

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

Request for Proposals

RFP No. HMS 305-08-02-S

Outreach and Application/Payment Processing for DHS Child Care Subsidies

Date Issued: October 9, 2007

Note: If this RFP was downloaded from the State Procurement Office RFP Website each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, an [RFP Interest form](#) may be downloaded to your computer, completed and e-mailed or mailed to the RFP contact person. The State shall not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.

LINDA LINGLE
GOVERNOR



LILLIAN B. KOLLER, ESQ.
DIRECTOR

HENRY OLIVA
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
P.O. Box 339
Honolulu, Hawaii 96809-0339

October 9, 2007

MEMORANDUM

To: All Interested Applicants

From: Lillian B. Koller, Esq., Director

SUBJECT: OUTREACH AND APPLICATION/PAYMENT PROCESSING
FOR DHS CHILD CARE SUBSIDIES

Request for Proposals (RFP) HMS 305-08-02-S

The Department of Human Services (DHS), Benefit, Employment and Support Services Division (BESSD), Employment & Child Care Program Office (E/CCPO), seeks to purchase the services listed above and described in the attached RFP. This is to assist and support the DHS by engaging in the following activities throughout the State of Hawaii: publicize and promote (marketing and outreach) the DHS child care subsidy program and eligibility requirements; provide DHS child care application materials, including provider forms; assist families to complete the child care applications, as needed; accept application forms and verifying documents; within 30 days of receiving the completed applications, interview and determine whether families are eligible or ineligible to participate in the child care subsidy program; create case folders for the materials for each family; mail notices using established DHS rules, policies, and procedures, including official departmental forms; enter the families' child care information into the DHS electronic systems; calculate and authorize payments for eligible families, using the DHS rules and electronic systems; receive reports of changes in the families' situations that might affect eligibility, and take appropriate action; initiate the required background check process for the license-exempt child care providers selected by the eligible families; and establish the families' eligibility status every six months. In addition, DHS requires documentation of these activities. The estimated outreach target group is 400 families per month, with a minimum of 350 monthly applications received Statewide. The estimated monthly caseload is 7,700 families Statewide.

The initial contract term will be from January 1, 2008 – June 30, 2008. The State, at its option, may extend this Agreement in writing, for three (3) additional State fiscal year periods, not to exceed June 30, 2011. The DHS will award one contract under this RFP.

The RFP provides information to assist applicants in the preparation of proposals and a budget, including: (1) a description of the services sought; (2) the requirements to be met by the

provider; (3) the criteria by which qualifying proposals shall be reviewed/rated; and (4) the criteria for monitoring/evaluating the services. Applicants are to address all parts of the RFP. Proposals shall be mailed and postmarked by the United State Postal Service on or before **November 15, 2007** or hand delivered (including courier mail) no later than 4:30 p.m., Hawaii Standard Time (HST), on **November 15, 2007**, to DHS E/CCPO at 820 Mililani Street, #606, Honolulu, HI 96813. All mail-ins postmarked after 12:00 midnight including courier mail) no later than 4:30 p.m., Hawaii Standard Time (HST), on **November 15, 2007** or hand delivered after the **November 15, 2007 deadline** will not be accepted.

The BESSD program staff will conduct an **orientation** to review the RFP requirements on **Thursday, October 18, 2007 from 9:00 a.m. to 11:00 a.m. HST, at 820 Mililani Street, #606, Conference Room 1, Honolulu, Hawaii.** All prospective applicants are encouraged to review the RFP closely and attend the orientation. Inquiries regarding this RFP should be directed to the RFP contact person, Ethel Fleming, at 820 Mililani Street, #606, Honolulu, Hawaii 96813, telephone: (808) 586-0978, fax: (808) 586-5744, or e-mail: efleming@dhs.hawaii.gov.

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: ONE ORIGINAL PLUS FOUR (4)

ALL MAIL-INS SHALL BE POSTMARKED BY UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN NOVEMBER 15, 2007, 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
Employment & Child Care Program Office
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

DHS RFP COORDINATOR

Ethel Fleming
For further info. Or inquiries

Phone: (808) 586-0978
Fax: (808) 586-5744

ALL HAND DELIVERIES WILL BE ACCEPTED AT THE FOLLOWING SITE UNTIL 4:30 P.M., Hawaii Standard Time (HST) November 15, 2007. 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., HST, **November 15, 2007.**

Drop-off Site

Oahu:

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

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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.

I. Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing RFP	10/09/07
Distribution of RFP	10/09/07
RFP orientation session	10/18/07
Closing date for submission of written questions for written responses	10/23/07
State purchasing agency's response to applicants' written questions	10/29/07
Discussion with applicants prior to proposal submittal deadline (optional)	
Proposal submittal deadline	11/15/07
Discussion with applicant after proposal submittal deadline (optional)	
Final revised proposals (optional)	
Proposal evaluation period	11/16/07- 11/26/07
Provider selection	11/27/07
Notice of statement of findings and decision	11/27/07- 11/30/07
Contract start date	01/01/08

II. Website Reference

The State Procurement Office (SPO) website is www.spo.hawaii.gov

	For	Click
1	Procurement of Health and Human Services	“Health and Human Services, Chapter 103F, HRS...”
2	RFP website	“Health and Human Services, Ch. 103F...” and “RFPs”
3	Hawaii Administrative Rules (HAR) for Procurement of Health and Human Services	“Statutes and Rules” and “Procurement of Health and Human Services”
4	Forms	“Health and Human Services, Ch. 103F...” and “For Private Providers” and “Forms”
5	Cost Principles	“Health and Human Services, Ch. 103F...” and “For Private Providers” and “Cost Principles”
6	Standard Contract – General Conditions	“Health and Human Services, Ch. 103F...” “For Private Providers” and “Contract Template – General Conditions”
7	Protest Forms/Procedures	“Health and Human Services, Ch. 103F...” and “For Private Providers” and “Protests”

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 www.hawaii.gov)

	For	Go to
8	Tax Clearance Forms (Department of Taxation Website)	http://www.hawaii.gov/tax/ click “Forms”
9	Wages and Labor Law Compliance, Section 103-055, HRS, (Hawaii State Legislature website)	http://www.capitol.hawaii.gov/ click “Bill Status and Documents” and “Browse the HRS Sections.”
10	Department of Commerce and Consumer Affairs, Business Registration	http://www.hawaii.gov/dcca click “Business Registration”
11	Campaign Spending Commission	www.hawaii.gov/campaign
12	Hawaii Compliance Express	http://vendors.ehawaii.gov/hce/splash/welcome.html

III. 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.

IV. 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 applicant 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.

V. 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 & Support Services Division (BESSD)
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813
Phone (808) 586-0978 Fax: (808) 586-5744

VI. Orientation

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

Date: October 18, 2007 **Time:** 9:00 a.m. to 11:00 a.m. HST

Location: Haseko Center, 820 Mililani Street, BESSD Administration Office, Suite 606, Conference Room 1, Honolulu, Hawaii

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 next paragraph (VII. Submission of Questions.)

VII. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state purchasing agency.

Deadline for submission of written questions:

Date: October 23, 2007 **Time:** 4:30 p.m. HST

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

Date: October 29, 2007

VIII. Submission of Proposals

- A. Forms/Formats** - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website (see page 1-2, Website Reference in this RFP.) Refer to the Proposal Application Checklist for the location of program specific forms.
- 1. Proposal Application Identification (Form SPO-H-200)** - Provides identification of the proposal.
 - 2. Proposal Application Checklist** – Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled 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 SPO-H-200A)** - Applicants shall submit comprehensive narratives that address all of the issues contained in the Proposal Application Instructions, including a cost proposal/budget if required. (Refer to Section 3 of this RFP.)
 - 5. Tax Clearance(Form A-6)** – A certified copy of a current valid tax clearance certificate issued by the State of Hawaii, Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) will be required either at the time of proposal submittal, or upon notice of award at the discretion of the purchasing agency.

