

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

Request for Proposals

RFP# HMS-302-11-05 S
Child Care Resource & Referral Service

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.



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

March 30, 2011

MEMORANDUM

To: All Interested Applicants

From: Patricia McManaman, Director 

SUBJECT: Child Care Resource and Referral Service
Request for Proposals (RFP) HMS 302-11-05 S

The Department of Human Services (DHS), Benefit, Employment and Support Services Division (BESSD), Child Care Program Office (CCPO), seeks to purchase the services listed above and described in the attached RFP. This is to assist and support the DHS by engaging in the following activities throughout the State of Hawaii: The service is to offer child care resource and referral services to the public.

The initial contract term will be from July 1, 2011 to 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 contract under this RFP.

The RFP provides information to assist applicants in the preparation of proposals and a budget, including: (1) 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 4, 2011** or hand delivered (including courier mail) no later than 4:30 p.m., Hawaii Standard Time (HST), on **May 4, 2011**, to the DHS-Child Care Program Office at 820 Mililani Street, Suite 606, Honolulu, HI 96813. All mail-ins postmarked after 12:00 midnight (including courier mail) later than 4:30 p.m., HST, on **May 4, 2011** or hand delivered after the **May 4, 2011** deadline will not be accepted.

The Child Care Program Office will conduct an **orientation** to review the RFP requirements on **April 6, 2011 from 9:00 a.m. to 11:00 a.m. HST**, at the DHS-CCPO, 820 Mililani Street, Suite 606, Conference Room 2, Honolulu, Hawaii, 96813. 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, Kathy Ochikubo, at 820 Mililani Street, Suite 606, Honolulu, Hawaii 96813, telephone: (808) 586-7058, fax: (808) 586-5744, or e-mail: kochikubo@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 4, 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 and Support Services Division
Child Care Program Office
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

DHS RFP COORDINATOR

Kathy Ochikubo
For further info. or inquiries
Phone: (808) 586-7058
Email:
kochikubo@dhs.hawaii.gov

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

Drop-off Sites

Department of Human Services
Benefit, Employment and Support Services
Division
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 Request for Proposals (RFP)	03/30/11
Distribution of RFP	03/30/11
RFP orientation session	04/06/11
Closing date for submission of written questions for written responses	04/13/11
State purchasing agency's response to applicants' written questions	04/20/11
Discussions with applicant prior to proposal submittal deadline (optional)	04/06/11 – 04/27/11
Proposal submittal deadline	05/04/11
Discussions with applicant after proposal submittal deadline (optional)	N/A
Final revised proposals (optional)	N/A
Proposal evaluation period	05/05/11 – 05/09/11
Provider selection	05/10/11 – 05/11/11
Notice of statement of findings and decision	05/12/11 – 05/13/11
Contract start date	07/01/11

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 and Support Services Division
Child Care Program Office
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813
Phone: (808) 586-7058 Fax: (808) 586-5744

VI. Orientation

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

Date: April 6, 2011 **Time:** 9:00 a.m. to 11:00 a.m.

Location: 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: April 13, 2011 **Time:** 4:30 p.m. HST

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

Date: April 20, 2011

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 this section, part 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 Item 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 Item 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 Item 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 Item 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 BESSD Administrator
Mailing Address: P.O. Box 339 Honolulu, Hawaii 96809-0339	Mailing Address: 820 Mililani Street, Suite 606, Honolulu, Hawaii 96813
Business Address: 1390 Miller Street	Business Address: 820 Mililani Street,

Honolulu, Hawaii 96813	Suite 606, Honolulu, Hawaii 96813
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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 Item 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 Item 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

I. Introduction

A. Overview, purpose or need

The Department of Human Services (DHS) is the State's lead agency for the Federal Child Care and Development Fund. The purpose of this federal grant is to increase the availability, affordability and quality of early childhood educational and care programs and to increase the accessibility to all early childhood education and care (ECEC) and development programs, including the before-and-after-school programs.

