

State of Hawaii

DEPARTMENT OF EDUCATION PROCUREMENT SECTION

January 7, 2010

ADDENDUM B TO REQUEST FOR PROPOSALS THERAPY SERVICES FOR THE DEPARTMENT OF EDUCATION (DOE)

RFP F010-083 Provide Speech and Language Services

RFP F10-084 Provide Physical Therapy Services

RFP F10-085 Provide Occupational Therapy Services

January 7, 2010

ADDENDUM B

The Department of Education's Responses

To

Applicants' Written Questions

DUE DATE: JANUARY 28, 2010

As a reminder, the mail-in and drop-off location is located at
Procurement & Contracts Branch
94-275 Mokuola Street, Room 200,
Waipahu, Hawai'i 96797.

All mail-ins must be postmarked NO LATER THAN JANUARY 28, 2010.
Hand-deliveries SHALL NOT be accepted after 2 p.m. on JANUARY 28, 2010.
Deliveries by private mail services, like FedEx, will be considered hand-delivered
and SHALL NOT be accepted after 2 p.m. on JANUARY 28, 2010.

Any administrative questions may be directed to Ms. Marie Neilson of the
Procurements and Contracts Branch, (808) 675-0130 or via e-mail at
Marie_Neilson@notes.k12.hi.us.

Any programmatic questions may be directed to Ms. Verna Chinen, State SLP
Coordinator, (808) 203-5565 or via e-mail at
Verna_Chinen@notes.k12.hi.us

Miscellaneous Questions

Q: May we obtain copies of the winning proposal(s) and/or the resultant contract of the current Contracted Agency?

A: Yes, however the request must be made by submitting an official request. The request form may be obtained at:

<http://www.state.hi.us/oip/forms.html>

Please be sure to review the directions prior to submitting the request form as charges may apply to the request, and it may not be fulfilled prior to the RFP due date.

The questions and answers provided below are arranged by the ORIGINAL RFP Table of Contents.

I. Administrative Overview

1) **Q:** Does the HCE need to be completed prior to proposal submission? Does proof need to be included in our proposal?

A: We strongly recommend the Proposer registers with and submits a certificate of compliance with the Proposal; however, it is not mandatory until the time of contract award. Please note that the registration and certificate issuance process is not under the DOE's purview. Should unforeseen delays in processing result in non-receipt of the required certificates upon contract award, DOE may choose to cancel the award.

Also, please be mindful that the HCE certificate is in lieu of the certificates required from DOTax, DCCA and DLIR. Refer to Section 1 parts D, E and F of the RFP for specific details.

2) **Q:** Regarding the monitoring of therapists by the contracted agency, what is the DOE's preference on the format used and how often will it be required?

A: Currently and in the past contracted agencies have been from the mainland. Therefore onsite monitoring of therapists is a collaborative effort between the DOE and the contracted agency. On-site monitoring is done once a quarter by either the DOE program manager or the administrator of the district to which the therapist is assigned. The DOE may consider and approve use of a contracted agency's specific monitoring. Monitoring may occur more frequently if needs arise. Feedback will be given to both the agency and the therapist.

3) **Q:** Without access to eCSSS, how can we be actively involved in the supervision/monitoring therapists' quality of documentation and timeliness?

A: The contracted agency will NOT have access to eCSSS which is a data system which contains confidential data on students. Access will be given to the therapists/speech pathologists servicing the students. The DOE program manager will monitor the quality of documentation and

timeliness. Should any concerns or problems arise regarding documentation; the DOE program manager will notify the company of the specific concerns. Thereafter, it is the company's responsibility to follow up and address concerns with their employee.

II. Service Specifications

- 1) **Q:** Please clarify the maximum rate per hour.
A: **\$60/per hour.**
- 2) **Q:** Is there an escalation of rates for each year of renewal?
A: All contracts are subject to the availability of State and/or Federal funds and as a result any increase would be dependent upon the economic situation. However, if the DOE were to approve a rate increase it would not exceed \$1/per hour.”
- 3) **Q:** Should we budget for the furloughs?
A: At this time, decisions regarding the furloughs and the shortened school year are made by the governor and the legislature. Proposers should remain flexible and be prepared for adjustments due to furloughs. The DOE will disseminate information as soon as possible should the contract terms or DOE needs change. Contracted agencies are reminded that contracts are based upon the contracted rate, and payment will be made in accordance with services rendered.
- 4) **Q:** With the furloughs in effect how many school days are anticipated?
A: Approximately 161 days; however, this is subject to change.
- 5) **Q:** Is there a limit to the number of FTE's we can contract for under each RFP?
A: There is no limit to the number of FTE's that contracted agencies may employ so long as the contracted agency is able to provide satisfactory services based the DOE's statewide need. The DOE will provide the contracting agency the estimated number of therapists/speech pathologists needed for each area, but this is a recommended number only. The DOE does not guarantee the estimated number will be actually used.
- 6) **Q:** The RFP states that applicants are strictly prohibited from recruiting or employing a PT/OT/SLP within the DOE or those already residing in the State. Is this to mean we cannot recruit PTs/OTs/SLPs currently residing in the State?
A: YES. Basically the DOE prohibits recruiting from our local base/residents or individuals who are employed by the DOE thus the employees already under a provider contract are exempt from this prohibition.
- 7) **Q:** If we relocate someone from the mainland what will happen to our therapist should the DOE hires someone directly?
A: The DOE intends to limit disruption of services as well as impact to displaced therapists/speech pathologists. Every effort will be made to accommodate and relocate therapists/speech pathologists who may be displaced. However, contracted providers must remember that the contract is based on the needs of the state and if someone is needed in another location immediately, the state reserves the right to move therapists/speech pathologists.

