

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

Request for Proposals

HMS-302-19-01-S Child Care Resource and Referral

March 11, 2019

Note: *It is the applicant's responsibility to check the public procurement notice website, the request for proposals website, or to contact the RFP point-of-contact identified in the RFP for any addenda issued to this RFP. The State shall not be responsible for any incomplete proposal submitted as a result of missing addenda, attachments or other information regarding the RFP.*



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

March 11, 2019

To: All Interested Applicants

From: Pankaj Bhanot, Director

SUBJECT: Child Care Resource and Referral Services Request for Proposals (RFP) HMS-302-19-01-S

The Department of Human Services (DHS), Benefit Employment & Support Services Division (BESSD), Child Care Program Office (CCPO), is requesting proposals from qualified applicants to assist the Department in a statewide Resource and Referral (R&R) system that would include the following:

- 1) Maintaining and updating a comprehensive resource database listing of child care services, DHS licensed and registered child care providers, and assistance and subsidy programs in the communities; provided that once the DHS-maintained public website for provider searches is functional, the R&R organization would still maintain and update a community resource database for supportive services, assistance and subsidy programs;
- 2) Tracking child care referrals, produce reports, track and maintain provider, client, and community data, and provide uniform data for national surveys about providers and parents in our state;
- 3) Offering a child care referral service which actively responds to the parental request for child care information, including referrals for children with special needs;
- 4) Maintaining close coordination with the Department's child care subsidy offices, including First-To-Work and Child Care Connection Hawaii offices, to ensure consumer education services are provided to the Department's subsidy families at the time of subsidy intake interview or as needed thereafter;
- 5) Providing listings of DHS licensed and registered child care providers upon request from the general public, and use the DHS-maintained public website for provider searches once it is functional;

- 6) Assisting parents and other consumers in evaluating the quality and appropriateness of their child care options;
- 7) Documenting and tabulating information regarding the supply and demand for child care services in communities statewide;
- 8) Providing information on how to access child care conferences, educational training, classes and workshops in the community to families and existing and prospective providers as well as parents and other child care consumers.
- 9) Promoting public awareness of the importance of child care issues such as availability, affordability and quality of child care services;
- 10) Providing assistance to employers in identifying and meeting the child care needs of their employees;
- 11) Providing written materials to support child care resource and referral services to consumers, providers and the community;
- 12) Engaging in outreach on an on-going basis to community organizations who are serving homeless families across the State about the availability of Department's child care services, so that the community providers are helping the families access these services, including doing in-person presentations and providing brochures about the child care subsidy programs and the child care resource and referral services;
- 13) Engaging in outreach, surveying, and marketing work to promote any new DHS child care subsidy rates;
- 14) Conducting child care market rate surveys for DHS annually or less frequently, as determined by DHS; and
- 15) Assessing the needs of families, providing connection to available community services, offering information, and assisting families in navigating or applying for programs and services offered throughout the State; and
- 16) Providing support through telephone, email, or face-to-face for public users of the websites maintained by DHS and the Provider that are available to the public that provide child care resource information, including but not limited to:
 - a) Information on the availability of child care assistance;
 - b) Information on other programs, specifically Temporary Assistance to Needy Families (TANF), Head Start and Early Head Start, Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP), Women, Infants, and Children (WIC), Child and Adult Care Food Program (CACFP), Medicaid, State Children's Health Insurance Program (SCHIP), Early and Periodic Screening,

Diagnosis, and Treatment (EPSDT), Part B of Section 619, and Part C of the Individuals with Disabilities Education Act (IDEA) programs and services;

- c) Information about available community resources providing developmental screening services available under EPSDT, Part B of Section 619, and Part C of the IDEA;
- d) Information about research and best practices on child development particularly on healthy eating, physical activity and parent and family engagement; and
- e) Information about state policies on the social-emotional/behavioral and early childhood mental health of young children as well as on expulsion of preschool aged children.

The initial contract term will be from **July 1, 2019 through June 30, 2020**. The State, at its option, may extend the Agreement in writing, for four (4) additional State fiscal year periods, not to exceed June 30, 2024. The DHS will award one (1) single contract under this RFP.

The RFP provides information to assist applicants in the preparation of a proposal and a budget, including: 1) a description of the services sought; 2) the requirements to be met by the applicant selected to provide the service; 3) the criteria by which qualifying proposals shall be reviewed/rated; and 4) the criteria for monitoring/evaluating the services. Applicants are to address all parts of the RFP. Proposals shall be mailed and postmarked by the United States Postal Service on or before **Monday, April 22, 2019**, or hand delivered (including courier mail) no later than 4:30 p.m., Hawaii Standard Time (HST), on **Monday, April 22, 2019**, to the DHS-Child Care Program Office at 1010 Richards Street, Suite 512, Honolulu, Hawaii 96813. All mail-ins postmarked after 12:00 midnight or hand delivered (including courier mail) later than 4:30 p.m. HST, on or after the **Monday, April 22, 2019** deadline will not be accepted.

The Child Care Program Office will conduct an **orientation** to review the RFP requirements on **Monday, March 25, 2019 from 9:00 a.m. to 11:00 a.m. HST**, at the DHS-CCPO, 1010 Richards Street, Suite 503, Honolulu, Hawaii, 96813. All prospective applicants are encouraged to review the RFP closely and attend the orientation.

Additionally, interested persons from the neighbor islands are invited to participate through either video conferencing or telephone conference at the following sites:

East Hawaii:

DHS/BESSD, Central Hilo Unit,
1990 Kinoole Street, Suite 109
Hilo, Hawaii 96720

West Hawaii:

Department of Human Services, Division of Vocational Rehabilitation
75-5722 Kuakini Hwy, Suite 213
Kailua-Kona, HI 96740

Kauai:

DHS, BESSD, South Unit
Former Lihue Courthouse Building
3059 Umi Street, Room A104
Lihue, HI 96766

Maui:

DHS, BESSD, Central Maui Unit
Waiehu Beach Center
270 Waiehu Beach Road, Suite 107
Wailuku, Hawaii 96793

The deadline for submission of written questions is 4:30 p.m., HST, on Monday, March 29, 2019. All written questions will receive a written response from the State on or about April 5, 2019.

Any inquiries regarding this RFP should be directed to the RFP contact person, Mr. Barry Kwock at 1010 Richards Street, Suite 512, Honolulu, Hawaii 96813, telephone: (808) 586-5240, fax: (808) 586-5744, or e-mail: bkwock@dhs.hawaii.gov.

