

State of Hawaii
Department of Human Services
Benefit, Employment, Support Services Division
Child Care Program Office

Request for Proposals

RFP No. 305-11-01-S Application/Payment Processing For DHS Child Care Subsidies

March 30, 2011

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, you may download the [RFP Interest form](#), complete and e-mail or mail 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.

NEIL ABERCROMBIE
GOVERNOR



PATRICIA MCMANAMAN
DIRECTOR

PANKAJ BHANOT
DEPUTY DIRECTOR

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

March 30, 2011

MEMORANDUM

To: All Interested Applicants

From: Patricia McManaman, Director

Pankaj Bhanot

**SUBJECT: REQUEST FOR PROPOSALS (RFP) HMS 305-11-01-S
APPLICATION/PAYMENT PROCESSING FOR DHS CHILD CARE
SUBSIDIES**

The Department of Human Services (DHS), Benefit, Employment and Support Services Division (BESSD), Child Care Program Office (CCPO), seeks to purchase the services listed above and described in the attached RFP. This is to assist and support the DHS by engaging in the following activities throughout the State of Hawaii: provide DHS child care application materials, including provider forms; assist families to complete the child care applications, as needed; accept application forms, verify documents, process the applications 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 (6) months. In addition, DHS requires documentation of these activities. The estimated monthly caseload is 5,000 families Statewide with a minimum of approximately 1000 monthly applications received statewide.

The initial contract term will be from July 1, 2011 – June 30, 2012. The State, at its option, may extend this Agreement in writing, for four (4) additional State fiscal year periods, not to exceed June 30, 2016. The DHS will award one (1) 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 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 States Postal Service on or before **May 2, 2011** or hand delivered (including courier mail) no later than 4:30 p.m., Hawaii Standard Time (HST), on **May 2, 2011**, to DHS-Child Care Program Office at 820 Mililani Street, #606, Honolulu, HI 96813. All mail-ins postmarked after 12:00 midnight including courier mail later than 4:30 p.m., Hawaii Standard Time (HST), on **May 2, 2011** or hand delivered after the **May 2, 2011 deadline** will not be accepted.

The BESSD program staff will conduct an **orientation** to review the RFP requirements on **Friday, April 8, 2011 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, Sally Ang, at 820 Mililani Street, #606, Honolulu, Hawaii 96813, telephone: (808) 586-0978, fax: (808) 586-5744, or e-mail: sang@dhs.hawaii.gov.

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: ONE (1) ORIGINAL AND THREE (3) COPIES

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **May 2, 2011** and received by the state purchasing agency no later than **10 days from the submittal deadline.**

All Mail-ins

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

DHS RFP COORDINATOR

For further info. or inquiries, contact
Sally Ang
Phone: (808) 586-0978
Fax: (808) 586-5744

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), May 2, 2011.** 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., **May 2, 2011.**

Drop-off Sites

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

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- Attachment B. Sample Proposal Table of Contents
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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 Request for Proposals (RFP)	3/30/11
Distribution of RFP	3/30/11
RFP orientation session	4/8/11
Closing date for submission of written questions for written responses	4/15/11
State purchasing agency's response to applicants' written questions	4/21/11
Discussions with applicant prior to proposal submittal deadline (optional)	N/A
Proposal submittal deadline	5/2/11
Discussions with applicant after proposal submittal deadline (optional)	N/A
Final revised proposals (optional)	N/A
Proposal evaluation period	5/3/11- 5/10/11
Provider selection	5/10/11
Notice of statement of findings and decision	5/16/11
Contract start date	7/1/11

II. Website Reference

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

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 "The RFP Website" (located under Quicklinks)
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 <http://hawaii.gov>)

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

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 provider responsibilities, and defines deliverables (as applicable).

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

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

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

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

VI. Orientation

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

Date: April 8, 2011 **Time:** 9:00 a.m. to 11:00 a.m. HST
Location: Haseko Center, BESSD Administration Office, 820 Mililani Street,
Suite 606, Conference Room 2, Honolulu, Hawaii 96813

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official

responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the 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: 4/15/11 Time: 4:30 p.m. HST

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

Date: 4/21/11

VIII. Submission of Proposals

A. **Forms/Formats** - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website referred to in II. Website Reference. Refer to the Proposal Application Checklist for the location of program specific forms.