Refer to Section 4, subparagraph III.A.1, Administrative Requirements, and the Proposal Application Checklist (located in Section 5) to determine whether the tax clearance certificate is required at the time of proposal submittal for this RFP. The Tax Clearance Application may be obtained from the Department of Taxation website (see paragraph II, Website Reference.)

- B. Program Specific Requirements** - Additional program specific requirements are included in Sections 2 and/or 3, Service Specifications and the Proposal Application Instructions, as applicable. If Federal and/or State certifications are required, they are listed on the Proposal Application Checklist located in Section 5.
- C. Multiple or Alternate Proposals** - Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. 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. Wages and Labor Law Compliance** - Before a provider enters into a service contract in excess of \$25,000, the provider shall certify that it complies with section 103-55, HRS, wages, hours, and working conditions of employees of contractors performing services. Section 103-55, HRS may be obtained from the Hawaii State Legislature website (see paragraph II, Website Reference.)
- E. Compliance with all Applicable State Business and Employment Laws.** All providers shall comply with all laws governing entities doing business in the State. 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 be register and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website (see paragraph II, Website Reference.)
- F. Campaign Contributions by State and County Contractors.** Contractors are hereby notified of the applicability of Section 11-205.5, HRS, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. For more information, Act 203/2005 FAQs are available at the Campaign Spending Commission webpage. (See paragraph II, Website Reference.)
- 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 - Proposals must be postmarked by USPS and received within ten days of the date designated on the Proposal Mail-In and Delivery Information Sheet or hand delivered by the date and time designated on the Proposal Mail-In and Delivery Information Sheet attached to this RFP.

Proposals shall be *rejected* when:

- Postmarked after the designated date; or
- Postmarked by the designated date but not received within 10 days; or
- 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.

Proposals submitted by telefacsimile transmissions, electronic mail, website, or on computer diskettes/cd are not permitted.

IX. 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 section §3-143-403, HAR.

X. Opening of Proposals

Upon receipt of proposals by a state purchasing agency 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.

XI. Additional Materials and Documentation

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

XII. RFP Amendments

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

XIII. Final Revised Proposals

The applicant's final revised proposal, *as applicable* to this RFP, 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 best and final offer/proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO H-200.)* After final revised proposals are received final evaluations will be conducted for an award.

XIV. Cancellation of Request for Proposal

The request for proposal 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 interests of the State.

XV. Costs for Proposal Preparation

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

XVI. Provider Participation in Planning

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a request for proposals, 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 sections 3-142-202 and 3-142-203 of the Hawaii Administrative Rules for Chapter 103F, HRS.

XVII. 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: (Relevant sections of the Hawaii Administrative Rules for Chapter 103F, HRS, are parenthesized.)

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

XVIII. Notice of Award

A statement of findings and decision shall be provided to all applicants 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 awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

XIX. Protests

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website (see paragraph II, Website Reference.) 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 mailed 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.

Head of State Purchasing Agency	Procurement Officer
Name: Lillian B. Koller, Esq.	Name: Edwin Igarashi
Title: Director	Title: Fiscal Management Officer
Mailing Address: P.O. Box 339 Honolulu, HI 96809-0339	Mailing Address: P.O. Box 339 Honolulu, HI 96809-0339
Business Address: 1390 Miller Street Honolulu, HI 96813	Business Address: 1390 Miller Street Honolulu, HI 96813

XX. 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 Chapter 37, HRS, and subject to the availability of State and/or Federal funds.

XXI. Monitoring and Evaluation

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

- (1) Performance/Outcome Measures
- (2) Output Measures
- (3) Quality of Services
- (4) Financial Management
- (5) Administrative Requirements
- (6) *Findings from the monthly quality control (QC) review conducted by DHS in accordance with federal standards established in 45 CFR Part 98, subpart K.*

XXII. General and Special Conditions of Contract

The General Conditions that will be incorporated in the contract are on the SPO website (see paragraph II, Website Reference.) Special Conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

XXIII. Cost Principles

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under Chapter 103F, HRS, state purchasing agencies will utilize standard Cost Principles outlined in Form SPO-H-201 which is available on the SPO website (see paragraph II, Website Reference.) 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

I. Introduction

A. Overview, purpose or need

The mission of the Department of Human Services (DHS) is to provide high quality, efficient, and effective services designed toward achieving self-sufficiency for clients as quickly as possible, and to direct our limited resources toward helping those least able to care for themselves.

The DHS is the State's lead agency for the federal Child Care and Development Fund (CCDF.) The purpose of this CCDF grant is to increase the availability, affordability, and quality of early childhood and care programs.

The purpose of this RFP is to contract with an organization to assist and support the DHS Benefit, Employment and Support Services Division (BESSD) functions. The organization shall conduct the following activities throughout the State of Hawaii:

- Promote access to child care services available through the DHS federally-funded child care subsidy program;
- Reduce barriers to receiving DHS child care subsidies;
- Process DHS child care applications, interview, and determine eligibility for child care subsidies;
- Authorize/issue timely the DHS monthly child care subsidies for eligible families,
- Reconcile improper payments, and
- Provide case management of the DHS child care caseload.

The services needed include the following:

- Inform families, including Limited English Proficiency families, about the DHS child care income and program eligibility criteria, child care subsidy rates, eligibility standards for child care providers, quality care, types of legal care, and Hawaii immunization requirements;
- Recruit potentially eligible federal child care subsidy applicants;
- Issue the DHS child care application forms and help the families to complete the forms, as necessary;

- Issue the DHS child care provider information and confirmation forms, and DHS consent forms for background checks of the families' selected license-exempt child care providers and adult household members;
- Receive the DHS completed child care application forms and all the required documents that support the information provided by families on the application;
- Establish individual client case folders using established DHS filing procedures;
- Register the applications in the DHS HANA electronic system;
- Receive the completed DHS child care provider confirmation forms, and DHS consent forms for the required background checks of the client-selected license-exempt provider and adult household or staff members;
- Review the documents to ensure completion of all necessary information, and request and receive missing information, to include use of the correct DHS forms;
- Determine eligibility or presumptive eligibility for child care payments based on information obtained from the applicant, to include: the individual family's completed DHS application and child care provider forms, verifying documents, monthly gross income, program eligibility criteria, and child care need; and the status of the background checks on the license-exempt providers completed by other DHS/contracted staff;
- Ensure that an eligible family signs the DHS forms Child Care Payments Rights and Responsibilities, and DHS Health and Safety Guidelines;
- Issue the DHS form Notice of Disposition of Application for Child Care Payments to the applicants;
- Calculate the amount of the monthly child care payment for the eligible family based on the family income, child care cost and need, and the DHS tiered child care rates by type of care;
- Authorize the monthly child care payments for the eligible family in the DHS HANA electronic system;
- Issue the DHS form Notice of Payment to the eligible family;
- Review information provided by the family on the required DHS Simplified Report Form (SRF) at six-month intervals, and ensure that the form is completed and signed, with attached supporting verification;

- Determine whether the family is eligible or is not eligible for continued child care subsidies based on DHS income and program eligibility criteria, and child care need;
- Receive reports of changes in the families' situations that might affect eligibility, and take appropriate action;
- Issue DHS notices for action taken on child care eligibility issues, to include: denial, approval, reducing, increasing, suspending, or terminating child care payments, and reconciling improper payments, based on DHS rules and policies; and
- Conduct quality assurance activities to ensure decisions are correct and timely.

These services help an eligible family to access DHS child care subsidies in order to:

- Maintain the family's employment, attendance in school, or participation in job training to lessen dependency on public assistance,
- Keep intact the family members who receive child protective services that include child care as ordered by the court, and
- Decrease the family's worries about the substitute child care provided for the eligible children while their caretakers engage in the DHS-approved activities.