The Child Care Resource and Referral (R&R) network links services to parents, child care service providers, and the community. It is vital to increasing the quality and availability of child care resources. The overall efforts of the R&R system will bolster access to services by consumers, promote quality in child care delivery, provide community education and collaboration, and assist in the development of necessary fiscal and human resources to implement a Statewide child care system.

The Statewide R&R system shall provide all communities in the State access to a full range of R&R information services by:

1. Maintaining and updating a comprehensive resource database listing of child care services, DHS licensed child care providers, and assistance and subsidy programs in the communities;
2. Participate in The National Association for Child Care Resource & Referral Agencies (NACCRRRA) activities and utilize the current NACCRRRAware, a Web-based information management software, which assists states in providing uniform data to NACCRRRA for national surveys about providers and parents in our state. DHS will require the contractor to continue to use NACCRRRAware as this would allow for continuity and consistency of the data collection for reporting purposes;
3. Offering a child care referral service which actively responds to parental requests for child care information, including special needs;
4. Providing listings of DHS licensed child care providers upon request from the general public;
5. Assisting parents and other consumers in evaluating the quality and appropriateness of their child care options;

6. Documenting and tabulating information regarding the supply and demand for child care services in communities;
7. Providing information which includes how to access child care conferences, educational training, classes and workshops in the community to existing and prospective providers as well as parents and other consumers;
8. Promoting public awareness of the importance of child care issues such as availability, affordability, and quality of child care services;
9. Providing assistance to employers in identifying and meeting the child care needs of employees;
10. Providing written materials to support child care resource and referral services to consumers, providers, and the community;
11. Providing outreach, survey, and marketing work to promote any new DHS child care subsidy rates; and
12. Provides and maintains a website that is available to the public that provides child care resource information.

The purpose of this RFP is to contract with an organization to assist and support the DHS by providing child care resource and referral information services through a statewide R&R system.

B. Planning activities conducted in preparation for this RFP

Planning for this contract included an assessment of the existing State contract and comments received through the formal "Request for Information" (RFI) process. The RFI was posted on the SPO website on January 25, 2011.

C. Description of the goals of the service

The project goal is a Statewide R&R network system that contains information on child care resources including the following:

1. Licensed family child care homes and group child care programs, license-exempt group child care programs, which includes before-and-after-school programs, resort care programs, and other extended drop-in programs;
2. Child Care assistance programs;
3. Parenting and consumer education workshops available in the communities; and

4. Child care provider training available from a variety of sources to include, but not be limited to, professional organizations, not-for-profit and profit organizations, and educational institutions.

The selected organization for this R&R service must maintain and provide child care and related support services information which is relayed to the public in an expedient and courteous manner; provide parents with child care referrals that best meet their needs; collect and report data about child care supply and demand; provide outreach and marketing to promote any new DHS child care subsidy rates, including website maintenance; and assist and provide support to all child care providers to increase the quality and quantity of child care services in the communities.

D. Description of the target population to be served

This service shall be provided to parents who are seeking licensed child care and child care resources, persons other than parents who are seeking a listing of licensed child care providers in the State, and persons who are interested in obtaining information about child care resources for the State.

E. Geographic coverage of service

The service shall be provided statewide and available to anyone who requests information.

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

A maximum amount of \$300,000 in total funding from federal funds is allocated for the initial contract period of July 1, 2011 to June 30, 2012. A maximum of \$300,000 per year is allocated for 4 additional 12-month periods, not to exceed June 30, 2016. The total allocation of funds is subject to a determination of satisfactory performance and the appropriation and availability of funds and may be terminated without liability to either the purchasing agency or the provider in the event funds are not appropriated or available.

II. General Requirements

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

1. The organization selected to provide the R&R service 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 (See Section 1, Item II, for the website address).