1. **Proposal Application Identification (Form SPO-H-200).** Provides applicant proposal identification.
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).** Applicant shall submit comprehensive narratives that address all of the proposal requirements contained in Section 3 of this RFP, including a cost proposal/budget if required.

B. **Program Specific Requirements.** Program specific requirements are included in Sections 2, Service Specifications and Section 3, Proposal Application Instructions, as applicable. If required, Federal and/or State

certifications 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. **Tax Clearance.** Pursuant to HRS Section 103-53, as a prerequisite to entering into contracts of \$25,000 or more, providers shall be required to submit a tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS). The certificate shall have an original green certified copy stamp and shall be valid for six (6) months from the most recent approval stamp date on the certificate. Tax clearance applications may be obtained from the Department of Taxation website. (Refer to this section's part II. Website Reference.)
- E. **Wages and Labor Law Compliance.** If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS Section 103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to HRS Section 103-55, at the Hawaii State Legislature website. (See part II, Website Reference.)
- **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 registered 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 part II, Website Reference.)
- F. **Hawaii Compliance Express (HCE).** Providers may register with HCE for online proof of DOTAX and IRS tax clearance Department of Labor and Industrial Relations (DLIR) labor law compliance, and DCCA good standing compliance. There is a nominal annual fee for the service. The "Certificate of Vendor Compliance" issued online through HCE provides the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes.

Refer to this section's part II. Website Reference for HCE's website address.

- G. **Campaign Contributions by State and County Contractors.** Providers are hereby notified of the applicability of HRS Section 11-205.5, 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, FAQs are available at the Campaign Spending Commission webpage. (See part II, Website Reference.)
- H. **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.

- I. **Confidentiality of Personal Information.** Act 10 relating to personal information was enacted in the 2008 special legislative session. As a result, the Attorney General's General Conditions of Form AG Form 103F, *Confidentiality of Personal Information*, has been amended to include Section 8 regarding protection of the use and disclosure of personal information administered by the agencies and given to third parties.
- J. **Proposal Submittal.** All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet. Proposals shall be rejected when:
- Postmarked after the designated date; or
 - Postmarked by the designated date but not received within 10 days from the submittal deadline; 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 via facsimile transmissions, electronic mail, website, or on computer diskettes (CDs) 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 HAR Section 3-143-403.

X. Opening of Proposals

Upon receipt of a proposal 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

If requested, final revised proposals shall be submitted in the manner, and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's 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 RFP may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best 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 RFP, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with HAR Sections 3-142-202 and 3-142-203.

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:

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

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

Head of State Purchasing Agency	Procurement Officer
Name: Patricia McManaman	Name: Luanne Murakami
Title: Director	Title: Acting Division Administrator
Mailing Address: P.O. Box 339 Honolulu, HI 96809-0339	Mailing Address: 820 Mililani St. Suite 606 Honolulu, HI 96813
Business Address: 1390 Miller Street	Business Address: 820 Mililani St. Suite 606

Honolulu, HI 96813

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

XXI. General and Special Conditions of Contract

The general conditions that will be imposed contractually 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.

XXII. Cost Principles

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under HRS Chapter 103F, state purchasing agencies will utilize standard cost principles outlined in Form 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:

1. Promote access to child care services available through the DHS federally-funded child care subsidy program as well as promote the child care subsidy program as needed and when requested by the DHS;
2. Reduce barriers to receiving DHS child care subsidies;
3. Process DHS child care applications, interview, and determine eligibility for child care subsidies;
4. Authorize and timely issue the DHS monthly child care subsidies for eligible families;
5. Reconcile improper payments based on DHS rules and policies;
6. Conduct quality assurance activities to ensure dispositions and payments issued are correct and timely; and
7. Provide case management of the DHS child care caseload.