References for the families' and providers' eligibility for the DHS child care subsidies are contained in Chapter 17-798.1, Hawaii Administrative Rules, or in any subsequent rules revision or adoption.

Please note: All child care services responsibilities carried out by the First-to-Work (FTW) staff and other DHS contracted "work" programs, including the required background checks of license-exempt providers and their adult household/staff members selected by clients in the FTW and other "work" programs, are retained by those assigned FTW and respective "work program" staff, unless otherwise specified by the Department with appropriate notice. In addition, all activities related to the DHS Preschool Open Doors (POD) State-funded child care subsidy program are excluded from this procurement.

B. Planning activities conducted in preparation for this RFP

Planning for this procurement included the following: a review of the existing workload of DHS staff that provide child care payment services; a survey of child care services data; discussion with members of the Statewide Child Care Advisory Committee; the Department's experience with contracted services; suggestions received from DHS staff and consultants; a prior Request For Information session and feedback, previous solicitations, and considerations of restricted access to State electronic data systems by non-State employees.

C. Description of the goal(s) of the service

The **goal** of this service is to lessen dependence on public assistance by helping to support DHS-eligible families Statewide in their employment, educational, and work training efforts, and to keep intact the families that receive DHS child protective services and child care is ordered by the court in their service plans, through participation in the DHS federal child care subsidy program.

The **objectives** of the contracted services include the following:

1. Create multiple publicity efforts about the DHS federal child care subsidy program;
2. Outreach to 400 families Statewide per month to promote the DHS child care subsidy program and eligibility criteria for families and their selected child care providers;
3. Provide DHS child care application and provider forms Statewide, as requested;
4. Assist families to complete the forms, as necessary;
5. Receive 350 DHS child care application forms a month Statewide and the supporting documents, related DHS provider and consent forms, and ensure they are complete in all parts;
6. Interview and determine the eligibility status of the families and providers to receive payments within 30 days of receiving the completed applications with supporting documentation, provider information and consent forms, and provide notices of action taken;
7. Authorize and issue monthly child care payments to DHS-eligible families Statewide, using established DHS data systems, rules, policies and procedures, including official DHS child care forms;
8. Receive reports of changes in the families' conditions of eligibility for child care and initiate payment changes as required within the month of receipt; and
9. Receive and review the families' DHS Simplified Report Forms every six months to determine within three weeks if families continue to be eligible for child care payments, and whether they can be authorized to receive payments for the next period of eligibility, by applying the DHS child care services rules and policies.

D. Description of the target population to be served

Families residing in the State of Hawaii eligible to receive DHS child care subsidies must have monthly gross incomes that do not exceed 85% of the 2004 State Median

Income (the Department currently uses the 2004 standard – this is subject to change upon notification by the Department) for a family of the same size. Besides meeting gross income eligibility criteria, eligible caretakers of eligible children in these families must have an “activity” defined as being engaged in employment in exchange for wages or salaries, or enrolled in and attending school or a job training program, vocational or employment training. Families receiving child protective services with child care services ordered by the court, and DHS foster parents with a qualifying “activity” and caring for eligible children, are not required to meet the income eligibility criteria. Eligible caretakers can also be those who: have a written offer of employment that is scheduled to start within two weeks; need child care for up to 30 calendar days during a break in employment, if employment is scheduled to resume within 30 calendar days; need up to 30 consecutive days in a 12-month period for the caretaker with or without a work history to job-search when there is no one to care for the child; or have a temporary disability verified by a physician that prevents them from working and caring for their own eligible children for a defined period. Additional criteria are found in Chapter 17-798.1 or any subsequent rules revision or adoption.

Children, which include foster children, eligible to receive child care services must reside with the eligible caretaker in Hawaii who is working, attending job training or an educational program and meets the income criteria; be under age 13 years and need child care, or are age 13 years old up to and including 17 years old but are unable to do self-care due to a verified mental or physical disability; or receive child protective services (CPS) provided by DHS to families and siblings of children who are reported to have been or are at risk of being abused or neglected, and all reside together, as ordered by the court.

Caseload. The *monthly outreach* services delivered is expected to be to an estimated **400** families Statewide. *Monthly applications in July ‘07 were: Hilo=90, Kona=21, Oahu=230, Kauai=29, and Maui=80. Monthly payments* need to be authorized for *approximately 7,700 families (about 9,250 children)*, and may exceed 7,700 families. The Contractor must be willing to serve all families who express interest in the DHS child care subsidy program, and serve all eligible families until the caseload is capped. The cap can only be invoked by the DHS BESSD Administration.

E. Geographic coverage of service

Services shall be delivered to eligible families residing in all the counties in the State of Hawaii to include Kauai, Oahu, Maui (including Molokai and Lanai), East Hawaii, and West Hawaii. The Contractor will be required to assume the existing DHS child care payment caseload, and new client families as they apply and become eligible for child care subsidies.

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

A maximum amount of **\$1,600,000.00** in total Federal funding is allocated for the initial contract period **January 1, 2008 – June 30, 2008**. The State, at its option, may

extend this Agreement in writing, for three (3) additional State fiscal years or parts thereof, not to exceed a total of thirty-six (36) additional months of services up to and including **June 30, 2011**, upon mutual agreement in writing **subject to increase up to 100% or decrease per State fiscal year** depending on contract operations, community need, the appropriation and availability of funding to DHS, and the State's determination of satisfactory provider performance, or unless the Agreement is terminated. The option to extend the services will be offered in writing by the DHS.

II. General Requirements

A. Specific qualifications or requirements, including but not limited to licensure or accreditation. *This section applies to the applicant (organization or individual) rather than to individual personnel.*

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

B. Secondary purchaser participation

(Refer to §3-143-608, HAR)

After-the-fact secondary purchases will be allowed, subject to approval by the primary purchaser and the State's Chief Procurement Officer.

Planned secondary purchases: None

C. Multiple or alternate proposals

(Refer to §3-143-605, HAR)

Allowed Unallowed

D. Single or multiple contracts to be awarded

(Refer to §3-143-206, HAR)

Single Multiple Single & Multiple

E. Single or multi-term contracts to be awarded

(Refer to §3-149-302, HAR)

Single term (\leq 2 yrs) Multi-term ($>$ 2 yrs.)

Contract terms:

Initial term of contract: six (6) months

Length of each extension: twelve (12) months in a State fiscal year

Number of possible extensions: **three (3)**

Maximum length of contract: **four (4) years, 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.

F. RFP contact person

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful provider or providers. Written questions should be submitted to the RFP contact person and received on or before the day and time specified in Section I, Item IV (Procurement Timetable) of this RFP.

Contact Ethel Fleming at (808) 586-0978, e-mail: efleming@dhs.hawaii.gov

III. Scope of Work

The scope of work encompasses the following tasks and responsibilities:

- Promote the DHS federal child care subsidy program and eligibility requirements, and outreach to potentially eligible families in the local communities Statewide, including those for whom English may be their second language. Note: U.S. citizenship is not an eligibility criterion for the adult applying for child care subsidies, but the child who receives care for the subsidy payment must be a U.S. citizen or legal alien;
- Provide DHS child care applications and the child care provider confirmation form and consent forms for provider background checks, and quality child care and Hawaii immunizations booklets that are respectively available through the University of Hawaii Center on the Family and the Department of Health;

- Assist applicants in understanding and/or filling out the child care application;
- Receive the DHS child care applications and supporting documentation and DHS child care provider and consent for background check forms;
- Register the child care applications immediately in the DHS electronic system;
- Review documents for completeness, and work with families re: missing information;
- Create an individual family's labeled child care case folder to file the completed child care application and documents, including child care provider forms and all other completed DHS pertinent forms and copies of notices, following DHS procedures;
- Interview applicants based on DHS child care eligibility criteria and their documentation;
- Enter the family and provider information into the DHS HANA electronic system;
- Determine the family's eligibility or presumptive eligibility for the child care payments;
- Initiate the process of background checks for the clients' selected license-exempt providers;
- Ensure that applicants sign the required DHS forms to indicate they understand the requirements of the child care program, including the health and safety measures and parents' rights and responsibilities;
- Issue to the applicant a DHS notice of disposition of the application for child care payments;
- Calculate the amount of child care payment for each eligible child;
- Provide administrative and child care payment authorization and issuance services for the eligible families residing throughout the State of Hawaii, following chapter 17-798.1, H.A.R., or the subsequent adoption of revised child care services rules, using the DHS electronic HANA system;
- Reconcile improper payments;
- Issue adverse action notices, as applicable;
- Prepare Branch reports when Administrative Appeals of staff action are submitted;
- Provide to DHS monthly and quarterly program progress reports of contracted tasks, responsibilities, and achievement of objectives, per State fiscal year.