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

**PLEASE READ CAREFULLY AS THIS PROPOSAL SUBMISSION
INFORMATION HAS BEEN REVISED FROM PREVIOUS RFP's.**

THE APPLICANT IS REQUIRED TO SUBMIT:

- 1. One (1) electronic copy of the proposal in Portable Document Format (PDF) on a Universal Serial Bus (USB) Flash drive, which must be readable by a personal computer system; AND**
- 2. Printed copies of the proposal (one (1) original and four (4) copies).**

**A COMPLETE PROPOSAL SUBMISSION IS BOTH COMPONENTS
RECEIVED BY THE SPECIFIED DATE AND TIME
AT THE OFFICE LISTED BELOW.
NO EXCEPTIONS SHALL BE MADE.**

If the electronic and printed copies of the proposal are not received as described or not received by the specified date and time, the proposal submission shall be considered incomplete or late and **SHALL NOT BE ACCEPTED** for consideration. The Applicant bears the complete responsibility for the submission of the electronic copy of the proposal in a Portable Document Format (PDF) on a Universal Serial Bus (USB) Flash drive, including assuring their complete, correctly formatted, and timely submission and the risk that the electronic copies may not be readable by the DHS. All submissions become the DHS' property.

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN Monday, April 22, 2019 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
1010 Richards Street, Suite 512
Honolulu, Hawaii 96813**

DHS RFP COORDINATOR

**Barry Kwock
For further information or
inquiries:
Phone: (808) 586-5240
Fax: (808) 586-5744
E-Mail: bkwock@dhs.hawaii.gov**

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), Monday, April 22, 2019**. 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., **Monday, April 22, 2019**.

It is the Applicant's responsibility to access the Public Procurement Notices for Solicitations for Health and Human Services on the State Procurement Office website or to contact the RFP Contact Person identified above regarding any subsequently issued addendum for this RFP, which may include a revision to the proposal submission deadline.

Drop-off Sites

**Department of Human Services
Benefit, Employment and Support Services
Division
Child Care Program Office
1010 Richards Street, Suite 512
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.

1.1 Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. If an activity on this schedule is delayed, the rest of the schedule will likely be shifted by the same number of days. 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)	03/11/19
Distribution of RFP	03/11/19
RFP orientation session	03/25/19
Closing date for submission of written questions for written responses	03/29/19
State purchasing agency's response to applicants' written questions	03/29/19-04/5/19
Discussions with applicant prior to proposal submittal deadline (optional)	N/A
Proposal submittal deadline	04/22/19
Discussions with applicant after proposal submittal deadline (optional)	N/A
Final revised proposals (optional)	N/A
Proposal evaluation period	05/06/2019
	05/10/2019
Provider selection	05/13/2019
	05/15/2019
Notice of statement of findings and decision	05/16/2019
	05/17/2019
Contract start date	07/01/19

1.2 Website Reference

Item	Website
1 Procurement of Health and Human Services	http://spo.hawaii.gov/for-vendors/vendor-guide/methods-of-procurement/health-human-services/competitive-purchase-of-services-procurement-method/cost-principles-table-hrs-chapter-103f-2/
2 RFP website	http://hawaii.gov/spo2/health/rfp103f/
3 Hawaii Revised Statutes (HRS) and Hawaii Administrative Rules (HAR) for Purchases of Health and Human Services	http://spo.hawaii.gov Click on the “References” tab.
4 General Conditions, AG-103F13	http://hawaii.gov/forms/internal/department-of-the-attorney-general/ag-103f13-1/view
5 Forms	http://spo.hawaii.gov Click on the “Forms” tab.
6 Cost Principles	http://spo.hawaii.gov Search: Keywords “Cost Principles”
7 Protest Forms/Procedures	http://spo.hawaii.gov/for-vendors/vendor-guide/protests-for-health-and-human-services/
8 Hawaii Compliance Express (HCE)	http://spo.hawaii.gov/hce/
9 Hawaii Revised Statutes	http://capitol.hawaii.gov/hrscurrent
10 Department of Taxation	http://tax.hawaii.gov
11 Department of Labor and Industrial Relations	http://labor.hawaii.gov
12 Department of Commerce and Consumer Affairs, Business Registration	http://cca.hawaii.gov click “Business Registration”
13 Campaign Spending Commission	http://ags.hawaii.gov/campaign/
14 Internal Revenue Service	http://www.irs.gov/
(Please note: website addresses may change from time to time. If a State link is not active, try the State of Hawaii website at http://hawaii.gov)	

1.3 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.

1.4 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.

1.5 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
1010 Richards Street, Suite 512
Honolulu, Hawaii 96813

1.6 RFP Point-of-Contact

From the release date of this RFP until the selection of the successful provider(s), any inquiries and requests shall be directed to the sole point-of-contact identified below.

Barry Kwock
Phone: (808) 586-5240
Fax: (808) 586-5744
e-mail: bkwock@dhs.hawaii.gov

1.7 Orientation

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

Date: Monday, March 25, 2019 **Time:** 9:00 am
Location: DHS, BESSD Administration Office
1010 Richards Street, Room 503, Honolulu, Hawaii 96813

Additionally, interested persons from the neighbor islands are invited to participate through either video conferencing or telephone conference at the following sites:

East Hawaii:
DHS, BESSD, Central Hilo Unit,
1990 Kinooole Street, Suite 109, Hilo, Hawaii 96720

West Hawaii:
DHS, Division Of Vocational Rehabilitation
75-5722 Kuakini Hwy, Suite 213 Kailua-Kona, HI 96740

Kauai:
DHS, BESSD, South Unit, Former Lihue Courthouse Building
3059 Umi Street, Room A104, Lihue, HI 96766

Maui:
DHS, BESSD, Central Maui Unit: Waiehu Beach Center, 270
Waiehu Beach Road, Suite 107, Wailuku, Hawaii 96793

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 subsection 1.8, Submission of Questions.

1.8 Submission of Questions

Applicants may submit questions to the RFP point-of-contact identified in Section 1.6. Written questions should be received by the date and time specified in Section 1.1 Procurement Timetable. The purchasing agency will respond to written questions by way of an addendum to the RFP.