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

1. Maintain the family's employment, attendance in school, or participation in job training to lessen dependency on public assistance,
2. Keep intact the family members who receive child protective services that include child care as ordered by the court, and
3. 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 17-798.2, Hawaii Administrative Rules, or in any subsequent rules revision or adoption.

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 BESSD FTW staff and contracted staff that provide child care payment services; a review of child care services data; discussion with members of the Statewide Child Care Advisory Committee; an assessment of the existing contract, and comments received from the posting of a Request For Information on the State of Hawaii Procurement Office (SPO) website <http://spo.hawaii.spo> on 11/29/2010.

C. Description of the goals of the service

BESSD's goal 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.

D. Description of the target population to be served

The target population includes the following:

1. Families residing in the State of Hawaii with monthly gross incomes that do not exceed 85% of the 2004 State Median Income for a family of the same size. The DHS currently uses the 2004 standard – this is subject to change upon notification by the DHS. 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.
2. Families receiving child protective services with child care services ordered by the court. 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 17-798.2 or any subsequent rules revision or adoption.
3. Children must 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.

E. Geographic coverage of service

Services shall be delivered to eligible families residing 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 have a full time office on Kauai, Oahu, Maui, East Hawaii, and West Hawaii.

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

A maximum amount of **\$2,648,062.00** in total Federal funding is allocated for the initial contract period **July 1, 2011 – June 30, 2012**. The start up cost is included in this total funding. The State, at its option, may extend this Agreement in writing, for four (4) additional State fiscal years or parts thereof, not to exceed a total of forty-eight (48) additional months of services up to

and including **June 30, 2012**, upon mutual agreement in writing **subject to increase 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

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 HAR Section 3-143-608)

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 *check one* (Refer to HAR Section 3-143-605)

Allowed Unallowed

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

Single Multiple Single & Multiple

Criteria for multiple awards:

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

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

Contract terms:

Initial term of contract: twelve (12) months

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

Number of possible extensions: **four (4)**

Maximum length of contract: **five (5) 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(s). Written questions should be submitted to the RFP contact person and received by the day and time specified in Section 1, paragraph I (Procurement Timetable) of this RFP.

Contact Person: Sally Ang
Phone no. : (808) 586-0978
E-mail: sang@dhs.hawaii.gov

III. Scope of Work

The State of Hawaii, Department of Human Services, Benefit, Employment and Support Services Division (BESSD) intends to procure application/payment processing services to assist eligible families’ access DHS child care subsidies.

The scope of work encompasses the following tasks and responsibilities:

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

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

1. Provide DHS child care eligibility criteria information to families and providers who are seeking information about the child care subsidy program. 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. The DHS child care eligibility criteria are found in Chapter 17-798.2, 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. Process *approximately 1000 child care applications* Statewide every month. This includes pending applications from prior months.
3. Assume and manage the existing DHS child care payment caseload for *approximately 5,000 eligible families (about 8,000 children)*, and any new cases as families apply and are approved for child care subsidies.
4. Determine the household's eligibility for the child care payments and provide administrative and child care payment authorization and issuance services, following chapter 17-798.2, H.A.R., or the subsequent adoption of revised child care services rules, using the DHS electronic HANA system. The caseload may exceed 5,000 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.
5. Assist families in understanding and completing the DHS child care forms. The Contractor shall issue the DHS child care application forms, the provider confirmation forms and consent for background check forms to interested families and assist them, as necessary, to complete the forms. This includes oversight that the families gather all the necessary documents that support the information on the DHS child care application form. 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 by the applicants and providers. The applicants shall 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".
6. Set up individual families' child care case folders to file the completed child care application and documents, including all other completed DHS pertinent forms and copies of notices, following DHS procedures.