The Contractor administrative staff is to conduct monthly reviews of staff work and performance of these activities and tasks, to determine: 1) the breadth, accuracy, completeness, effectiveness, and efficiency of community outreach efforts in the local communities; 2) the accuracy of payment amounts; and 3) the timeliness of payment issuance to the families. **The DHS will also conduct quality reviews and may re-review cases reviewed by the Contractor.**

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

Promote the DHS child care subsidy program. The Contractor shall engage in public relations about the program; provide publicity and outreach services to the public in Hawaii communities Statewide, including face-to-face presentations in local communities, to attract potentially eligible families and encourage their participation in the federal DHS child care subsidy program. The Contractor shall promote the benefits of the federal DHS child care subsidy program. (See Attachment D for description of basic outreach services.)

Determine child care eligibility status, and authorize timely child care payments for eligible families. The Contractor shall implement the DHS child care rules and policies regarding eligibility criteria for a child care subsidy, and issue the individual child care subsidies through the DHS electronic system. Services shall also include taking action to deny or discontinue child care payments, correcting improper payments, and writing Branch reports when clients request an Administrative Hearing due to disagreement with staff action taken on the case situation.

Coordinate services, and provide regular reports to DHS. The Contractor shall periodically conduct self-assessment to track achievement of contract objectives.

Be available and make case records available to DHS quality review staff.

Applicants are to describe the proposed methodology to deliver the services.

- 1. Provide DHS child care eligibility criteria information.** Eligibility criteria for the federally-funded DHS child care subsidies are based on the monthly gross income limits by size of family, the caretakers' qualifying "activity" requirements, child's age, need for child care, and the child care provider eligibility. In addition, the Contractor shall provide information about the eligibility criteria for child care providers to receive a DHS child care subsidy, to help prepare the families to select appropriate child care providers. The DHS child care eligibility criteria are found in Chapter 17-798.1, H.A.R., or the subsequent adoption of revised child care services rules. DHS will provide the Contractor the initial training of eligibility requirements for DHS federally-funded child care subsidies.

2. **Assist families in completing the DHS child care application form.** The Contractor shall issue the DHS child care application forms to interested families and assist them, as necessary, to complete the forms, and also prepare necessary correspondence. This includes oversight that the families gather all the necessary documents that support the information on the DHS child care application form.
3. **Issue and collect completed DHS provider information and consent for background check forms.** The Contractor shall explain the necessity of the DHS forms as part of the child care application packet, and shall ensure the completion of all sections on the forms.
4. **Package and register the DHS child care application.** The Contractor shall accept the DHS child care applications with the required supporting documents, review them for completeness, and register the applications in the DHS electronic system. The Contractor shall ensure that the applicants furnish all the required information and DHS child care provider confirmation and consent for background check forms, in order for the application to be considered “complete”, and set up individual families’ child care case folders.
5. **Conduct an interview with the applicant no later than thirty days after receipt of the signed and dated application form and supporting documentary evidence to determine eligibility or presumptive eligibility for child care payments.** The Contractor shall be trained by the DHS on the eligibility criteria for the caretakers, children, and child care providers, in order to decide whether the applications are approved or denied.
6. **Forward upon receipt the completed license-exempt provider information and consent forms for background checks to be conducted.** This is done in order that a presumptively-eligible child care provider can be approved to receive a DHS child care payment.
7. **Ensure that the required DHS “Safety” and “Rights and Responsibilities” forms are completed and signed by the caretaker.**
8. **Issue a DHS notice of application disposition to the applicant after the interview.** The Contractor is to maintain data on child care applications received and approved for payment, and also denied applications, **and enter client information into the DHS HANA system.**
9. **Calculate the child care payment amount for eligible families after the notice of disposition is sent, enter information into the DHS HANA system, and issue appropriate DHS notices and Electronic Benefit Transfer (EBT) cards for immediate access to the child care subsidies within five (5) business days of receipt of all required documentation and verifications.**

- 10. Provide follow-up contact information.** The Contractor shall inform the families of the location of the child care payment unit, and the worker's contact information.
- 11. Review of semi-annual child care eligibility documents.** The Contractor shall review, within five (5) days of receipt, the clients' completed Simplified Report Form (SRF) that is sent every six months, and the verifying documents, and ensure that all required information and documentation is received by the DHS deadlines cited in the DHS child care services rules. Clients who fail to submit their SRF for the review month shall be subject to termination as described in the Child Care Services rules.
- 12. Determine in the Simplified Report month whether the family continues to be eligible for future child care payments.** The Contractor is to implement the DHS rules regarding simplified reporting found in §17-798.1, or the subsequent adoption of revised child care services rules, to decide whether the family is eligible for or is denied payments. The Contractor issues appropriate notices.
- 13. Create records of outreach efforts.** The Contractor shall maintain, by geographic area, quantitative records of outreach efforts in Hawaii communities Statewide; dates and types of publicity and promotion of the DHS child care subsidy program; attendance sign-in lists for face-to-face presentations in the various locations; DHS child care application forms issued; families that require assistance with completing the application; child care application forms with supporting documents received; and approved child care cases. The Contractor shall maintain a database, per geographic area, of all the families that submit DHS child care applications, and are either approved or denied for child care payments.
- 14. Coordinate services and provide reports.** The Contractor shall adhere to DHS child care policies and procedures, coordinate operations with DHS staff and other public agencies, non-profit organizations and private businesses; respond to complaints about the outreach and payment services; prepare and transmit correspondence, including DHS Branch Reports for Administrative Appeals, as necessary; provide monthly and quarterly program progress reports to the DHS that separate data by geographic areas, and include quality control efforts, the percentage of achievement of objectives, successes, challenges, and problem resolutions.
- 15. Control Quality.** The Contractor shall ensure that it conducts a periodic assessment, not less than monthly, of its program services for program improvement, higher achievement levels for the objectives, and percentage of applications that are correctly approved and correctly denied, and include the outcome in the reports. The Contractor is to take steps to reduce errors to meet federal and state accuracy and timeliness requirements.

16. Provide public access. The services shall be available during normal State of Hawaii office hours and days of operation, Monday through Friday, 7:45 a.m. - 4:30 p.m., except State holidays. The Contractor has the flexibility to provide additional hours of the service activities in the local communities, as potential applicants and eligible client families may be working or attending school during regular hours. There should also be a toll-free telephone access to the Contractor. **Please note:** Many clients prefer to walk-in their paperwork, rather than use the mail system. The DHS prefers that the Contractor's offices are located in each of the counties in the State, including East Hawaii and West Hawaii, to meet the needs of the target group.

17. Maintain a data collection system. The Contractor shall collect geographic data and transmit to the DHS BESSD Child Care Program Office information to include the following: 1) numbers of individuals contacted through outreach efforts; 2) numbers of individuals that submit child care applications; 3) numbers of child care applications that have a disposition within 30 days; 4) numbers of applications denied; 5) numbers of child care applications approved; 6) numbers of approved applications that are issued payments within 30 days; and 7) percentage of accurate monthly child care payment amounts.