Deadline for submission of written questions:

Date: Friday, March 29, 2019 **Time:** 4:30 P.M. HST

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

Date: March 29 – April 5, 2019

1.9 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 Section 1.2, Website Reference. Refer to the Section 5, Proposal Application Checklist for the location of program specific forms.
1. **Proposal Application Identification (Form SPOH-200)**. Provides applicant proposal identification.
 2. **Proposal Application Checklist**. The checklist provides applicants specific program requirements, reference and location of required RFP proposal forms, and the order in which all proposal components should be collated 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 SPOH-200A)**. Applicant shall submit comprehensive narratives that address all proposal requirements specified in Section 3, Proposal Application Instructions, including a cost proposal/budget, if required.
- B. **Program Specific Requirements**. Program specific requirements are included in Sections 2 and 3, as applicable. Required Federal and/or State certifications are listed on the Proposal Application Checklist in Section 5.
- C. **Multiple or Alternate Proposals**. Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2. 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. **Hawaii Compliance Express (HCE)**. All providers shall comply with all laws governing entities doing business in the State. Providers shall register with HCE for online compliance verification from the Hawaii State Department of Taxation (DOTAX), Internal Revenue Service (IRS), Department of Labor and Industrial Relations (DLIR) , and Department of Commerce and Consumer Affairs (DCCA) . There is a nominal annual registration fee (currently \$12) for the service. The HCE's online "Certificate of Vendor Compliance" 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 **subsection 1.2**, Website Reference, for HCE's website address.)
- **Tax Clearance**. Pursuant to HRS §103-53, as a prerequisite to entering into contracts of \$25,000 or more, providers are required to have a tax clearance

from DOTAX and the IRS. (See subsection 1.2, Website Reference for DOTAX and IRS website address.)

- **Labor Law Compliance.** Pursuant to HRS §103-55, providers shall be in compliance with all applicable laws of the federal and state governments relating to workers' compensation, unemployment compensation, payment of wages, and safety. (See subsection 1.2, Website Reference for DLIR website address.)
 - **DCCA Business Registration.** 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 shall be registered and in good standing with the DCCA, Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See subsection 1.2, Website Reference for DCCA website address.)
- E. **Wages Law Compliance.** If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS §103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to HRS §103-55, at the Hawaii State Legislature website. (See subsection 1.2, Website Reference for DLIR website address.)
- F. **Campaign Contributions by State and County Contractors.** HRS §11-355 prohibits campaign contributions from certain State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. Refer to HRS §11-355. (See subsection 1.2, Website Reference for Campaign Spending Commission website address.)
- G. **Confidential Information.** If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.
- Note that price is not considered confidential and will not be withheld.*
- H. **Proposal Submittal.** THE APPLICANT IS REQUIRED TO SUBMIT:
1. One (1) electronic copy of the proposal in a Portable Document Format (PDF) on a Universal Serial Bus (USB) Flash drive, which must be readable by a personal computer system (PCS), via either the Applicant in person, private mail carrier, or the USPS to the DHS office listed in the attached Proposal Mail-in and Delivery Information Sheet; **AND**
 2. Printed copies of the proposal (one (1) original and four (4) copies).

A COMPLETE PROPOSAL SUBMISSION IS BOTH COMPONENTS RECEIVED BY THE SPECIFIED DATE AND TIME. NO EXCEPTIONS SHALL BE MADE. If the electronic and printed copies of the proposal are not received as described or not received by the specified date and time, the proposal submission shall be considered incomplete or late and SHALL NOT BE ACCEPTED for consideration.

The Applicant bears the complete responsibility for the submission of the electronic copy of the proposal in a Portable Document Format (PDF) on a Universal Serial Bus (USB) Flash drive, including assuring their complete, correctly formatted, and timely submission and the risk that the electronic copies may not be readable by the DHS. All submissions become DHS property.

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, or as amended. 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, or as amended. Proposals shall be rejected when:

- i. Postmarked after the designated date; or
- ii. Postmarked by the designated date but not received within 10 days from the submittal deadline; or
- iii. 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.

Faxed proposals or transmission by e-mail, website or other electronic means **is not permitted.**

1.10 Discussions with Applicants

- A. **Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- B. **After Proposal Submittal Deadline.** Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance with HAR §3-143-403.

1.11 Opening of Proposals

Upon the state purchasing agency's receipt of a proposal 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.

1.12 Additional Materials and Documentation

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

1.13 RFP Amendments

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

1.14 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 final revised proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPOH-200).* After final revised proposals are received, final evaluations will be conducted for an award.

1.15 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 interest of the State.

1.16 Costs for Proposal Preparation

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

1.17 Provider Participation in Planning

Provider(s), awarded a contract resulting from this RFP,

☒ are required

☐ are not required

to participate in the purchasing agency's future development of a service delivery plan pursuant to HRS §103F-203.

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the 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 §§3-142-202 and 3-142-203.

1.18 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 §3-141-201)
- (2) Rejection for inadequate accounting system. (HAR §3-141-202)
- (3) Late proposals (HAR §3-143-603)
- (4) Inadequate response to request for proposals (HAR §3-143-609)
- (5) Proposal not responsive (HAR §3-143-610(a)(1))
- (6) Applicant not responsible (HAR §3-143-610(a)(2))

1.19 Notice of Award

A statement of findings and decision shall be provided to each responsive and responsible applicant 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 provider(s) awarded a contract prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

1.20 Protests

Pursuant to HRS §103F-501 and HAR Chapter 148, an applicant aggrieved by an award of a contract may file a protest. The Notice of Protest form, SPOH-801, and related forms are available on the SPO website. Refer to Section 1.2, Website Reference for website address. 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: Pankaj Bhanot	Name: Scott Nakasone
Title: Director	Title: Acting Division Administrator
Mailing Address: P.O. Box 339 Honolulu, Hawaii 96809-0339	Mailing Address: 1010 Richards Street, Ste. 512 Honolulu, Hawaii 96813
Business Address: 1390 Miller Street Honolulu, Hawaii 96813	Business Address: 1010 Richards Street, Ste. 512 Honolulu, Hawaii 96813

1.21 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.

1.22 General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. (See subsection 1.2, Website Reference for website address.) Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

1.23 Cost Principles

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 SPOH-201, which is available on the SPO website. (See subsection 1.2 Website Reference for website address.) Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

Section 2

Service Specifications

2.1 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 (CCDF). 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 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. 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 and registered child care providers, supportive services, assistance and subsidy programs in the communities. Once the DHS-maintained public website for provider searches is functional, the R&R organization would still maintain and update a community resource database for supportive services, assistance and subsidy programs;
2. Tracking child care referrals, produce reports, track and maintain provider, client, and community data, and provide uniform data for national surveys about providers and parents in our state;
3. Offering a child care referral service which actively responds to parental requests for child care information, including referrals for children with special needs, and child care referrals must be available to be obtained directly by the requestor;
4. Maintain close coordination with the Department's First-To-Work and Child Care Connection Hawaii offices to ensure consumer education services are provided to the Department's subsidy families at the time of subsidy intake interview or as needed thereafter;
5. Providing listings of DHS licensed and registered child care providers upon request from the general public using the Provider's database and thereafter using the DHS-maintained public website for provider searches, once the DHS-maintained public website becomes functional;