- 8) **Q:** What does “after the fact secondary purchaser” mean?
A: The definition of “after the fact secondary purchaser” can be accessed through section 3-143-608 of the Hawaii Administrative Rules (HAR) as cited within the RFP, under the “Secondary purchaser participation” heading. All State statutes, rules or regulations pertaining to this RFP may be accessed: <http://www.spo.hawaii.gov.statutes-and-rules>
- 9) **Q:** In Section 2 under the “Professional Behavior” heading it states applicants shall follow state guidelines regarding absences. What are the State’s guidelines regarding absences?
A: There are specific details regarding services when a therapist/speech pathologist is absent (i.e. sick, family emergency, etc.). These are applicable to all workers (the DOE employees as well as contractor’s employees, subcontractors and agents that service the DOE). Generally, a therapist/speech pathologist would follow the district/school policy for notification of absences. In addition, if a therapist/speech pathologist is unavailable alternate activities or arrangements shall be planned to mitigate the loss of services to the student.
- 10) **Q:** If awarded a contract under this RFP, would we be able to refuse a request for service?
A: No, the contractor is NOT allowed to refuse to service a student. They are assigned a caseload and are expected to service all students on their caseload. If there are extenuating circumstances, such situations will be handled on an individual basis.
- 11) **Q:** On average, how many schools will be serviced?
A: The following are estimates and subject to change based on student needs:

SLPs Elementary schools 1-2 Middle schools 2-3 Middle and high school 2-4	OTs Average 7-8* PTs Average 10-12*
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*This may seem like a large number of schools; however, many students are seen once a month or on a consult basis. Therefore, OTs and PTs have a larger number of schools to service.

- 12) **Q:** How many staff hours were billed in each specialty for each island in 2009?
A: See the table below –

SLP, OT, PT Contracts for 2008-2009 SY			
District	No. of contracted SLPs	No. of contracted OTs	No. of contracted PTs
Central	0	4	1.5*
Windward	1	3	.5*
Honolulu	0	4	1.5*
Leeward	7	3	.5*
Kauai	1	2	1
Maui	3	2	0

Hawaii	5	2	2
Statewide total	17	20	7
Total hours billed	24,168.58 hours	32,371.35 hours	11,029.83 hours
Costs	1,305,103.	1,731,867.	595,610.

13) **Q:** Would we be able to indicate availability to serve only the 3 to 8 year old population?

A: No. Assignments are based upon school population which ranges from 3 to 21 years of age.

14) **Q:** How far apart are the schools?

A: It ranges from 2 to 10 miles. The DOE tries to work with therapists/speech pathologists, so that they are not traveling long distances between schools on a given day. Management of time and efficiency of service provision is important, therefore, therapists/speech pathologists will be given assistance in arranging their schedules.

15) **Q:** Would you be able to provide geographical statistics and ratios for the services on each island?

A: See table below. Please note, two PTs crossed between two districts (Central and Honolulu) and (Windward and Leeward) on the island of O’ahu.

SLP, OT, PT Contracts for 2008-2009 SY			
District	No. of contracted SLPs	No. of contracted OTs	No. of contracted PTs
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Windward	1	3	.5*
Honolulu	0	4	1.5*
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Kauai	1	2	1
Maui	3	2	0
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Statewide total	17	20	7
Total hours billed	24,168.58 hours	32,371.35 hours	11,029.83 hours

16) **Q:** Can you identify the remote outlying areas needed for service and identify the anticipated or actual case load and the challenges that they are facing in providing services including DOE personnel serviced areas?

A: On the island of O’ahu the outlying areas needing service are along the Leeward Coast or along the North Shore of the Windward District. Neighbor island assignments are also considered “remote” or geographically hard to fill. The specific challenges for these areas primarily rest with the fact that the locations are not located near a large city like Honolulu. The average caseloads will range from 30 to 45.