2. The organization selected to provide R & R service must assure and be responsible for the continuity of service activities in the event of staff illness, medical emergencies, vacancies, or other situations that result in program resources that are less than proposed and contracted for. The organization selected to provide the R & R service must not require nor depend on the State agency's staff to provide service activities in the event that program resources are not available due to the above situations.
3. When a disagreement arises between the organization selected to provide the R&R service and the State regarding the performance of specific service activities within contracted specifications, the wishes of the State shall prevail. Failure on the part of the organization selected to provide the service to comply shall be deemed cause for corrective action and subject to contractual remedies.

B. Secondary purchaser participation
(Refer to HAR Section 3-143-608)

After-the-fact secondary purchases will be allowed, subject to approval by the State.

Planned secondary purchases: None

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

Allowed Unallowed

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

Single Multiple Single & Multiple

Criteria for multiple awards: Not applicable.

E. Single or multi-term contracts to be awarded
(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: July 1, 2011 to June 30, 2012

Length of each extension: twelve (12) months
Number of possible extensions: four (4)
Maximum length of contact: five (5) years, not to exceed June 30, 2016

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

Conditions for contract extensions: the contract for the proposed service 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 performances, 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 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 the 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, Item I (Procurement Timetable) of this RFP.

Contact person: Kathy Ochikubo
Phone: (808) 586-7058
Email address: kochikubo@dhs.hawaii.gov

III. Scope of Work

The scope of work encompasses the following tasks and responsibilities:

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

Database of Child Care Supply and Resources

1. A comprehensive database of child care supply and resources must be maintained and updated by participating in The National Association for Child Care Resource & Referral Agencies (NACCRRRA) activities and utilizing the current NACCRRRAware, a Web-based information management software, which assists states in providing uniform data to NACCRRRA for national surveys about providers and parents in our

state. DHS will require the organization to continue to use NACCRRAs as this would allow for continuity and consistency of the data collection for reporting purposes. The database should minimally include:

- a) All licensed child care programs including, but not limited to, family child care homes, group child care homes, group child care centers, before-and-after-school programs, infant and toddler centers, and resort child care programs. The information should include the service provider's name, address, zip code, phone number, type of program, licensed capacity, transportation services, vacancies by age group, training offered to parents, accreditation, staff-child ratios, specific services offered, age of children served, eligibility criteria, hours/days of services and fees.
- b) License-exempt group programs such as the A+ programs operated by the Department of Education, respite programs, and the YMCA and other multi-purpose or community associations that provide child care in communities. The information should include the service provider's name, address, zip code, phone number, type of program, transportation services, licensing or accreditation information (i.e. whether any government agency monitors or oversees the program), specific services offered, age of children served, eligibility criteria, hours/days of services and fees.
- c) Information on the availability of child care assistance or subsidy programs. At a minimum, it shall include information on the general eligibility requirements, services provided, target groups, enrollment periods and general application process for Child Care Connection Hawai'i, Preschool Open Doors, Head Start, Kamehameha Schools Bishop Estate, Queen Lili'uokalani Children's Center, and military child care.
- d) Information about child care educational resources in the communities. Resources shall include: parenting skills training, including play and learn groups, baby hui, Families for Real; academic programs; organizations which provide classes and professional organizations; and child care consumer education workshops, including, but not limited to, subsidy programs and quality child care. Minimum information on these resources shall include: date, time and place, sponsor, cost, availability of scholarships, and content.
- e) Information about family support services related to child care needs, including but not limited to, community resources and child care providers for children with special needs.

Resource information shall be obtained and maintained in order to keep the consolidated database current. The DHS can provide to the selected organization a listing of all licensed child care programs on a monthly basis.

The public shall be informed of the services available through the R&R, and of currently available training and parenting resources from all known sources in the communities.

Information from the database shall be issued to parents and the general public, upon request, on different formats, such as hard copy, or electronic copies (on disc, as email attachments, etc.). No fees shall be charged for anyone to receive the information contained on the database.