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

Applicants are to describe the proposed methodology to deliver the services.

1. Personnel

The type of work to be performed by the staff in the communities could be done by the equivalent of a high school graduate with good communication skills and experience in working with people, or a para-professional person. Clerical staff is recommended to support the services. At least two staff from the organization shall be located at each site, if there are multiple sites proposed, to meet the requirements of immediately authorizing and issuing new or replacement Electronic Benefit Transfer (EBT) cards to eligible families.

The organization selected to be the Contractor shall recruit, hire, train and supervise the necessary staff to operate the project. The DHS will consider proposals for a centralized office on Oahu with toll-free access, but prefers separate offices in all the counties, including Hilo and Kona on the "Big Island." The organization must detail a work plan to provide all the services Statewide, including setting up the location(s), and various community outreach efforts.

2. Administrative

Equipment. The Contractor shall be responsible to purchase or lease, with the available funding, all the 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.” 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 Contractor has to be on the Department’s dedicated network, thus, the Contractor cannot access through its own browser.

Meet with State staff. The Contractor, upon request of the State, shall meet with representatives of the State to discuss the progress of the project. The purpose of these visits will be to observe the program operations, examine record keeping procedures, and evaluate/improve performance outcomes.

Staffing. The Contractor shall be responsible to ensure appropriate staffing at all times during normal State operating hours.

Allowable Costs. The Contractor 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.spo.hawaii.gov>. 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 equipment items that cost \$250 or more require three bids with justification on specified forms and DHS approval before purchase.

Audit report. The Contractor shall be required to provide an annual internal financial audit report following the A-133 requirements.

Disagreement. When a disagreement between the Contractor 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 Contractor shall be deemed cause for corrective action and is subject to contractual remedies.

3. Quality assurance and evaluation specifications

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:

- a. Copies of approved purchase orders signed by the appropriate authority;
- b. Copies of invoices, packing slips, receipts, credit/debit memos and other vendor documents;
- c. Other appropriate internal accounting statements and reconciliation schedules.

Quality control reviews. The Contractor shall be responsible to cooperate with “QC” reviews conducted by the DHS, projected to occur on a monthly basis.

Corrective action. The Contractor shall be responsible for immediate corrective action of all information dispersed in the community that is found to be in error. In addition, corrective action plans and evidence of corrective action in child care case records shall be the responsibility of the Contractor each month.

Program records. The Contractor 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.

Self-appraisal. The organization selected to provide the services must 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.

Quality assurance. The Contractor shall establish and operate an effective quality assurance plan.

4. Output and performance/outcome measurements

- a. At least 90% of the applications will have an interview/disposition (approved, denied, discontinued or withdrawn) within 30 days after submittal.
- b. At least 95% of the applications will have correct dispositions.
- c. At least 90% of the child care payment amounts are accurate.
- d. At least 90% of child care payments are issued within 5 business days of receipt of all documentation and verification.

Monthly/quarterly written reports. Monthly written reports submitted by the Contractor to DHS BESSD shall address the following *numbers and percentages by geographic area*: types of outreach efforts; families that responded to outreach efforts; families requiring assistance with completing child care applications; completed child care applications received and processed; interviews/disposition of applications are within 30 days of submittal of a completed application; child care applications denied and approved for child care subsidies; accuracy of payment amounts; and contracted tasks/responsibilities completed for the report period.

Quarterly written reports submitted by the Contractor to DHS BESSD shall focus on the description of the various activities and achievement level, monthly numbers summarized for the calendar quarter by island (including East and West Hawaii), significant achievements of the program, problem areas and the corrective action taken, and any other pertinent additional comments.

Summary written report. The final annual written summary submitted by the Contractor 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:

- a. Cumulative data for the contract period.
- b. Summary description of objectives and accomplishments achieved during the contract period.
- c. Summary description of problem areas addressed and corrective action during the contract period.
- d. Summary financial report of expenditures for this program.

5. Experience

The applicant shall demonstrate a thorough understanding of the purpose and 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.

6. Coordination of services

Coordination and collaboration with community agencies, the DHS Income Maintenance units, the DHS social workers in the Benefit, Employment and Support Services Division (BESSD) and the Social Services Division (SSD), the State's Preschool Open Doors program, public agencies and private organizations,

and child care providers in the communities will be necessary, as stated in Section III B.2. of this RFP.

7. Frequency of reporting requirements for program and fiscal data

Monthly/Quarterly program progress. The organization selected to provide the services shall submit to DHS BESSD written monthly progress reports within thirty (30) days after the month ends, and quarterly program progress reports no later than thirty (30) days after the end of each calendar quarter in a State fiscal year, describing work accomplished, problems encountered and their resolution, and projections of activities for the next calendar quarter.

Annual. The organization selected to provide the services shall submit a final written summary report of the fiscal year activities to DHS BESSD no later than forty-five (45) days after the end of the fourth calendar quarter in a State fiscal year. This report shall include cumulative data by geographic location, a narrative summarizing the *achievements of the project activities and comparing them to the program objectives*, and recommendations to improve services for the next fiscal year.

Monthly expenditure. The organization selected to provide the services shall submit monthly expenditure reports of the contract expenditures-to-date for the operation of the program that will serve as invoices for reimbursement. The form “Subgrantees’ Invoice and Expenditure Report” (SIER) shall be the official form used for the Contractor to request funds for the contract.

Final invoice. Settlement of DHS-approved expenditures, not to exceed the total annual expenditure amount reported to the DHS, within the funding level for the contracted services in a State fiscal year, is contingent upon the Contractor completing all contractual obligations, and submitting a current (valid within 60 days) Tax Clearance statement from the State and Federal government tax offices.

8. Pricing structure or pricing methodology to be used

Cost reimbursement. The DHS BESDD will use the cost reimbursement pricing structure. It reflects a purchase arrangement in which the State pays the Contractor 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 at: www.spo.hawaii.gov.

In addition, bonus and penalty functions are included (see pages 3-5 and 3-6 of this RFP for details.)

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 at: <http://www.spo.hawaii.gov>. 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.

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.

9. Units of service and unit rate

Not applicable.

10. Method of compensation and payment

Payments shall be made upon the submission of invoices in triplicate based on expenditures for the services provided in accordance with the Scope of Services, and the line item costs identified on the SPO budget forms.

- a. The first payment shall be a reimbursement for start-up cost.
- b. After the first start-up payment, reimbursement will be made upon the submission of subsequent monthly invoices in triplicate based on expenditures actually incurred for the services provided in the specific month, in accordance with the performance of services described in the Scope of Services and the line item costs identified on the SPO budget forms, not to exceed the total contract cost.
- d. Monthly payments after the first calendar quarter are conditioned upon the receipt and preliminary approval by the State of the Quarterly Program Progress Reports due no more than 30 days after the end of the previous calendar quarter.

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

IV. Facilities

The organization awarded the contract shall provide these services during State office hours, from 7:45 A.M. to 4:30 P.M., Monday through Friday, excluding State holidays, preferably in a centralized location(s) that is accessible to the public on each island, including East and West Hawaii, or from a central location on Oahu. If services are provided from one central location, a toll-free telephone number must be made available for public access to the services. The Contractor may offer additional service hours for maximum accessibility by the public. The Contractor shall have the responsibility to seek, lease, and furnish suitable facilities for the operation of these services.