6. Assisting parents and other consumers in evaluating the quality and appropriateness of their child care options;
7. Documenting and tabulating information regarding the supply and demand for child care services in communities statewide;
8. 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;
9. Promoting public awareness of the importance of child care issues such as availability, affordability, and quality of child care services;
10. Providing assistance to employers in identifying and meeting the child care needs of employees;
11. Providing written materials to support child care resource and referral services to consumers, providers, and the community;
12. Engaging in outreach, surveying, and marketing work to promote any new DHS child care subsidy rates;
13. Engaging in outreach on an on-going basis to community organizations who are serving homeless families across the State about the availability of Department's child care services, so that the community providers are helping the families access these services, including doing in-person presentations and providing brochures about the child care subsidy programs and the child care resource and referral services;
14. Conducting child care market rate surveys for the Department annually or less frequently, as determined by DHS;
15. Assessing the needs of families, providing connection to available community services, offering information, and assisting families in navigating or applying for (publicly or privately funded) programs and services offered throughout the State; and
16. Providing support through telephone, email, or face-to-face for public users of the websites maintained by DHS and the Provider that are available to the public that provide child care resource information, including but not limited to:
 - a. Information on the availability of child care assistance;
 - b. Information on other programs, specifically Temporary Assistance to Needy Families (TANF), Head Start and Early Head Start, Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program

(SNAP), Women, Infants, and Children (WIC), Child and Adult Care Food Program (CACFP), Medicaid, State Children's Health Insurance Program (SCHIP), Early and Periodic Screening, Diagnosis, and Treatment (EPSDT), Part B of Section 619, and Part C of the Individuals with Disabilities Education Act (IDEA) programs and services for which families may be eligible;

- c. Information about available community resources providing developmental screening services available under EPSDT, Part B of Section 619, and Part C of the IDEA;
- d. Information about research and best practices on child development particularly on healthy eating, physical activity, and meaningful parent and family engagement; and
- e. Information about state policies regarding the social-emotional/behavioral and early childhood mental health of young children, and policies on expulsion of preschool aged children (children from birth to five).

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 December 21, 2018.

C. Description of the service goals

The project goal is a Statewide R&R network system that contains information on available child care resources in the communities and provides such information to parents, child care service providers, and the community, including but not limited to, the following:

- 1. Licensed and registered family child care homes and group child care programs, license-exempt group child care programs which may or may not care for child care

subsidy children, which includes before-and-after-school programs, resort care programs, and other extended drop-in programs;

2. Child care assistance programs;
3. Other available community resources and services that families may be eligible for;
4. Parenting and consumer education workshops available in the communities; and
5. 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 (i.e. Provider) 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 and child care referrals must be available to be obtained directly by the requestor through online access; maintain close coordination with the Department's child care subsidy offices, including First-To-Work and Child Care Connection Hawaii offices, to ensure consumer education services are provided to the Department's subsidy families at the time of the subsidy intake interview or as needed thereafter; collect and report data about child care supply and demand and child care market rates; engage in outreach and marketing to promote any new DHS child care subsidy rates; support users of public websites to support access to information about child care services and community support services and programs, including websites maintained by the Provider and DHS; assist and provide support to all child care providers to increase the quality and quantity of child care services in the communities; and assist families and child care providers in navigating through or applying for (publicly or privately funded) programs and services offered throughout the State.

Objectives should be measurable for the contract period of performance. Outcomes are the degree to which the objectives were achieved. Ideally, these would be projected at 100%. The objectives include the following:

- a. Meeting the needs of families or individuals for information on child care;
- b. Meeting the needs of families or individuals for information on various programs, including, but not limited to, TANF, LIHEAP, SNAP, WIC, CACFP, Medicaid, SCHIP, EPSDT, Part B of Section 619, and Part C of IDEA;
- c. Meeting the needs of families, child care providers, or individuals for information on developmental screening services available under EPSDT, Part B of Section 619, and Part C of the IDEA;
- d. Meeting the needs of families or individuals for information on child care assistance; and
- e. Meeting the needs of families and child care providers in assisting them in navigating or applying for (publicly or privately funded) programs and services offered throughout the State.

D. Description of the target population to be served

This service shall be provided to parents who are seeking licensed and registered child care and child care resources, persons other than parents who are seeking a listing of licensed and registered 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 **\$350,000.00 (3)** in total funding from federal funds is allocated for the initial contract period of **July 1, 2019 to June 30, 2020**. A maximum of \$350,000.00 per year is allocated for 4 additional twelve (12) month periods, not to exceed June 30, 2024. 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.

Allowable expenditures, in accordance with HRS Chapter 103F Cost Principles, incurred prior to the start of the contract period (July 1, 2019 or later), in order for services to start at the beginning of the contract period, may be included in the invoice submitted for expenses incurred during the first month of contract services rendered. No request shall be made or authorized for “start-up” or “advance payment” prior to services delivered and expenses incurred.

2.2 Contract Monitoring and Evaluation

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

- (1) Performance/Outcome Measures (refer to Section 2.4.B.4.)
- (2) Output Measures (refer to Section 2.4.B.4.)
- (3) Quality of Care/Quality of Services (refer to Section 2.4.B.3.)
- (4) Financial Management (refer to Section 2.4.B.7.)
- (5) Administrative Requirements (refer to Section 2.4.B.2.)

2.3 General Requirements

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

1. The applicant selected to provide the service (Provider) 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 Provider must keep separate and not co-mingle, cost share, or leverage any services provided under this Agreement with any other services the organization offers that may generate additional private revenues for the benefit of organization.
3. The Provider shall not leverage any services provided under the Agreement for any fundraising purposes.
4. The Provider 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 Provider 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.
5. When a disagreement arises between the Provider 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 Provider to comply shall be deemed cause for corrective action and subject to contractual remedies.

B. Secondary purchaser participation

(Refer to HAR §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

(Refer to HAR §3-143-605)

☐ Allowed ☒ Unallowed

D. **Single or multiple contracts to be awarded**
(Refer to HAR §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 §3-149-302)

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

Contract terms:

Initial term of contract: July 1, 2019 through June 30, 2020

Length of each extension: Twelve (12) months

Number of possible extensions: Four (4)

Maximum length of contract: Five (5) years not to exceed June 30, 2024, or parts thereof

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 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 performance of the Provider, or unless this Agreement is terminated.

The option to extend the service 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 the agreement. The selected Provider shall not provide any services until the agreement is fully and properly executed.

When a disagreement arises between the Provider and the State regarding the performance of specific provider activities within the contract specification, the wishes of the State shall prevail. Failure on the part of the Provider to comply shall be deemed cause for corrective action and subject to contractual remedies.