2. Services to Parents

Consumer education, consultation, and referrals to parents and other child care consumers shall be provided, and the following activities shall be implemented:

- a. Assist parents and consumers to find, select, and maintain quality child care arrangements by helping them understand and evaluate available child care options;
- b. Provide printed materials about the referral process, child care options, and quality indicators;
- c. Interview parents seeking child care to determine family needs;
- d. Respond to parents' special concerns and special needs of children by assisting parents and consumers to find available and appropriate care including care during non-traditional work hours, child care or respite care for disabled children, and care for ill children;
- e. Make provider referrals from the database equally and without bias;
- f. Provide information on available subsidies for families;
- g. Provide child care resource information to non-English speaking families; and
- h. Provide listings of child care resources available in the community.

Follow-up services with parents shall be conducted to determine if their needs were met, and the level of satisfaction with the child care resource and referral services. The following data must be included in the follow-up procedure to record and report service evaluation:

- Current child care status;
- Successful/unsuccessful referral;
- Reason child care is no longer needed;
- Level of satisfaction with the R&R services; and
- Other information that DHS may require.

The service must be provided statewide, shall be available daily, including non-traditional hours, e.g., one four-hour evening or weekend service, thereby improving R&R services to parents who are working. Toll-free telephone access must be provided.

There shall be consumer outreach which may include brochures, video and other marketing strategies to inform parents of services offered by the R&R.

3. Services to Providers

The R&R service shall engage in activities to enhance the quality of child care programs. Programs are to be implemented on each island. The types of activities that the R&R service can implement are as follows:

- a. Assist child care providers in finding information about upgrading the quality of child care services and business operations, and maximizing their ability to provide services to children and parents.
- b. Provide on-going child care provider support through staff contact or organized group activities.
- c. Provide information to existing and potential child care providers/staff about staff development opportunities, professional organizations, sources of child care materials, and grants and foundations resources in the communities.

4. Services to Communities

The R&R service shall collect, analyze, and report on child care demand based on detailed records of child care requests for referrals. The data collected about child care supply and demand shall be available to policy planners and decision-makers. When recording information on parent demand, the offeror shall collect the following information:

- date of request
- time of request
- residence zip code
- number of children needing care
- desired location of child care
- type of child care provider/program preferred
- special services needed
- days of care desired
- hours of care desired
- child care subsidy request
- reason child care is needed
- income level, if available
- other information desired by DHS

Information shall be provided to public and private agencies and businesses that are trying to locate child care for their clients in specific geographic areas at no cost.

Outreach activities shall be conducted to inform the communities of the R&R services. Information provided to the communities shall include a description of the services provided to parents and to child care providers, including the types of resource information available in the database. The offeror shall describe how resource information will be provided to non-English speaking families.

There shall be collaboration and coordination with other community agencies and resources which provide services to young children and their families. The purpose of the collaboration and coordination is to inform community agencies about the R&R services, the type of information available on the database, and to leverage resources. One example of a collaboration effort could be to partner with the Department of Health as they have a parent education service that could benefit from child care resource information contained on the database.

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

1. Personnel

An organizational chart showing clear lines of authority for each person performing services under this project must be provided.

The organization selected to provide the service shall recruit, hire, train, and supervise the necessary staff to operate the R&R service. The organization shall also have written position descriptions, requirements

and qualifications, policies and procedures for all employees to assure they are qualified to perform the work they are assigned and are properly supervised.

The organization selected to provide the service must assure and be responsible for the continuity of service activities in the event of staff illness, medical emergencies, vacancies, or other situations that result in program resources that are less than proposed and contracted for. The organization selected to provide the service must not require nor depend on the State agency's staff to provide service activities in the event that program resources are not available due to the above situations.

2. Administrative

Equipment. The organization selected to provide the service shall be responsible to purchase or lease, with the available funding, all necessary furniture and equipment needed to perform the services. Allowed purchases or leases may include chairs, file cabinets, copiers, facsimile machines, mail meter, and desk telephones for the staff.