7. Initiate the process of background checks for the clients' selected license-exempt providers. Forward upon receipt the completed license-exempt provider information and consent forms to the appropriate units for background checks to be conducted.
8. Register the child care applications immediately in the DHS Hawaii Automated Network of Assistance (HANA) electronic system by entering the family and provider information into the DHS electronic system.
9. 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 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 make a determination of whether the applications are approved or denied.
10. Calculate the child care payment amount for eligible families, and issue the benefits and appropriate DHS notices for immediate access to the child care subsidies.
11. Review the clients' completed Simplified Report Form (SRF), and the verifying documents, every six months and ensure that all required information and documentation is received by the DHS deadlines cited in the DHS child care services rules. Determine in the Simplified Report month whether the family continues to be eligible for future child care payments. Deny or discontinue child care payments, correcting improper payments, when applicable. The Contractor is to implement the DHS rules regarding simplified reporting found in §17-798.2, or the subsequent adoption of revised child care services rules, to decide whether the family is eligible for or is denied payments.
12. Distribute pertinent child care brochures/ materials and issue appropriate notices, provide follow-up contact information and inform the families of the location of the child care payment unit, and the worker's contact information.
13. Write Branch reports when clients request an Administrative Hearing due to disagreement with staff action taken on the case situation and represent the Department's position at the scheduled administrative hearing.

14. Coordinate services and provide reports operations with DHS staff and other public agencies, non-profit organizations and private businesses.
15. Provide child care services during regular State business hours, at a minimum, Monday through Friday, 7:45 a.m. - 4:30 p.m., Hawaii Standard Time except State holidays. The 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.

Note: Many clients prefer to walk-in their paperwork, rather than use the mail system. The DHS is requiring the Contractor's to have offices in each of the counties in the State, including East Hawaii and West Hawaii, to meet the needs of the target group.

16. Investigate, address and respond to any complaints against payment services or workers.
17. Conduct monthly reviews of staff work and performance of these activities and tasks, to determine the following:
 - a. the accuracy of payment amounts;
 - b. the timeliness of payment issuance to the families; and
 - c. the breadth, effectiveness, and efficiency of community outreach efforts in the local communities.

The Contractor is to take steps to reduce errors to meet federal and state accuracy and timeliness requirements. The DHS will also conduct quarterly quality reviews and may re-review cases reviewed by the Contractor. The Contractor shall be available and make case records available to DHS quality review staff.

18. Collect data and submit the information to the DHS BESSD Child Care Program Office to include the following:
 - a. numbers of individuals that submit child care applications;
 - b. numbers of child care applications that were completed and issued payments within 30 days;
 - c. numbers of applications denied;
 - d. numbers of child care applications approved; and

- e. percentage of accurate monthly child care payment amounts.
19. Provide monthly and quarterly program progress reports of contracted tasks, responsibilities, and achievement of objectives, per State fiscal year 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.

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

1. Personnel

The applicant must describe the organization's capability and experience in performing this service by providing information on all positions to be funded in whole or in part through this project, including a description of experience and education required which reflect that staffs have the relevant background needed to conduct child care application and processing services. Include position titles, job descriptions, and qualifications for each position.

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 applicant should address case management and application processing when staff are on extended leave and when there are position vacancies.

The organization selected to be the Contractor shall recruit, hire, train and supervise the necessary staff to operate the project. The DHS requires the Contractor to have separate offices in all the counties, including Hilo and Kona on the "Big Island". The applicant shall propose and describe how services will be provided on the islands of Molokai and Lanai. 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

- a. 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.

- b. 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.
- c. The Contractor shall refund to the Department any funds unexpended or expended inappropriately.
- d. The Contractor shall be responsible to ensure appropriate staffing at all times during regular State operating hours.
- e. 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.

Note: Individual equipment items that cost \$250 or more require three bids with justification on specified forms and DHS approval before purchase.

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

- a. The contractor shall be responsible for keeping comprehensive records of all expenditures, available for monitoring by DHS staff or designee. These records shall include, but are not limited to:
 1. Copies of approved purchase orders signed by the appropriate authority;
 2. Copies of invoices, packing slips, receipts, credit/debit memos and other vendor documents;
 3. Other appropriate internal accounting statements and reconciliation schedules.

- b. The contractor shall be responsible for keeping comprehensive program records available for monitoring by DHS staff or its designee. Monitoring will consist of comparing reported data with the organization selected to provide the service's documents used to summarize data. These records shall include, but are not limited to:
 1. Agency files such as personnel files;
 2. Notes of staff meeting/minutes and training;
 3. Documentation of service activities including collaboration with community agencies and organizations; and
 4. Accounting practices.

