANSWER: Yes, however, this contract is for services provided by paraprofessionals. Therefore, clinical counseling services should not be provided.

10. Is the YAP program a strict requirement or would you consider another home-based, evidenced-based model?

ANSWER: Yes, the YAP program is a strict requirement. We will not consider another home-based model.

11. Are there any priorities or target groups for the Family court referrals to HAP?

ANSWER: In general, the priority for services provided by HAP will be juveniles who have committed status offenses or minor law violations, and who are at risk of further involvement with the juvenile system. There is the possibility that juveniles who have committed more serious law violations may be referred by the Family court, contingent upon the availability and utilization rates of the HAP services.

## **STAFFING**

1. “Can Advocates be in the true sense a “mentor” where they are actual volunteers from the community providing one-to-one adult youth relationships? Can attaching a youth also to mentor be part of service delivery. Or does an Advocate need to be a paid staff? Along those same lines, say if they are also trained with YAP model would that also be acceptable too. Say if we connect a youth to mentor that is under our agency could that also be considered part of our Advocate program, and would that also be a billable individual service unit. Along that same lines, say if we connect a youth to another program to provide some of the services areas in the scope of work could that also be a billable service unit.”

ANSWER: Yes, the Advocates can be in the true sense a “mentor,” and attaching a youth to the mentor can be part of service the delivery. The advocates are paid staff and they need to be trained in this model.

If a youth is connected to a mentor that is under the same agency, the “referral” process is billable. As long as the advocate is mentoring, making the referrals, and in general working with the youth/family, the provider may count as service units. However, if the advocate is merely making the referral but another program is providing similar services to YAP, units may not be counted for the YAP program.

2. Do you want advocacy services provided by the paraprofessionals trained in the YAP program for all clients? If so, if the numbers given are the case load to be carried, it would require a large number of paraprofessionals.

Below are my examples:

Caseload of 127 for Oahu would mean 32 paraprofessionals. If you want services for 4 months for each client and serving a total of 127 throughout the year, it would require 11 paraprofessionals. Paraprofessionals can only have a caseload of 4 according to the proposal.

ANSWER: Yes, all of the paraprofessionals should be trained in the YAP model. The 127 youth/families to be served for Oahu is the total to be served for the year.

3. Are there any education or licensing requirements for paraprofessionals?

ANSWER: Further clarification will be posted in another addendum.

4. Are there any education or licensing requirements for Case Managers?

ANSWER: Further clarification will be posted in another addendum.

5. Are there any education or licensing requirements for Therapists (if they are needed)?

ANSWER: Therapists will not be needed for this contract.

6. Are there any education or licensing requirements for those conducting groups?

ANSWER: Further clarification will be posted in another addendum.

### **FORMS A, B, and C**

1. “Also related to the question above involves Form C-Outcomes on page 2-17. Most of its outcome goals indicate “in the past month” does this mean from intake through the last 30 days of services? In other words from what point to what point are we actually measuring this outcome from?”

ANSWER: We will be correcting that to say, “in the last quarter.” It will be published as an addendum.

2. Regarding Form B-Service Activities: Item #s 2-4 are blank. Is the sum total of these 3 blank items equal to the number indicated on item #1? For example, in East Hawaii item #1 is 16. Are we to assume that if you add items 2 through 4 it would equal 16? Or are these exclusive projected numbers in addition to the 16 total?

ANSWER: Yes, the sum total of these 3 blank items equals the number indicated on item #1. However, #2-4 will not have goal numbers. These are included as items we want the provider to track throughout the year in the Quarterly Activity Report. An addendum will be posted to reflect this change.

3. Regarding Form A-People to be Served and Form C-Outcomes: There are no blank items to be entered in. so I am assuming that all we need to put is the name of our Organization? The reason I am asking this, is that it does not seem that we’re required to do much with this section except for just adding in our organization’s name considering that it is worth quite a bit of points (17) on the evaluation section.

ANSWER: Yes, all that is needed in Form A and Form C is the agency name. There will not be any points given to this section. An addendum will reflect this change.

4. Regarding Form A-People to be Served: For youths referred to CWS that have been assessed to be in need of supportive services but are not accepted for a CPS investigation, who would be doing the actual referral, the CPS social worker or CPS central intake in Honolulu?

ANSWER: CPS central intake, Family Strengthening Services and the Voluntary Case Management providers will make the referrals.