All equipment purchased with contract funds under this agreement including items of personal property, as distinguished from real property, that has an acquisition cost of \$250 or more per item and with an expected life of more than one year, shall remain the property of the DHS. All equipment purchased with contract funds must have prior approval from the DHS before purchase to be allowable. Following the final agreement period, all equipment shall be reported in the final report to the DHS and the organization selected to provide the service shall transfer possession of equipment under this agreement to the DHS.

Computers may also be purchased, but must have prior approval and meet any DHS specifications before purchase to be allowable.

Other costs. Funding is also available for office supplies, office space rent, telephone installation, and repair and maintenance of equipment.

Allowable costs. The organization selected to provide the service staff costs shall include salaries and fringe benefits attributable to the operation of this project. "Cost Principles" from the SPO are to be used as a guide for projected expenses and are found on the SPO website (see Section 1, part II, Website Reference for the address). These represent guidelines in determining which types of expenditures will be reimbursed, payment dollar limits, payment policy constraints, and reimbursements requiring verification and documentation.

Staffing. The organization selected to provide the service shall be responsible to ensure appropriate staffing to meet the public's needs.

Meetings with DHS staff. The organization selected to provide the service, upon request of the DHS, shall meet with representatives of the DHS to discuss the progress of the project.

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

Disagreements. When a disagreement between the organization selected to provide the service and DHS arises in regards to the service provided, the wishes of DHS shall prevail. Failure to comply on the part of the organization selected to provide the service 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 the service 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:

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

Program records. The organization selected to provide the service 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:

- 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.

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

Quality assurance plan. The organization selected to provide the service shall have a written quality assurance plan that includes procedures to monitor administrative and program operations, maintenance of the database, 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.

Evaluation of performance. 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.

Contract monitoring. Annual contract monitoring by the DHS may include site visits with comprehensive evaluation of several areas of performance. These may include review of conformance with standard contractual requirements, agency files, accounting practices, and case record keeping. In addition, on-going contract monitoring shall include a review of required progress reports as required by the DHS, and periodic assessment of the program effectiveness.

4. Output and performance/outcome measurements

- a. There shall be a written description of the process that will be used to measure the effectiveness of the project. The following projected outcomes shall be measured and reported at the end of each fiscal year:
 - Child care information. A minimum of 90% of the callers shall have received the requested child care information and referral services.
 - Parent training information/consumer education. A minimum of 90% of all callers shall have received the requested child care information and referral services regarding parent training available through child care programs and/or consumer education.

- Provider support/development activities. A minimum of 100 child care providers Statewide shall have received the requested child care information and referral services regarding provider support/development activities.
 - Community involvement. A minimum of 90% of all callers from other public or private agencies/organizations/businesses received the requested child care information and referral services.
 - Evaluation. A minimum of 60% of all families served shall have received follow-up evaluation contacts to ascertain level of satisfaction with services from this project.
- b. The quarterly progress reports to DHS shall include data on performance for the report quarter and year-to-date figures on the following items:
- Number of existing resources by type of service in the database;
 - Number of resources added and deleted from the database;
 - Number of calls received per month by island and type of request;
 - Documentation and tabulation of information regarding the supply and demand for child care services;
 - Number of prospective family child care providers contacted who received development activities;
 - Number of families that receive evaluation contacts and provide data;
 - Description of consumer outreach material created and distribution efforts;
 - Number of requests from agencies and businesses for a listing of licensed providers in specific geographic areas received and provided response;
 - Number of requests from the public for a listing of licensed providers or resources and the reason for the request (i.e. school project, mail-outs, etc.) which includes the medium used to provide the listing (i.e. hard copy, mailing labels, diskette, etc.); and
 - Issues, concerns and problems encountered, and action taken.