F. **Contract Modifications/Scope of Work Modifications.** The contract shall be modified, as necessary, to include changes in the service specifications (e.g. the target population to be served, the geographic location's needs, utilization increases or decreases, service activities, and service delivery), State or federal statutes or rules, and/or the requirements of applicable funding sources. Modifications will be

substantially similar to the Scope of Services of this contract. In that event, the DHS shall notify the selected Provider in writing about the necessity of the change(s) and what the proposed change(s) will be. The selected Provider shall have the opportunity to discuss the change(s) prior to implementation.

2.4 Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities

(Minimum and/or mandatory tasks and responsibilities)

The selected Provider shall undertake and accomplish the following:

1. Database of Child Care Supply and Resources

Develop, maintain and update regularly a comprehensive database of child care supply and resources by participating in the National Association for Child Care Resource & Referral Agencies (NACCRRA) activities and utilizing the current NACCRRAware, a Web-based information management software, or a similar database which assists states in providing uniform data to NACCRRA for national surveys about providers and parents in Hawaii. The database used also must be able to generate reports and track and maintain provider, client, and community data. DHS will determine whether the database used meets the requirements or if the Provider will need to use NACCRRAware as this would allow for continuity and consistency of the data collection for reporting purposes. The database maintained by the Provider should minimally include:

- a. All licensed and registered 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, license or registration 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 charged, including registration fees, hourly, part-time and full-time care.
- b. Legally exempt group programs such as the A+ programs operated or sub-contracted 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 and Early Head Start, Kamehameha Schools Bishop Estate, Queen Lili'uokalani Children's Center, the agency receiving tribal CCDF funds (i.e. Maui Family Support Services), 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 huis, 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.
2. Generate referrals for child care programs to parents and the general public using the Provider's database and subsequently using the DHS maintained public website for provider searches, once the DHS-maintained public website becomes functional. Child care referrals must be available to be obtained directly online by the requestor. The Provider shall not require requestors to make the request over the telephone and shall not limit the number of referrals that are provided during a single day or per request.
 3. Obtain and maintain resource information in order to keep the consolidated database current. The DHS shall maintain the public website for provider searches and shall provide the Provider a listing of all licensed and registered child care programs on a monthly basis for internal use by the Provider but shall not be used for child care resource and referral services to parents and the general public or for any external reporting purposes or usage once DHS notifies the Provider that the DHS-maintained public website for provider searches is functional.
 - a. The public shall be informed of the community services, programs, and resources available, and of currently available training and parenting

resources from all known sources in the communities through a database maintained by the Provider.

- b. Information from the DHS-maintained public website for provider searches, once DHS notifies the Provider that the public website for provider searches is functional, 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 resource information referrals, including child care provider searches. The Provider shall not require requestors to make the request over the telephone and shall not limit the number of referrals that are provided during a single day or per request.
- c. The Provider shall identify and report to DHS regarding the availability of new programs, services, or resources within communities and ensure that information is provided to DHS in the quarterly reporting.
- d. The Provider shall identify gaps in services based on the requests for referrals received through services provided under this RFP, including when services are not available in a specific community or when services are not available statewide, and ensure that information is provided to DHS in the quarterly reporting.

4. Services to Parents

Provide consumer education, consultation, referrals, and assistance to parents and other child care consumers, including but not limited to:

- a. Assist parents, including parents eligible to receive child care subsidies from the Department, and consumers through telephone, email, or face-to-face to find, select, and maintain quality child care arrangements by helping them understand and evaluate child care options, including but not limited to:
 - i. Assist parents, consumers, and the public through telephone, email, or face-to-face in navigating and finding information on the Provider-maintained website for provider searches. Child care referrals must be available to be obtained directly online by the requestor. The Provider shall not require requestors to make the request over the telephone and shall not limit the number of referrals that are provided during a single day or per request.
 - ii. Assist parents, consumers, and the public through telephone, email, or face-to-face in navigating and finding information the DHS-maintained public website for provider searches once it is functional;

- iii. Assist parents, consumers, and the public by providing the contact information for the appropriate DHS child care licensing offices statewide if there are questions about the compliance information for specific child care providers included on the DHS-maintained public website for provider searches;
- iv. Assist parents eligible to receive child care subsidies from the Department by engaging in the intake needs assessment process through telephone or face-to-face at the child care subsidy offices statewide to help parents identify and understand the options available to meet their child care needs; and
- v. Assist parents, consumers, and the public by providing information about where to report:
 - complaints about regulated child care providers;
 - providers that may be operating without a license or registration and are required to be regulated by DHS; or
 - allegations of child abuse or neglect.
- b. Develop, print, and distribute written materials about the referral process, child care options, and quality indicators. The written materials may also be posted online at both the Provider's website and the DHS-maintained public website for provider searches.
- c. Interview parents seeking child care to determine the family's needs, including but not limited to area or location, type of child care facility, accreditation by the National Association for the Education of Young Children (NAEYC), National Early Childhood Program Accreditation (NECPA), or National Association for Family Child Care (NAFCC), ages accepted for care, participating in the Child and Adult Care Food Program (CACFP), or other factors if known and tracked.
- d. Respond to parents' special concerns and any 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 children with disabilities, and care for ill children.
- e. Make provider referrals equally and without bias using the Provider's database and subsequently using the DHS-maintained public website for provider searches, once the DHS-maintained public website becomes functional. The provider shall primarily use the DHS-maintained public website.
- f. Provide information on available subsidies for families.

- g. Provide child care resource information to families who have limited proficiency in the English language, as specified under the Special Conditions, item 8, “Interpreter Services”.
- h. Provide listings of child care resources available in the community:
 - i. using the Provider’s database and subsequently using the DHS-maintained public website for provider searches, once the DHS-maintained public website becomes functional, for child care provider referrals; or
 - ii. using the Provider’s database for any other referrals about other available community resources.
- j. Provide information about the following, including but not limited to:
 - i. Information about the availability of the full diversity of child care services that will promote informed child care choices;
 - ii. Information on the availability of child care assistance;
 - iii. Information on the quality of child care providers;
 - iv. Information on other programs, specifically Temporary Assistance to Needy Families (TANF), Head Start and Early Head Start, Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP), Women, Infants and Children (WIC) program, Child and Adult Care Food Program (CACFP), Medicaid, State Children’s Health Insurance Program (SCHIP), Early and Periodic Screening, Diagnosis, and Treatment (EPSDT), Part B of Section 619, and Part C of the Individuals with Disabilities Education Act (IDEA) programs and services for which families may be eligible;
 - v. Information on available community resources providing developmental screening services available under EPSDT, Part B of Section 619, and Part C of the IDEA;
 - vi. Information about research and best practices on child development, and meaningful parent and family engagement; and
 - vii. Information on state policies regarding the social-emotional/behavioral and early childhood mental health of young children, and policies on expulsion of preschool aged children (children from birth to five).