5. Are the numbers to be served provided for each area the total to be served during the year or are they the caseload to be carried all year?

ANSWER: This is the total to be served during the year.

## **PRICING**

1. Will increases to the contract be available with or without competition/advertisement? At any time, or at 2 year midpoint?

ANSWER: At this point there are no plans to increase the contract. If funds do become available, it may be increased up to 300% without competition or advertisement. It is stated in the RFP, "Additional funding may become available for the life of the contract, and the sources of funding may change. Funding from any given year, for any geographic area, or for the contract as a whole may increase up to 300% of the original amount."

2. Please publish clarity of pricing – per questions raised at meeting.

ANSWER: Pricing will be addressed in an addendum posted at a later time.

3. Under the Base cost/Fixed Rate Combination, section 2 #8" Pricing" – 50% base rate divisible by island? Or, if one provider provides the entire service statewide are the target numbers cumulative? Meaning if a provider hits 80% of target on one island and 29% on another, how might the agency bill?

ANSWER: Yes, the 50% base rate is divisible by island. If the provider is a statewide provider of this program, the target numbers are cumulative. The agency will bill on the total number of units provided. However, utilization will be monitored for compliance with goals and adjustments may be made accordingly.

4. Regarding the Pricing Structure (page 2-13), if we exceed the goal amount of required units served for the period will we also get paid as much? For example if the goal is 200 units of service hours for the year and we provide 210 hours, will we then get paid \$27.00 x 210 or just at an amount based from 200. As I understand it, in this same situation, if we were to get say only 190 hours, then would we only get paid \$27.00 x 190?

ANSWER: Yes.

5. Are there costs involved with YAP consultation to assure fidelity to the program model?

ANSWER: Applicants should contact directly with the YAP, Inc., to plan for any costs associated with consultation and implementation of the program model.

## **TANF ELIGIBILITY**

1. Do we have to track TANF recipients/eligibility?

ANSWER: No.

2. Please clarify eligibility regarding low income, ANF, accept all DHS referral? Can accept other referrals beyond DHS?

ANSWER: There is no income eligibility for these services. The provider will be able to accept outside referrals, however, services to DHS clients are priority. Prior approval for non-CWS or non-Family Court referrals is needed.

## **EVALUATION**

1. Independent Evaluation – is it budgeted in the contract?

ANSWER: The applicant will include the cost of this into their budget.

2. DHS wants the evaluator to evaluate the entire state. How will that happen if there are different providers?

ANSWER: The agency that has the largest portion of the contract shall obtain the independent evaluator. All providers must agree to participate in the evaluation and provide 4.65% toward the cost of the statewide evaluation. Individual contributions will be prorated based on total amount of the evaluation if the cost of the evaluation is less than the 4.65% of the total.

## **MISCILLANEOUS**

1. What geographical areas can people apply for? By island or only statewide? Any and all? Explain single and multiple.

ANSWER: Providers may apply for Oahu, Kauai, EHI, WHI, and Maui County (Maui, Molokai, Lanai). You may apply by island, with the exception of Maui County, or you may apply statewide. You may apply for any and all.

“Single” means one contract to be awarded for the entire state, “multiple” means more than one contract for this service for different geographic areas. (i.e. a provider may be awarded Oahu and Maui; another provider may be awarded a contract for Kauai; and a third provider may be awarded East Hawaii and West Hawaii)

2. When do we submit the tax clearance? With RFP?

ANSWER: Please submit the tax clearance with the proposals as stated in the RFP. Please refer to Section 4, I.A. Phase I – Evaluation of Proposal Requirements and Section 5, Attachment A – Proposal Application Checklist.

3. How will the answers and amendments be distributed? Applicants notified?

ANSWER: An addendum will be attached to the RFP and for those prospective applicants that submitted an interest form or attended the orientation, or received the RFP from our office will be notified through e-mail or fax.

4. Explain Preference on page 2-6 for statewide award. Is preference given to single statewide contract, if so, how will it be scored?

ANSWER: "Preference" means that the state would prefer to have one provider statewide for this contract. It does not matter if it is one contractor or a master contractor with subcontracts. The goal is to keep consistency and flexibility within the program.

Preference will not be given to single statewide contracts. Scores will not be based on preference.

5. Clarify postmark date regarding arrival time.

ANSWER: Postmark is the date stamp from the United States Postal Service. The proposals are to be postmarked before or on July 6, 2006. We will allow up to 10 days for the proposals to be received by our office.