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

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.***
- *Typewritten proposals on 8½ x 11 paper 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 have 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 (SPO-H-200A) is available on the SPO website (see Section I, paragraph II, 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 comprises the following sections:

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

I. Program Overview

The applicant shall give a brief overview to orient DHS evaluators to the program and services being offered. *This section shall clearly and concisely summarize and highlight the contents of the proposal in such a way as to provide the State with a broad understanding of the entire proposal. Include a brief description of the applicant's organization, the goals and objectives related to the service activity, and how the proposed service is designed to meet the problem/need identified in the service specifications.*

II. Experience and Capability

A. Necessary Skills

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

B. Experience

The applicant shall provide a description of projects/contracts pertinent to the proposed services. *The applicant shall include all available contact information for this listing which should include project/contract identifying information as well as names, titles, addresses, telephone numbers, e-mail addresses, etc., of those individuals the State can contact to verify experience.*

C. Quality Assurance and Evaluation

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

D. Coordination of Services

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community. Letters of agreement are not necessary to be included in the proposal.

E. Facilities

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

III. Project Organization and Staffing

A. Staffing

1. Proposed Staffing

The applicant shall describe the proposed staffing pattern *and hiring timetable*, client/staff ratio, and proposed capacity appropriate for the viability of the services. (Refer to the Personnel requirements in the Service Specifications, as applicable.)

2. Staff Qualifications

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the Service Specifications, as applicable.)

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.

2. Organization Chart(s)

The applicant shall reflect the position of each staff and line of responsibility/supervision (include position title and full time equivalency.) Both the “Organization-wide” and “Program” organization charts shall be attached to the Proposal Application.

IV. Service Delivery

The applicant shall include a detailed discussion of the applicant’s approach to applicable service activities and management requirements from Section 2, Item III. - Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules. *This can include a “start-up” period, daily, monthly, and annual calendar/schedule or “Work Plan” for accomplishing the activities. The narrative should reflect major milestones in service delivery during the contract period, and reflect understanding of the service activities and management requirements in Section 2 by describing how they will be accomplished. The RFP applicant shall include information on how it will coordinate with DHS staff and community agencies and organizations, and provide a list of State holidays when the program will not operate.*

The description of how the applicant will carry out the primary services/activities listed in Section II “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. General topics include:

- A. Promote the DHS child care services and outreach to communities;
- B. Publicize the DHS child care subsidy eligibility conditions and requirements;
- C. Issue child care applications and assist families to complete the applications;
- D. Interview and determine eligibility status for DHS child care payments;
- E. Send appropriate DHS forms or notices of action needed or taken;
- F. Authorize and issue timely monthly child care payments to eligible families;
- G. Provide customer service and address complaints;
- H. Write correspondence, including Branch reports for DHS BESSD Administrative Appeal requests;
- I. Reconcile improper payments;
- J. Collaborate with community agencies, DHS units, and the POD Contractor;
- K. Maintain a statistical data system for reporting/accountability purposes;
- L. Conduct self-evaluation;
- M. Submit required written program progress and financial reports; and
- N. Cooperate with State and federal officials conducting quality control (QC) reviews.

V. 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 religious 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 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 Section I, paragraph II Website Reference in this RFP.) Special Instructions for Forms SPO-H-205A and SPO-H-205B are located in Section 5, Attachments. The following budget forms shall be submitted with the Proposal Application:

SPO-H-205	Budget
SPO-H-205B	Organization-Wide Budget by Programs
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

Pricing Structure to Include Bonus/Penalties Structure

Applicants are to submit proposed budgets to include potential bonuses up to 5% as a line item to encourage delivery of maximum services to the public. There also may be up to a 5% penalty imposed if certain objectives are not met.

Please note that the bonuses and penalties will be based on the total annual (state fiscal year) expenditure amount reported to the Department and not on the total allocated contract amount.

*The Contractor shall be eligible for **bonuses** if the following conditions are met:*

- *Applications interview/disposition objective (within 30 days) equal 100%: = 5% bonus based on the total expenditure for the contract period.*
- *Applications interview/disposition objective reach 99%: = 4%*
- *Applications interview/disposition objective reach 98%: = 3%*
- *Applications interview/disposition objective reach 97%: = 2%*
- *Applications interview/disposition objective reach 96%: = 1%*

- *Applications with correct disposition objective (approved, denied, withdrawn or discontinued) equal 100%: = 5% bonus based on total expenditures for the contract period.*
- *Applications with correct disposition objective reach 99%: = 4%*

- *Applications with correct disposition objective reach 98%: = 3%*
- *Applications with correct disposition objective reach 97%: = 2%*
- *Applications with correct disposition objective reach 96%: = 1%*

- *Accuracy of child care payment amounts objective (90%) equals 100%: = 5% bonus based on total expenditures for the contract period.*
- *Accuracy of child care payment amounts objective reach 99%: = 4%*
- *Accuracy of child care payment amounts objective reach 98%: = 3%*
- *Accuracy of child care payment amounts objective reach 97%: = 2%*
- *Accuracy of child care payment amounts objective reach 96%: = 1%*

- *Timely issuance of child care payment (within 5 business days of receipt of all documentation and verification) objective (90%) equals 100%: = 5% bonus based on total expenditures for the contract period.*
- *Timely issuance of child care payment (within 5 business days of receipt of all documentation and verification) objective reach 99%: = 4%*
- *Timely issuance of child care payment (within 5 business days of receipt of all documentation and verification) objective reach 98%: = 3%*
- *Timely issuance of child care payment (within 5 business days of receipt of all documentation and verification) objective reach 97%: = 2%*
- *Timely issuance of child care payment (within 5 business days of receipt of all documentation and verification) objective reach 96%: = 1%*

*The Contractor shall incur **penalties** as follows:*

- *Applications interview/disposition objective (within 30 days) is less than 90% = 1% penalty based on total expenditures for the contract period.*
- *Applications interview/disposition objective is less than 89% = 2%*
- *Applications interview/disposition objective is less than 88% = 3%*
- *Applications interview/disposition objective is less than 87% = 4%*
- *Applications interview/disposition objective is less than 86% or below = 5%*

- *Applications with correct disposition objective (approved, denied, withdrawn or discontinued) is less than 95% = 1% penalty based on total expenditures for the contract period.*
- *Applications with correct disposition objective is less than 94% = 2%*
- *Applications with correct disposition objective is less than 93% = 3%*
- *Applications with correct disposition objective is less than 92% = 4%*
- *Applications with correct disposition objective is less than 91% = 5%*

- *Accuracy of child care payment amounts objective (90%) is less than 90% = 1% penalty based on total expenditures for the contract period.*
- *Accuracy of child care payment amounts objective is less than 89% = 2%*
- *Accuracy of child care payment amounts objective is less than 88% = 3%*
- *Accuracy of child care payment amounts objective is less than 87% = 4%*
- *Accuracy of child care payment amounts objective is less than 86% = 5%*

- *Timely issuance of child care payment (within 5 business days of receipt of all documentation and verification) objective (90%) is less than 90%: = 1% penalty based on total expenditures for the contract period.*
- *Timely issuance of child care payment (within 5 business days of receipt of all documentation and verification) objective is less than 89%: = 2%*
- *Timely issuance of child care payment (within 5 business days of receipt of all documentation and verification) objective is less than 88%: = 3%*
- *Timely issuance of child care payment (within 5 business days of receipt of all documentation and verification) objective is less than 87%: = 4%*
- *Timely issuance of child care payment (within 5 business days of receipt of all documentation and verification) objective is less than 86%: = 5%*

The penalty amount shall be the sole responsibility of the Contractor and shall not be charged to the contract.

DHS staff shall audit the child care cases monthly based on contract objectives to determine whether a bonus is earned, and whether a penalty is imposed. The bonus or penalty for each objective, above, will be realized at the end of the contract period for each State fiscal year.

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 POS Proposal Application (may be attached):

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

2. Tax Clearance Certificate (Form A-6)

An original or certified copy of a current, valid tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) shall be submitted with the proposal by the due date and time. The two-part Tax Clearance Application (Form A-6) that combines DOTAX and IRS tax clearance shall be used for this purpose.