- k. Assess the needs of families, providing connection to available community services, offering information, and assisting families in navigating or applying for (publicly or privately funded) programs and services offered throughout the State;
- l. Conduct follow-up services with parents 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:
 - i. Current child care status;
 - ii. Successful/unsuccessful referral;
 - iii. Reason child care is no longer needed;
 - iv. Level of satisfaction with the R&R services; and
 - v. Other information that DHS may require.
- m. 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.
- n. The Provider shall provide services during inclement weather or other types of disasters as long as State offices in the same local vicinity are open. Should the Provider's policy conflict with the State's guidelines, the wishes of the State shall prevail. Failure on the part of the Provider to comply shall be deemed cause for corrective action and subject to contractual remedies.
- o. The Provider shall conduct consumer outreach, which may include brochures, video, and other marketing strategies, to inform parents of services offered by the R&R.
- p. The PROVIDER shall maintain close coordination with the Department's child care subsidy offices statewide, including First-To-Work and Child Care Connection Hawaii offices, and provide to child care subsidy families consumer education services, such as child care resources, options for choosing quality child care providers, or help navigating the DHS-maintained public website for child care provider searches.

Coordination activities shall include, but are not limited to:

- i. Having R&R staffing available to receive “live” referrals through the telephone or in-person from the child care subsidy offices statewide to provide promptly consumer education services and resource and referral services to child care subsidy families;
 - ii. Accepting and documenting/tracking referrals made by child care subsidy offices;
 - iii. Providing consumer education services and documenting/tracking activities completed/services provided;
 - iv. Engaging in follow-up contact to ensure subsidy families’ needs were met;
 - v. On-going in-person visits to the child care subsidy offices statewide to meet with subsidy clients who are visiting the child care subsidy offices to provide in-person consumer education and resource and referral services;
 - vi. Regularly scheduling meetings with the child care subsidy offices statewide to ensure partnerships and continuous quality improvement of delivery of services; and
 - vii. Other activities or tracking as requested by DHS.
- q. The Provider shall not charge additional fees for any Resource and Referral services, even if the Resource and Referral service being offered is not covered under the Scope of Work of this Agreement.
 - r. The Provider shall not enhance private revenue for the Provider by leveraging the market served and services under this Agreement, including but not limited to through cost-shared activities, services, staffing, websites, newsletters, or other expenditures charged to this Agreement.
 - s. Information disseminated under this Agreement shall not include information or promote any additional services that may be provided by the Provider that enhances the Provider’s private revenues if similar services by other community organizations are not also included and promoted.

5. Services to Child Care Providers

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

- a. Assist child care providers and caregivers in finding information about supporting and emphasizing 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 that give child care providers opportunities to network and build supportive relationships; and
- c. Provide information to existing and potential child care providers/staff about available professional development opportunities, professional organizations, resource information, and grants and private foundation funds in the communities.
- d. Provide information through resource and referral services to child care providers about the mandated reporter law, in accordance with section 350-1.1, Hawaii Revised Statutes, and inform parents of where to report allegations of child abuse/neglect.
- e. Assess the needs of child care providers, providing connection to available community services, offering information, and assisting providers in navigating or applying for (publicly or privately funded) programs and services offered throughout the State.
- f. The Provider shall not charge additional fees for any Resource and Referral services, even if the Resource and Referral service being offered is not covered under the Scope of Work of this Agreement.
- g. The Provider shall not enhance private revenue for the Provider by leveraging the market served and services under this Agreement, including but not limited to through cost-shared activities, services, staffing, websites, newsletters, or other expenditures charged to this Agreement.
- h. Information provided through this Agreement shall not include information or promote any service that may be provided by the Provider that enhances the Provider's private revenues if similar services by other community organizations are not also included and promoted.

6. Services to Communities

- i. 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 following information shall be collected:

- date of request
 - time of request
 - residence zip code
 - number of children needing care
 - desired location of child care by zip code
 - 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 community services for which referrals are provided
 - other information desired by DHS
- ii. The Provider shall provide information to public and private agencies and businesses that are trying to locate child care for their clients in specific geographic areas at no cost.
 - iii. The Provider shall conduct outreach activities 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 Provider shall conduct on-going outreach activities throughout the year to community organizations who are serving homeless families across the State about the availability of Department's child care services, including the child care subsidy program and the child care resource and referral services, so that the community providers are helping the families access available services. The Provider shall conduct on-going outreach activities throughout the year to other community organizations, such as domestic violence service providers, Child Welfare Services (CWS) staff or service providers, higher education institutions.
 - iv. The Provider shall ensure that resource information and interpreter services are provided to those who have limited proficiency in the English language, as specified under the Special Conditions, item 8, "Interpreter Services".
 - v. The Provider shall collaborate and coordinate with and disseminate printed resource information to 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.

7. Market rate surveys

- a. Conduct child care market rate surveys for the Department annually or as determined by DHS. The Provider shall get prior approval by the Department on the survey instrument used. The market rate information shall be collected from all licensed and registered child care homes and facilities and include but is not limited to the following:
 - Name, address, phone number, and email of provider;
 - Meal service, including Child and Adult Care Food Program participation and types of meals and snacks provided;
 - Accreditation of provider;
 - Days and times of care provided regularly and any other additional shifts or hours offered;
 - Full-time and/or part-time care provided;
 - Duration of care provided;
 - Types of care provided, such as drop-in, holidays, intercession, respite, night, etc.;
 - Vacancies, capacity according to license or registration, and desired capacity of the provider;
 - Ages of care provided;
 - Rates for care provided by ages for full-time, part-time, hourly, daily, weekly, and monthly; and
 - Any other data elements requested by the Department.
- b. The market rate survey data collected shall be accurate, complete, and current, within the same calendar year as when submitted to the Department for analysis. The Provider shall make reasonable efforts to contact providers that have not responded to the survey and shall review completed surveys for illegible entries or incomplete sections and follow-up with providers to clarify such information. The Provider shall complete the market rate surveys by the deadline established by the Department and submit the data collected to the Department in the format requested by the Department for analysis. The Provider shall coordinate with and clarify for the Department regarding any inconsistencies found in the data as needed.
- c. Additional surveys to be conducted by the Provider may be requested by the Department, including but not limited to, feedback from families and child care providers in communities throughout the state regarding gaps in services, assessing the availability of early childhood workforce who meet the DHS licensing requirements for staff qualifications and experience, and other child care needs or trends.

8. Grievance and Dispute/Conflict Resolution Procedures

The Provider shall have written procedures regarding handling of complaints from consumers of the services under this Agreement including, but not limited to:

- a. The distribution of such procedures to consumers, community agencies, and community child care providers;
- b. Notification to DHS when a complaint is received by the Provider from consumers, community agencies, and community child care providers ; and
- c. Consultation with DHS when a resolution cannot be reached by the Provider and consumers, community agencies, or community child care providers.