- c. An annual report shall be given to DHS which shall include the following information:
- Total number of calls received requesting a referral listing for the purpose of securing child care.
 - Total number of calls received requesting a referral listing for other than child care purposes, categorized by type (such as for marketing purposes, for research purposes, etc.).
 - Total number of calls received requesting resource information.
 - Types of information sent to parents along with the referral listing.
 - Summary of the efforts to collaborate with other agencies to provide resource information to the public.
 - How services were altered, if applicable, to meet the demands of the public.
- d. An annual report shall be given to DHS of the Statewide listing of fees charged by type of care, separated by family child care and group child care center providers, and by island. The fee information could be used by the DHS to determine the market rate of licensed providers.

5. Experience

The applicant shall demonstrate a thorough understanding of the purpose and scope of this service, as well as demonstrate the necessary knowledge, skills, abilities, and experience relating to the delivery of the proposed services. Additional types of pertinent experience may include data entry and knowledge of data integrity, provision of consultation services, and the ability to communicate effectively with the public.

6. Coordination of services

The R&R service shall be responsible for coordination and collaboration with the DHS child care licensing staff, members of the child care community, other State and community agencies, and licensed child care providers.

7. Reporting requirements for program and fiscal data

Monthly expenditure reports. Monthly expenditure reports of the contract expenditures-to-date for the operation of the program that will serve as invoices for reimbursement shall be submitted to the DHS. The “Subgrantee’s Invoice and Expenditure Report” (SIER) shall be the

official form used for the organization selected to provide the service to request funds for the operation of the service.

Quarterly program progress. Written quarterly program progress reports shall be submitted to the DHS no later than thirty (30) days after the end of each calendar quarter, describing the efficiency and effectiveness of this service. Quarterly reports shall minimally include the following:

- Number of existing resources by type of service in the database;
- Number of resources added and deleted from the database;
- Number of calls received per month by county and type of request;
- Documentation and tabulation of information regarding the supply and demand for child care services;
- Number of prospective family child care providers contacted who received development activities;
- Number of families that received evaluation contacts and provided data;
- Description of consumer outreach material created and distribution efforts;
- Number of requests from agencies and businesses for a listing of licensed providers in specific geographic areas received and provided response;
- Number of requests from the public for a listing of licensed providers or resources and the reason for the request (i.e. school project, mail-outs, etc.) which includes the medium used to provide the listing (i.e. hard copy, mailing labels, diskette, etc.); and
- Issues, concerns and problems encountered, and action taken.

Final report. The organization selected to provide the R&R service shall submit a final written summary report of the fiscal year activities to the DHS no later than 45 calendar days after the end of the State fiscal year. This report shall include cumulative data by geographic location, a narrative summarizing the success of project activities, and recommendations to improve services for the next fiscal year.

- Total number of calls received requesting a referral listing for the purpose of securing child care.
- Total number of calls received requesting a referral listing for other than child care purposes, categorized by type (such as for marketing purposes, for research purposes, etc.).
- Total number of calls received requesting resource information.
- Types of information sent to parents along with the referral listing.
- Summary of the efforts to collaborate with other agencies to provide resource information to the public.

- How services were altered, if applicable, to meet the demands of the public.
- An annual report shall be given to DHS of the Statewide listing of fees charged by type of care, separated by family child care and group child care center providers, and by island. The fee information could be used by the DHS to determine the market rate of licensed providers.

C. Facilities

The organization selected to provide the R&R service shall have the responsibility to seek, lease, and furnish suitable facilities for the operation of the service. The service shall (minimally) be provided in a centralized location on each island, or from a central location on Oahu, and must be responsive to the needs of the public. Also describe how the facilities shall meet ADA requirements, as applicable and special equipment that may be required for the services.

IV. Compensation and Method of Payment

Pricing structure or pricing methodology to be used

The cost reimbursement pricing structure will be used. It reflects a purchase arrangement in which the State pays the organization selected to provide the services 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 of the services must not exceed the amount stated in the RFP. The SPO budget forms are to be used in preparing a proposal, and are available on the SPO website (see Section 5, Proposal Application Checklist, for form numbers and Section 1, Item II Website Reference for address).