17) **Q:** For the opening on Maui/Lanai/Molokai how often do the therapists travel to different schools within the week?

A: Therapists/speech pathologists do not travel between islands. Currently, the therapists/speech pathologists who service Maui County live on the island of Maui and do not travel off island to service students.

SLP 2 schools

OT 4 schools

PT no contracted therapist

- 18) **Q:** If we can only provide early intervention services on the islands of Maui and Lanai, are we still eligible to apply for these contracts?
A: If a company is able to provide services on just one island or limited geographic area, they may still submit a proposal. However, at this time, there is no guarantee that there is a need in that service area. The agency must meet all of the qualifications and be available to provide services to school age students (ages 3 to 21) and not just the early intervention age group.
- 19) **Q:** If our company already provides these services in Hawaii, would we be able to utilize our existing staff that are already on Maui and currently employed?
A: Yes, provided that the staff are already employed by the agency, and are not currently employed by the DOE or any other local employer, and meets all requirements of this RFP.
- 20) **Q:** Regarding air travel to neighbor islands (any island other than O'ahu)—is a deviation in price allowed to help absorb the additional costs for extreme cases, such as airline tickets, tolls and parking?
A: The rate of \$60/hour includes all costs. The DOE does not reimburse separately for any transportation costs.
- 21) **Q:** Is travel time an allowable billable activity under this RFP?
A: Travel is built into the hours in the week. Generally, the therapist/speech pathologist works from 7:30 am to 4:00 pm. If the therapist/speech pathologist travels between three schools the travel time is considered as part of their work day and the DOE will be charged for the 8 hours.
- 22) **Q:** If awarded the contract will services be needed for summer school?
A: We try to keep contracted services to a minimum during the extended school year periods however, services may still be required. A contractor could be used during the Extended School Year (ESY) if they are the only service provider for the area.
- 23) **Q:** Does the DOE have housing recommendations?
A: No. School assignments are usually made close to the opening of school. Therefore, it is best if the therapist/speech pathologist relocates and looks at what is available in the community prior to making any housing commitments.
- 24) **Q:** What is the average case load?
A: Caseloads range from 30 to 45. However, it may be higher if the professional has assistance from a DOE aide, or lower based upon the amount of service the student's receive.
- 25) **Q:** Who are the current vendors providing the requested PT/OT/SLP services? What is their unit rate?
A: MTX Therapy Services at \$55/hour for SLP and PT services; \$54.50 for OT services.

26) **Q:** How many PTs/OTs/SLPs were provided by each vendor during the current contract period?

A: See the table below –

SLP, OT, PT Contracts for 2008-2009 SY			
District	No. of contracted SLPs	No. of contracted OTs	No. of contracted PTs
Central	0	4	1.5
Windward	1	3	.5
Honolulu	0	4	1.5
Leeward	7	3	.5
Kauai	1	2	1
Maui	3	2	0
Hawaii	5	2	2
Statewide total	17	20	7
Total hours billed	24,168.58 hours	32,371.35 hours	11,029.83 hours

27) **Q:** Is it possible to be reimbursed for excise tax and the additional O’ahu tax so that costs incurred are directly related to services provided?

A: No. The hourly rate of \$60 must cover all costs including taxes.

28) **Q:** Will you accept SLP/CFY?

A: NO.

29) **Q:** Will you accept PTAs, SLPAs, or COTAs?

A: No. The RFP is only for professional staff.

30) **Q:** Do the SLPs, PTs and OTs have aides?

A: Some do, it depends on the division of the caseloads. All contracted agencies are expected to work together with DOE employees and help from DOE aides are provided on an as needed basis.

31) **Q:** Do therapists provide care coordination to each child served under this RFP?

A: SLP - The SLP is usually the care coordinator for students with the eligibility designation of Speech or Language Disabled. If they provide speech and language services as a required under the current contract, they could be the care coordinator but that would be highly unlikely.
OT/PT – Occasionally they serve as care coordinators. However, since the majority of cases are related services it is somewhat rare for an OT/PT to be a care coordinator.

III. Proposal Application Instructions

NO QUESTIONS POSED.

IV. Proposal Evaluation

NO QUESTIONS POSED.

V. Attachments

- 1) **Q:** Is Attachment D, the Final Contractor Report, asked for annually or for the duration of the contract, including renewals?
A: It will be required annually for the duration of the original contract period, as well as any subsequent contract renewal periods.
- 2) **Q:** Are we required only to sign the last page of Attachment E or notarize it as well?
A: An authorized official of your organization must sign the attachment thus certifying that your organization is aware of the applicable Federal laws and are in compliance. A notary is not necessary.