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

1. Personnel

The applicant shall describe the organization's capability and experience in performing this service by presenting information on all positions to be funded in whole or in part through this program, including a description of experience and education required which reflect that staff have the relevant background needed to provide resource and referral services, and provide an organizational chart showing clear lines of authority for each person performing services under this Agreement.

The selected Provider shall recruit, hire, train, and supervise the necessary staff to operate the R&R service. The applicant 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 and evaluated.

The Provider shall ensure that services will be provided statewide, including Molokai and Lanai. The Applicant must detail a work plan to provide all the services Statewide, including setting up the location(s), and various community outreach efforts.

The Provider shall ensure 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 Provider shall 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.

Any change in the Provider's personnel shall not result in increased personnel cost unless prior approval is received from the Department.

The Provider shall not engage in conduct and behaviors that result in the creation of a hostile and/or abusive work environment as a result of any of the bases protected by law and prohibits retaliation against anyone who files a complaint or participates in the complaint process. The Provider's workplace and services areas must be free from any and all discriminatory and offensive practices, including but not limited to, use of tobacco products, sprays, and fragrances to which individuals could have allergic reactions.

The Provider shall not discriminate against any individual in hiring, training, promotion, retention, discipline, or any other terms or conditions of a person's employment, services under this Agreement or status as a recipient of services under this Agreement.

The Provider and its employees are responsible for creating and maintaining a work environment that is free of all discriminatory practices including harassment, bullying and/or retaliation for having filed a complaint. If the Provider or its employees have been determined to have engaged in discriminatory conduct under services of this Agreement, the Department shall take action through contractual remedies allowed under this Agreement.

2. Administrative

Equipment. The Provider 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, within the limitations of the HRS Chapter 103F "Cost Principles."

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 meet the DHS specifications should the contract end and the computers are to be returned to DHS.

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 1.2, Website Reference, for the Cost Principles website 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.

The Provider shall refund to the Department any funds unexpended or expended inappropriately, including expenditures that are determined by the Department to be disallowed upon further review, in accordance with 2.5., Compensation and Payment Method.

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

Staffing. The Provider shall be responsible to ensure appropriate staffing to meet the public’s needs and shall provide services during inclement weather or other types of disasters as long as State offices in the same local vicinity are open. Should the Provider’s policy conflict with the State’s guidelines, the wishes of the State shall prevail. Failure on the part of the Provider to comply shall be deemed cause for corrective action and subject to contractual remedies.

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, including but not limited to visits to observe the program operations, examine record keeping procedures, and evaluate/improve performance outcomes.

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

Disagreements. When a disagreement between the Provider and DHS arises in regards to the service provided, the wishes of DHS shall prevail. Failure to comply on the part of the Provider shall be deemed cause for corrective action and is subject to contractual remedies.

3. **Quality assurance and evaluation specifications**

Records. The Provider 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 Provider 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 Provider'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 Provider shall have a written quality assurance plan that includes procedures and timeframes to monitor administrative and program operations, fiscal administration, and costs for compliance with all requirements. The quality assurance plan shall also provide for procedures and timeframes 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 Provider 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 and timeframes to identify and resolve problems, and make improvements to the program as needed and address consumer satisfaction with the services. 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. The Provider shall comply with all contract monitoring requirements and requests by DHS.

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 200 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.);
- Number of families assisted in navigating or applying for (publicly or privately funded) programs and services offered throughout the State;
- Number of providers assisted in navigating or applying for (publicly or privately funded) programs and services offered throughout the State;
- Issues, concerns and problems encountered, and action taken;
- Number of referrals made from the Child Care Connection Hawaii offices, including the total number of referrals made statewide and number of referrals made by unit;
- Number of referrals made by the First-To-Work offices, including the total number of referrals made statewide and the number of referrals made by unit;
- Identifying new programs, services, or resources that have become available in specific communities or statewide; and
- Identifying gaps in services, programs, or resources that are not available in specific communities or statewide based on requests for referrals received during the quarter (specify # of referral requests received).

c. An annual report shall be given to the 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.

- Total number of families assisted in navigating or applying for (publicly or privately funded) programs and services offered throughout the State.
 - Total number of providers assisted in navigating or applying for (publicly or privately funded) programs and services offered throughout the State.
 - 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.
 - Total number of referrals made from the Child Care Connection Hawaii offices, including the total number of referrals made statewide and number of referrals made by unit;
 - Total number of referrals made by the First-To-Work offices, including the total number of referrals made statewide and the number of referrals made by unit;
 - Identifying new programs, services, or resources that have become available in specific communities or statewide.
 - Identifying gaps in services, programs, or resources that are not available in specific communities or statewide based on requests for referrals received during the quarter (specify # of referral requests received).
- 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 and registered child care providers.
- e. In addition, the reports shall also include projections of activities planned for the next quarter, which shall include a narrative description explaining planned activities. Quarterly reports shall discuss significant achievements of the program, problem areas and the corrective action taken, and any other pertinent additional comments for each month.
- f. The Provider shall comply with instructions from the State to generate or change any Quarterly (e.g.: Quarterly Activity Report (QAR)), Monthly, or additional reports based on reporting requirements related to this Agreement.

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 Provider shall be responsible for coordination and collaboration with the DHS child care licensing staff, the Department's child care subsidy offices statewide, including the First-To-Work and Child Care Connection Hawaii offices, members of the child care community, other State and community agencies, and licensed and registered 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 including Limited English Proficiency reports, as required under item 8 in the Special Conditions, "Interpreter Services," 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. See Section 5, Attachment D for the Quarterly Activity Report. 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 eligible subsidy families provided consumer education services at time of subsidy intake interview;
- 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 and registered providers in specific geographic areas received and provided response;
- Number of requests from the public for a listing of licensed and registered 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
- Number of families assisted in navigating through or applying for (publicly or privately funded) programs and services offered throughout the State;
 - Number of providers assisted in navigating through or applying for (publicly or privately funded) programs and services offered throughout the State;
 - Issues, concerns and problems encountered, and action taken.
 - Number of referrals made from the Child Care Connection Hawaii offices, including the total number of referrals made statewide and number of referrals made by unit;
 - Number of referrals made by the First-To-Work offices, including the total number of referrals made statewide and the number of referrals made by unit;
 - Identifying new programs, services, or resources that have become available in specific communities or statewide; and
 - Identifying gaps in services, programs, or resources that are not available in specific communities or statewide based on requests for referrals received during the quarter (specify # of referral requests received).

Other reports. The Provider shall submit requested data for the yearly Quality Progress Reports to DHS by October 31 of each calendar year for data covering October 1 of the prior year through September 30 of the current year.