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

- c. The organization selected to provide the service shall have a written quality assurance plan that includes procedures to monitor administrative and program operations, fiscal administration, and costs for compliance with all requirements. The quality assurance plan shall also provide for procedures to determine whether the target group receives consistent, high quality services. The quality assurance plan shall also identify roles and responsibilities for on-going monitoring.

- d. The organization selected to provide the service shall have a written plan for evaluation of performance in providing the required service, including procedures and methodology to measure, monitor and collect data on outputs and outcomes, and to evaluate the outcomes and other results of its services. The evaluation plan should also include procedures to identify and resolve problems, and make improvements to the program as needed. The evaluation plan should identify roles and responsibilities for assuring on-going implementation.

- e. The contract will be evaluated based upon performance as described in Section III, Scope of Work. The contract will also be reviewed for overall cost effectiveness based upon the overall cost compared to the performance outcomes.
- f. DHS staff shall randomly audit 20 application cases and 20 on-going cases quarterly based on contract objectives to determine if penalty will be imposed. The sample size for the state fiscal year is set at 80 application and 80 on-going cases. The penalty for each objective, below, will be realized at the end of the contract period for each State fiscal year.

4. Output and performance/outcome measurements

- a. At least 90% of the initial applications received and reviewed are processed and completed within 30 days of the submittal date. An application is considered complete when the interview is completed, the correct disposition is made (approved, denied, discontinued or withdrawn) and the correct payment is issued within 30 days of receipt of application for approved cases.
- b. At least 90% of the on-going child care cases processed and completed shall have the correct benefit amount issued.
- c. At least 90% of the total statewide child care cases have all the required eligibility forms, verifications and documentations to determine eligibility and correct benefits. Required eligibility forms and verifications are the following:
 - 1. Signed and dated child care application;
 - 2. Proof of citizenship and residency;
 - 3. Background clearance form;
 - 4. Unexpired provider certificate and confirmation form that is valid for one year (unless there is a change in provider and/or care type) from the first eligible month of enrollment with the provider;
 - 5. Proof of income and activities such as pay stubs and schedules; and
 - 6. Child care receipts/invoices.

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

The applicant must demonstrate the capability to coordinate services and to collaborate with other offices within the Department such as with the eligibility workers in the Benefit, Employment and Support Services Division (BESSD) and Med-Quest Division (MQD), the DHS social workers in the BESSD, and the Social Services Division (SSD), the State's Preschool Open Doors program, public agencies, private organizations, and child care providers in the communities.

7. Reporting requirements for program and fiscal data

The contracted organization shall submit quarterly reports to the State, no later than 30 days after the end of each quarter, that indicate the progress made towards the outcomes of the service and whether specified timelines are met. The reports shall also describe work accomplished, problems encountered and their resolution, and projections of activities for the next calendar quarter.

The final written summary of the fiscal year activities shall be submitted to the State no later than 45 days after the end of the fourth calendar quarter in a State fiscal year. This report shall include the total impact of this service and shall include information about the status of achieving the overall objective to lessen dependence on public assistance by helping to support eligible families Statewide in their employment, educational, and work training efforts, through participation in the child care subsidy program.

The contracted organization shall also submit monthly expenditure reports for the operation of the program that serve as invoices for reimbursement. The form "Subgrantees Invoice and Expenditure Report" (SIER) shall be the official forms used for the contracted organization to request funds for the contract. The final invoice for the service shall be submitted no later than 30 days after the end of each fiscal year.

C. Facilities

The Contractor is responsible to seek, lease, and furnish suitable facilities for the operation of these services. The applicant will provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. Also describe how the facilities meet ADA requirements, as applicable and special equipment that may be required for the services.

IV. COMPENSATION AND METHOD OF PAYMENT

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, penalty functions are included (*see pages 3-4 and 3-5 of this RFP for details.*)

Payments shall be made upon the submission of monthly invoices 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. Monthly invoices should be submitted within 30 days of the end of the billing month.