The organization selected to provide the R&R service 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 on the SPO website (see Section 1, Item II Website Reference, for address). The Cost Principles represent guidelines in determining which types of expenditures will be reimbursed, payment dollar limits, payment policy constraints, and requirements for verification and documentation. Allowable costs to operate the program are reimbursable on a monthly basis after services are rendered.

The organization selected to provide the R&R service 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 organization selected to provide the service 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 applicant is entitled.

Units of service and unit rate

Not applicable.

Method of compensation and payment

The organization selected to provide the R&R service 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 "Subgrantee's Invoice and Expenditure Report" (SIER) shall be the official form used by the organization selected to provide the R&R service to request funds for the operation of the service.

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, part 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 DHS 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 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 DHS can contact for verification purposes.

C. Quality Assurance and Evaluation

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

The applicant shall include a written quality assurance plan that includes procedures to monitor administrative and program operations, maintenance of the database, data integrity, 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 and identify roles and responsibilities for on-going monitoring.

The applicant shall also include 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.

D. Coordination of Services

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community by indicating which agencies, organizations, and/or groups should be collaborated with in order to deliver the services to the target group in a satisfactory manner. Also, the applicant shall describe a detailed plan for coordination and collaboration with those agencies, organizations, and/or groups that are identified, including DHS child

care licensing staff and licensed child care providers. The following information shall be included:

1. Name and contact information for the agency;
2. Nature of the coordination activities; and
3. How this relationship is relevant to the proposed services in this RFP.

The State reserves the right to contact each agency named to confirm the information presented.

E. Facilities

The organization selected to provide the R&R service shall have the responsibility to seek, lease, and furnish suitable facilities for the operation of the service. The service shall (minimally) be provided in a centralized location on each island, or from a central location on Oahu, and must be responsive to the needs of the public. Also describe how the facilities shall 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.)

The applicant shall describe their plans for continuity of service activities in the event of staff illness, medical emergencies, vacancies, or other situations that result in program resources that are less than proposed and contracted for.

Also, the applicant shall describe their plan to deliver the service statewide and ensure that it is available daily, including non-traditional hours.

2. Staff Qualifications

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. The applicant shall also provide written position descriptions, requirements and qualifications, and

policies and procedures for all employees to assure they are qualified to perform the work they are assigned and are properly supervised.

B. Project Organization

1. Supervision and Training

The applicant shall describe its ability to recruit and hire, supervise, train and provide administrative direction to staff 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 a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

The applicant shall include a detailed description of their plans to implement the primary services and activities listed in Section II "Scope of Work" which includes, but is not limited to:

- Creating, maintaining and updating, a comprehensive database listing of child care services, DHS-licensed child care providers, and assistance and subsidy programs in the communities;
- Disseminating child care resource and child care referral information to parents and the public upon request, including listings of DHS-licensed child care providers, and services for families with special needs;
- Assisting parents and other consumers in evaluating the quality and appropriateness of their child care options;
- Documenting and tabulating information regarding the supply and demand for child care services in communities;
- Providing information which includes how to access child care conferences, educational training, classes and workshops in the community to existing and prospective providers as well as parents and other consumers;
- Conducting follow-up services with parents to determine their level of satisfaction with the service;
- Promoting public awareness of the importance of child care issues such as availability, affordability, and quality of child care services;

- Providing assistance to employers in identifying and meeting the child care needs of employees;
- Providing written materials to support child care resource and referral services to consumers, providers, and the community;
- Providing outreach, survey, and marketing work to promote any new DHS child care subsidy rates, as well as website maintenance.
- Conducting outreach to the public to inform them of services offered by the R&R;
- Collecting, analyzing, and reporting on data regarding supply and demand for child care services in communities.

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 cost reimbursement pricing structure will be used. It reflects a purchase arrangement in which the State pays the organization selected to provide the services for the budgeted costs that are actually incurred in delivering the services specified in the contract, up to the stated maximum obligation.