Alternatively, instead of separately applying for these certificates, applicants may choose to use the Hawaii Compliance Express (HCE) that allows businesses to register on-line through a simple wizard interface at: <http://vendors.ehawaii.gov> to acquire a "Certificate of Vendor Compliance." The HCE provides current compliance status as of the issuance date. The "Certificate of Vendor Compliance" indicating that the vendor's status is compliant with the State procurement laws can be printed. The applicant has the responsibility to obtain and shall submit this printout with the applicant's proposal by the due date and time.

Vendors that elect to use the HCE services are required to pay an annual fee of \$15 to the Hawaii Information Consortium, LLC (HIC.) Vendors choosing not to participate in the HCE program are required to obtain the various certificates as instructed in this section V.B.2.

VI. Other

Litigation

The applicants shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment. If applicable, please explain.

Section 4

Proposal Evaluation

Section 4

Proposal Evaluation

I. 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.

II. 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 POS Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Threshold

<u>Evaluation Categories</u>	<u>Possible Points</u>
Administrative Requirements	
Proposal Application	100 Points
Program Overview	0 points
Experience and Capability	20 points
Project Organization and Staffing	15 points
Service Delivery	55 points
Financial	10 Points
TOTAL POSSIBLE POINTS	100 Points

III. Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

1. Administrative Requirements

- Application Checklist
- Tax Clearance Certificate

2. POS Proposal Application Requirements

- POS Application Identification Form (Form SPO-H-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 POS Proposal Application (100 Points)

Each section listed below shall be evaluated using the following criteria:

Weighted points (0-5) for each sub-area will be given. The sum of weighted points given by the evaluators in all areas of each section will be divided by the maximum weighted points that could be allotted for that area. This quotient will be multiplied by the points assigned to each area, which is noted in parenthesis. The product will be the score for that area.

1. Program Overview (0 Points)

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

2. Experience and Capability (20 Points)

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

a. Necessary Skills

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services.

- Familiarity with methods to access the target group.
- b. **Experience**
 - In relation to the delivery of the requested services.
- c. **Quality Assurance and Evaluation**
 - Sufficiency of quality assurance and evaluation plans for the proposed services.
 - Methodology.
- d. **Coordination of Services**
 - Demonstrated capability to coordinate services with other agencies and resources in the community.
 - Work plan is congruent with community services.
- e. **Facilities**
 - Adequacy of facilities relative to the requested services.
 - Accessible to the public.

3. **Project Organization and Staffing (15 Points)**

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

- a. **Staffing**
 - The proposed staffing pattern, client/staff ratio, and proposed work capacity is reasonable to insure viability of the services.
 - Minimum qualifications (including experience) for staff assigned to the program.
- b. **Project Organization**
 - Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services.
 - Organization Chart(s): Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks.

4. **Service Delivery (55 Points)**

Evaluation criteria for this section will assess the applicant's approach to the service activities and management requirements that

are outlined in the Proposal Application. The evaluation criteria may also include an assessment of the logic of the work plan for the major service activities and tasks to be completed, including clarity of work assignments and responsibilities, carrying out the management requirements, and the realism of the timelines and schedules, as applicable. They include the extent to which the proposal:

- Describes the overall program content and design.
- Describes management oversight of the project, including clarity of work assignments and responsibilities at the various sites.
- Describes program goals and objectives that are consistent with those identified in the RFP.
- Demonstrates flexibility in service delivery.
- Describes collaboration with other community resources.
- Describes quality assurance.

5. Financial (10 Points)

Pricing structure based on cost reimbursement:

- Personnel costs are reasonable and comparable to positions in the community.
- Non-personnel costs are reasonable and adequately justified.
- The budget supports the scope of work and requirements of the Request for Proposal.
- Accounting system is adequate.
- Financial policies for the use of funds for this service are clearly presented.
- Tax Clearance Certificate (Form A-6) – An original or certified copy of a current, valid tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS).
- Most recent Audit Report

C. 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

Section 5

Attachments

<u>Attachment</u>	<u>Document</u>
A	Competitive Proposal Application Checklist
B	Sample Proposal Table of Contents
C	Special Conditions
D	Required Activities

Attachment A

Competitive Proposal Application Checklist

Proposal Application Checklist

Applicant: _____

RFP No.: HMS 305-08-02-S _____

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the state purchasing agency as part of the Proposal Application. SPO-H forms are located on the SPO website (see Section I, paragraph II, Website Reference.)*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
General:				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	X	
Registration Form (SPO-H-100A)	Section 1, RFP	SPO Website*	(Required if not Registered)	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (Link on SPO website)*	X	
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions as applicable, Section 5		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions, Section 5	X	
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*	X	
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*	X	
SPO-H-206F	Section 3, RFP	SPO Website*	X	
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*	X	
SPO-H-206I	Section 3, RFP	SPO Website*	X	
SPO-H-206J	Section 3, RFP	SPO Website*		
Certifications:				
Federal Certifications				
Debarment & Suspension				
Drug Free Workplace				
Lobbying				
Program Fraud Civil Remedies Act				
Environmental Tobacco Smoke				
Program Specific Requirements:				
Organization Chart(s)	Section 3, RFP	Section 3, RFP	X	
Audit Report (Most Recent)	Section 3, RFP	Section 3, RFP	X	
Work Plan	Section 3, RFP	Sections 3 & 4, RFP	X	

 Authorized Signature

 Date

Attachment B

Sample Proposal Table of Contents

Sample

Proposal Application Table of Contents

I.	Program Overview	1
II.	Experience and Capability	1
	A. Necessary Skills	2
	B. Experience.....	4
	C. Quality Assurance and Evaluation.....	5
	D. Coordination of Services.....	6
	E. Facilities.....	6
III.	Project Organization and Staffing	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)	
IV.	Service Delivery	12
V.	Financial	20
	See Attachments for Cost Proposal	
VI.	Litigation	20
VII.	Attachments	
	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: Inter-island	
	SPO-H-206E Budget Justification - Contractual Services – Administrative	
	B. Other Financial Related Materials	
	Financial Audit for fiscal year ended June 30, 2006	
	C. Organization Chart	
	Program	
	Organization-wide	
	D. Performance and Output Measurement Tables	
	Table A	
	Table B	
	Table C	
	E. Program Specific Requirements	

Attachment C

Special Conditions

Special Conditions

1. Time of Performance

- a. The CONTRACTOR shall provide the services required under this Agreement for the period from **January 1, 2008**, to and including **June 30, 2011**, unless otherwise terminated.
- b. The State, at its option, may extend this Agreement in writing, for three (3) additional State Fiscal years, not to exceed a total of thirty-six (36) months of services ending on **June 30, 2011**, subject to appropriation and availability of funds, the State's determination of satisfactory provider performance and community need, or unless this Agreement is sooner terminated as hereinafter provided.

2. Confidentiality

- a. The CONTRACTOR shall keep records to document information acquired about the recipients or given or made available by the recipients served under this Agreement. All such information shall be considered confidential and shall not be disclosed by the CONTRACTOR except as otherwise allowed by Hawai'i Revised Statute §346-10, and Hawai'i Administrative Rules §17-601, and only after prior written notification to DHS.

3. Interpreter Services

- a. The CONTRACTOR shall utilize interpreter services, as applicable.

4. Use and Occupancy of State Owned or Leased Building or Space.

For the duration of this AGREEMENT, unless notified otherwise, the CONTRACTOR shall provide the services described in the SCOPE OF SERVICES from a **privately secured location**. If the location is in a State owned or leased building, the following provisions apply:

- a. The CONTRACTOR shall comply with all general rules and regulations concerning the use and occupancy of the Building notwithstanding any provisions in the AGREEMENT to the contrary. These general rules include, for example, use of common areas, hours of operations, State holidays, security measures, and all pertinent fire and building codes.
- b. The Department may notify the CONTRACTOR in writing of its intent to withdraw the area. The CONTRACTOR must vacate the area within 30 business days following the receipt of the notice. The Department may

withdraw the area for any reason, at any time during the duration of the AGREEMENT, and for the Department's sole convenience.