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for each item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO website (see Section 1, 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

Applicant shall give a brief overview to orient evaluators as to the program/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 skills, abilities, and knowledge 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.

E. Facilities

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

III. Project Organization and Staffing

A. Staffing

1. Proposed Staffing

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

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

IV. Service Delivery

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.

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.

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.

No more than 5 percent of the aggregate amount of funds available may be expended for administrative costs in each fiscal year. Note that the term “administrative costs” do not include the costs of providing direct services.

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-206G	Budget Justification - Depreciation
SPO-H-206H	Budget Justification - Program Activities
SPO-H-206I	Budget Justification - Equipment Purchases*

*Expenditures require justification and prior approval from the state.

Pricing Structure to Include Penalties

There may be up to a \$75,000 penalty imposed if certain objectives are not met.

The Contractor shall incur a \$25,000 penalty for each of the following if these objectives are not met:

- a. Less than 90% of the approved applications that are received and reviewed were processed and completed within 30 calendar days.
- b. Less than 90% of the on-going cases processed and completed have correct payment determinations.
- c. Less than 90% of the statewide child care cases have the required eligibility forms, verifications and documentations to determine eligibility and correct benefits.

The penalty amount shall be the sole responsibility of the Contractor and shall not be charged to the contract. The final payment for each contract period up to the penalty amount shall be withheld until a determination is made that the Contractor penalties apply. Penalties shall be taken out of the amount withheld. Should the amount withheld still not satisfy the penalty assessed, the Contractor shall pay the balance of the penalty to the State within two months of the end of the contract period, or the State may deduct the remaining penalty amount from subsequent contract payments, if the contract is extended.

B. Other Financial Related Materials

Accounting System

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

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

VI. Other

Litigation

The applicant 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 Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Thresholds

<u>Evaluation Categories</u>	<u>Possible Points</u>
<i>Administrative Requirements</i>	
 <i>Proposal Application</i>	
Program Overview	0 points
Experience and Capability	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. Proposal Application Requirements

- Proposal 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 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.

Program Overview: 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.

1. 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. _____
- Demonstrated thorough understanding of the purpose and scope of the service activity. _____

B. Experience

- Demonstrated experience related to the delivery of the proposed service. _____
- Described projects/contracts implemented in the last 5 years that are pertinent to the _____

- proposed service. _____
- Demonstrated experience gathering and reporting performance data. _____
- 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. _____
- E. Facilities** _____
- Adequacy of facilities relative to the proposed services. _____

2. Project Organization and Staffing (15 Points)

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

- A. Staffing** _____
- Proposed Staffing: That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services. _____
- Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program. _____
- Described in detail a plan for coverage in situations when assigned staff are unavailable. _____
- B. Project Organization** _____
- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. _____
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks. _____

3. Service Delivery (55 Points)

Evaluation criteria for this section will assess the applicant’s approach to the service activities and management requirements 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 program goals and objectives that are consistent with those identified in the RFP, overall program content and design, and demonstrate an understanding of the target group and provisions of services. _____
- Describes management oversight of the project, including clarity of work assignments and responsibilities at the various sites. _____
- Describes work plan for program implementation that is logical, reasonable, and attainable. _____
- Describes collaboration with DHS and other community resources. _____
- Demonstrates knowledge of handling customer service and complaints. _____

5. Financial (10 Points)

- Provides the most recent audit report. _____
- Demonstrated solid financial stability and accounting practices. _____

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

- A. Proposal Application Checklist
- B. Sample Table of Contents
- C. Special Conditions

Proposal Application Checklist

Applicant: _____ RFP No.: _____

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website. See Section 1, 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	
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 are in Section 5		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5		
SPO-H-206A	Section 3, RFP	SPO Website*	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*	X	
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:				
<i>Federal Certifications</i>		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:			X	
Organizational Chart			X	
Audit Report			X	
Work Plan			X	

Authorized Signature

Date

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Special Conditions

Insurance Coverage

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

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

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

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

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

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

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

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

Automobile liability insurance shall include excess coverage for the Contractor's employees who use their own vehicles in the course of their employment.

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

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

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

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

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

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

Interpreter Services

The contracted organization:

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