The DHS shall consider cost proposals based on “cost type” or “pure reimbursement” pricing structure from the applicants who are non-profit organizations licensed to do business in the State of Hawaii. “Cost type” involves payment of all incurred costs within a predetermined total estimated cost.

The DHS shall also consider cost proposals based on “cost-plus-fixed-fee” from the applicants who are for-profit organizations licensed to do so 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 which will not change. We anticipate these fees to be limited to 10% or less of the contract award. Also, these fees need to be built within the contract ceiling. Please note, however, that the DHS 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 in accordance with Public Law 104-193, the federal law governing the Child Care Development Fund. Note that the term “administrative costs” do not include the costs of providing direct services

The DHS shall select the applicable cost proposals subject to the legal standing of the applicant organization, e.g., non-profit or for-profit, and that are in the best interest of the State.

All budget forms, instructions and samples are located on the SPO website (see Section 1, part II Websites referred to in this RFP). The following budget form(s) shall be submitted with the Proposal Application:

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

*Expenditures require justification and prior approval from the State.

B. Other Financial Related Materials

1. Accounting System

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

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

VI. Other

A. 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

Evaluation Categories

Possible Points

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
- Registration (if not pre-registered with the State procurement office)

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 point (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.

The weighted points awarded for each sub-area of evaluation shall be derived from a rating scale of 0 to 5:

- 5= Very satisfactory
- 4= More than satisfactory
- 3= Satisfactory
- 2= Less than satisfactory
- 1= Not addressed (no credit)

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

1. Experience and Capability (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 relating to the delivery of the proposed services. _____
- Demonstrated abilities relating to the delivery of the proposed services. _____
- Demonstrated knowledge relating to the delivery of the proposed services. _____

B. Experience

- Demonstrated experience related to the delivery of the service. _____

C. Quality Assurance and Evaluation

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

D. Coordination of Services

- Demonstrated a plan to coordinate and collaborate with DHS licensing staff. _____
- Demonstrated a plan to coordinate and collaborate with members of the child care community to keep resource information current. _____
- Demonstrated a plan to coordinate and collaborate with licensed child care providers to keep referral information current. _____

E. Facilities

- Adequacy of facilities relative to the proposed services. _____
- Demonstrated a plan for the location of the facilities. _____

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 is reasonable based on the position descriptions for each position. _____
- Describes in detail a plan for coverage in situations when assigned staff are unavailable. _____

B. Project Organization

- Describes in detail a plan for training of 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. _____
- Describes in detail a plan for providing supervision and administrative direction to staff relative to the delivery of the proposed services. _____

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.

- Describes in detail how the database of child care resources and child care providers will be created. _____
- Describes in detail how the database of child care resources and child care providers will be maintained. _____
- Describes in detail how resource information will be disseminated upon request. _____
- Describes in detail how referral information will be disseminated upon request. _____
- Describes in detail how consumer education and consultation will be provided to parents who seek child care. _____
- Describes in detail how to determine parent satisfaction with the referral service. _____

- Describes in detail how the services will be offered statewide on a daily basis, including non-traditional hours.
- Describes in detail what type of outreach efforts will be conducted to inform the public of the kinds of services offered through the R & R.
- Describes in detail how data about child care supply and demand will be captured and reported.

4. 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 fully supports the scope of service and requirements of the Request for Proposal.
- Adequacy of accounting system (as indicated in most recent audit report).
- Financial policies for the use of funds for this service is clearly presented.

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 Proposal Table of Contents
- C. Special Conditions

Attachment A

Proposal Application Checklist

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)*		
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:				
Organization Chart (s)	Section 3, RFP	Section 3, RFP	X	
Audit Report	Section 3, RFP	Section 3, RFP	X	
Financial Policies	Section 3, RFP	Section 3, RFP	X	

Authorized Signature

Date

Attachment B

Sample Proposal Table of Contents

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: Interisland	
	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

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).