- c. At this time, the Department is not providing any parking stalls for the CONTRACTOR. Should parking space become available, the Department may offer the CONTRACTOR the use of available parking spaces. Any stalls that become available and are used by the CONTRACTOR are unreserved, and the CONTRACTOR shall pay to the Department of Accounting and General Services, Automotive Management Division, State of Hawaii, \$10 more per stall per month than the prevailing rate for State employee parking. Parking shall be made available for the CONTRACTOR's clients on the same basis as parking is made available to the general public.
- d. Charges and other Cost: The CONTRACTOR must follow the guidelines utilizing the appropriate departmental forms when purchasing office supplies, equipment or furniture valued at \$250.00 or more. This procedure will be incorporated into the completed contract.
- e. Without limiting the CONTRACTOR's obligations under paragraph 7 of the General Conditions, entitled Indemnification and Defense, the CONTRACTOR hereby specifically agrees to indemnify the Department against any claim and to reimburse the Department for any damage or property loss caused by the CONTRACTOR or its clients as a result of operating from the designated areas.
- f. The CONTRACTOR assumes full responsibility for all personal property of the CONTRACTOR, its employees, or clients of the CONTRACTOR brought onto the designated areas, and the Department shall not be liable for any damage done to or loss of such personal property caused by any co-tenant, visitor, or occupant at the locations listed above.
- g. The Department shall not be held liable or responsible for any loss suffered or damage to the CONTRACTOR's business or for any personal injury suffered by the CONTRACTOR's employee or CONTRACTOR's clients caused by any co-tenant, visitor, or occupant at the locations listed above.

ATTACHMENT D

REQUIRED ACTIVITIES FOR OUTREACH AND APPLICATION/PAYMENT PROCESSING FOR DHS CHILD CARE SUBSIDIES

After the start-up phase to secure facilities, equipment, and staff, and DHS training, the following steps are to be implemented by the Contractor.

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

Continuously publicize and outreach to the communities Statewide about the availability of DHS child care subsidies to help families to remain employed, in job training, or attend school. 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 child care providers.

Families in the community may be eligible for child care payments as long as: (1) their monthly gross income does not exceed 85% of the State Median Income (SMI) by family size; (2) they have a child for whom they are responsible residing with them age birth to 13 years old that needs substitute child care for part of a 24-hour day, or age 13 – under 18 years old but unable to do self-care due to a mental or physical disability verified by a licensed physician, and needs child care; and (3) they are employed, enrolled in school, or participate in a job training program, or involved in a Child Welfare Services child protective services plan where child care is in the Court order for the family.

The types of child care providers that can be approved are: Licensed Group Child Care Centers (13 or more children); Licensed Group Child Care Homes (7-12 children), or Licensed Family Child Care Homes (1-6 children). In addition, legal license-exempt care can be approved after background checks of the provider and adult and household/staff members for criminal and child abuse/neglect history have cleared.

Step 2:..... **Family Requests a Child Care Application**

Provide form DHS 910- *Application Cover Letter* and the form DHS 911- *Application for Child Care Services* when a family requests an application for child care. Include copies of the Child Care brochure from the UH Center on the Family, the Hawaii Immunization requirements from the DOH, the DHS 918-*Child Care Certificate and Provider Confirmation Form*, and the DHS 948-*Consent to Release for Background Clearances and Disposition of Findings*.

Step 3:.....**Family Applies for Child Care Service Subsidies**

Applications must be completed in writing on the form DHS 911 by the caretaker with all the supporting documentation to verify the information. If necessary, the Contractor assists families in filling out the child care application.

Step 4:..... **Review Child Care Application**

Applications with verifying documentation and the required completed forms are submitted to the Contractor. When applications are received, the Contractor must register them in the DHS electronic system and review them for completeness. The DHS will provide training on registering the applications in the DHS HANA electronic system.

Review applications to ensure that there is documentary evidence for: age of the child needing care, relationship of the child to the applicant, gross monthly income of the family, reason for the child care need, and verification of the caretakers' qualifying activity and hours. The applicant family's individual Social Security Numbers are helpful and are used only as a DHS identifier in the electronic system, but is not a criterion for child care eligibility. The Child Care Provider Confirmation Form(s) and Provider Consent form(s) must also be reviewed for completeness. After review, the Contractor notifies the applicant to correct any inaccuracy and/or provide supporting documentation and missing information.

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

All documents related to the Child Care application must be filed in a case folder labeled for each family. The DHS will provide training to the Contractor on filing procedures.

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

Careful questioning about household composition and monthly resources by reviewing the application materials will help ensure that the Contractor identifies the correct family situation. A license-exempt child care provider can be presumptively approved if the required DHS provider and consent forms are complete and sent to the contracted/DHS staff for the mandatory background checks. The Contractor enters the license-exempt provider information into the DHS HANA electronic system. A licensed provider is automatically approved. By implementing the DHS child care services rules, the Contractor will determine if the application is approved, denied, withdrawn, or discontinued, and notify the applicant. Applicants in approved cases will need to complete forms DHS 916 *Child Care Payments Parent/Guardian Rights and Responsibilities*, and DHS 919 *Health and Safety Guidelines for Child Care Services Program*.

Step 7.....Issue a DHS Notice of Disposition of Application

The Contractor issues a form DHS 921 *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 Contractor also enters information on the case into the DHS HANA electronic system.

Step 8.....Calculating the Child Care Payment

The Contractor applies the DHS child care services rules to calculate the correct amount of payment for each eligible child for the approved provider, based on the parents' activity hours that establish the need for child care, cost of care, child's age, and the DHS tiered child care rate table by type of care. The Contractor enters such information into the DHS HANA electronic system.

Step 9.....Issue a Notice of Payment

The Contractor completes and sends form DHS 922 *Notice of Payment* to the family that has been approved as eligible for a child care payment. This provides the names of the eligible children, the monthly amount for each child, and the names of the approved child care providers. The form also includes information about mandatory reporting of changes in the family's situation, and informs the families of the staff contact information.

Step 10.....Authorize/Issue the Child Care Subsidy

The Contractor uses the DHS electronic system to initiate the monthly payments. The Contractor receives reports of changes to the family's situation that might affect eligibility conditions, and takes action to ensure that the case is maintained properly and the correct amounts of payments are issued. This includes the semi-annual review of eligibility on the caretaker's situation reported on the DHS 927 *Child Care Payment Simplified Report Form* to determine whether the family continues to be eligible for child care payments.

Step 11:.....Maintaining Database

The Contractor tracks the following numbers: 1) outreach efforts in local communities; 2) families that respond to outreach efforts per month Statewide; 3) child care applications received; 4) completed applications; 5) interview/disposition of the applications (approved, discontinued, denied, or withdrawn) within 30 days; 6) correct disposition of the application; and 7) accuracy of the payment amount. The results reveal the achievement level of the efforts to outreach to families that might qualify for DHS child care subsidies, numbers of additional families that are helped by the DHS child care subsidies, and proficiency of the delivery of services.

Step 12.....Reviewing DHS Simplified Report Forms/Documentation

The Contractor accepts and reviews 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, documentation to verify information is attached, and signatures are provided. The Contractor applies DHS child care eligibility criteria to determine within whether the family continues to be eligible to receive child care payments, and the child care payment amount.

Step 13.....Providing Periodic Progress Reports

The Contractor is required to submit monthly, quarterly, and an annual State fiscal year summary of performance of the required activities and results. The DHS may also request ad hoc information.

Step 14.....Invoicing for Services

The Contractor shall submit monthly expenditure reports based on the approved budget for the respective State fiscal year on approved forms issued by DHS.