Final report. The Provider 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.
- Total number of families assisted in navigating or applying for (publicly or privately funded) programs and services offered throughout the State.
- Total number of providers assisted in navigating or applying for (publicly or privately funded) programs and services offered throughout the State.

- 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.

The Provider shall comply with instructions from the State to generate or change any Quarterly (e.g.: Quarterly Activity Report (QAR)), Monthly, or generate additional reports or data based on services provided under this Agreement.

C. Facilities

The Provider 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 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.

2.5 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. Refer to Section 1.2, Website Reference for website address.

The Provider shall comply with the Chapter 103F, HRS Cost Principles for Purchase of Health and Human Services which can be found on the SPO website. Refer to Section 1.2, Website Reference, for website 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 Provider 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 Provider 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 Provider is entitled.

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

Units of service and unit rate

Not applicable.

Method of compensation and payment

The Provider shall submit monthly expenditure reports of the contract expenditures-to-date for the operation of the program that will serve as invoices for reimbursement to the DHS no later than thirty (30) calendar days after the end of each month. The “Subgrantee’s Invoice and Expenditure Report” (SIER) shall be the official form used by the organization selected to provide the training and scholarship service to request funds for the operation of the service.

Allowable expenditures, in accordance with HRS 103F Cost Principles, incurred prior to the start of the contract period (July 1, 2016 or later), in order for services to start at the beginning of the contract period, may be included in first month’s monthly invoice. No request shall be made or authorized for “start-up or advance payment” prior to first month’s invoice for services delivered.

Monthly payments after the first calendar quarter are conditional upon the receipt and preliminary approval by the STATE of the Quarterly Activity Reports (QAR) due no later than 30 days after the end of the previous calendar quarter and each subsequent monthly program report.

The STATE’s preliminary determination of appropriateness and permissibility of the reported expenditures shall be subject to later verification and subsequent audit.

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 (SPOH-200A) is available on the SPO website (Refer to Section 1.2 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 is comprised of the following sections:

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

3.1 Program Overview

The 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.

3.2 Experience and Capability

A. Necessary Skills

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

Refer to Sections 2.1 and 2.4.

B. Experience

The applicant shall provide a description of services statewide taking into account the challenges of each island in a culturally sensitive manner. This includes but is not limited to, serving remote parts of the island, LEP population, child care provider population, retaining and supporting staff, contingencies for natural disaster, etc.

The applicant shall provide a description of projects/contracts pertinent to the proposed services, including a listing for projects or contracts for the most recent five (5) years. 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 and facsimile numbers, e-mail addresses, etc., of those individuals the DHS can contact for verification purposes. The State reserves the right to contact references to verify experience and satisfaction of services provided.

Refer to Section 2.4.

C. Quality Assurance and Evaluation

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

Refer to Section 2.4.

D. Coordination of Services

The applicant shall demonstrate the capability to coordinate services with other agencies, including agencies serving homeless families, 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. The applicant shall describe a detailed plan to develop and maintain a relationship with the Department's child care subsidy offices statewide, including the First-To-Work and Child Care Connection Hawaii offices, to provide consumer education and R&R services to families receiving subsidies. Also, the applicant shall describe a detailed plan for coordination and

collaboration with those agencies, organizations, and/or groups that are identified. This can include letters of agreement between the applicant and other organizations, agencies and community resources that describe the cooperative relationship with regards to the proposed services. 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 and will promote in the successful delivery of services.

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

Refer to Section 2.4.

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 the special equipment that may be required for the services.

Refer to Section 2.4.

3.3 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 Section 2, Service Specifications, as applicable.)

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

Refer to Section 2.4.

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. (Refer to the qualifications in Section 2, Service Specifications, as applicable.)

Refer to Section 2.4.

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.

Refer to Section 2.4.

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 for each position to be funded for delivery of the services described in this RFP for the contract periods). Both the “Organization-wide” and “Program” organization charts shall be attached to the Proposal Application.

Refer to Section 2.4.

3. Service Continuity

The applicant shall describe 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.

Refer to Section 2.4.

3.4 Service Delivery

The applicant shall include a detailed discussion of the applicant’s approach to applicable service activities and management requirements from Section 2.4, “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. The output and outcome/performance measurements found in Section 2.4.B.4 of this RFP should also be addressed in this section. The applicant may propose different percentages of projected accomplishment, as long as a justification for the difference is provided. The narrative should reflect an understanding of the intent of the services delivered to the community and how the applicant intends to deliver the services.

The applicant shall include a detailed description of their plans to implement the primary services and activities listed in Section 2.4, “Scope of Work,” which includes, but is not limited to the need that the program is designed to meet; the target groups to be served; and the goals, objectives and expected outcomes. This description can include a “start-up” period, daily, monthly, and annual calendar/schedule or “Work Plan” for accomplishing the Resource and Referral service activities. The narrative should reflect major milestones in service delivery during the contract period, and reflect understanding of the tasks, service activities and management requirements in Section 2.4 by describing how they will be accomplished.

The applicant shall include information on how it will coordinate and collaborate with DHS staff and community agencies and organizations regarding these services, and provide a list of State holidays when the program will not operate.

The applicant shall provide a narrative including the following in the format listed, to reflect an understanding of the intent of the services in the community, and how the applicant intends to deliver the services:

Statement of purpose

- A. Description of the need the program is designed to meet.
- B. Description of the target groups.
- C. Outcomes of the Resource and Referral service’s goals and objectives.

Detailed description of the applicant’s approach to delivery of services to be offered

- A. Geographic coverage Statewide/access.
- B. Timeline/workplan of program and management activities.
- C. Publicity about the program.
- D. Coordination/collaboration with DHS agencies and other community organizations.
- E. Resource and referral activities.
- F. Parent education/consumer education on finding and choosing quality child care.
- G. Set-up of data base for program performance reports.
- H. Customer service/complaints.
- I. Written reports.
- J. Accountability/evaluation of effectiveness of program operations.

3.5 Financial

A. Pricing Structure

The applicant shall submit a cost proposal utilizing the cost reimbursement pricing structure designated by the state purchasing agency. The cost proposal shall be attached to the Proposal Application.

Pricing Structure Based on Cost Reimbursement

The cost reimbursement pricing structure reflects a purchase arrangement in which the State pays the 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 or indirect 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” does 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 1.2, 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-205A	Organization-Wide Budget by Source of Funds
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 Services: Administrative
SPO-H-206F	Budget Justification – Contractual Services: Sub-contracts
SPO-H-206G	Budget Justification – Depreciation
SPO-H-206H	Budget Justification – Program Activities

*Expenditures require justification and prior approval from the state.

B. Other Financial Related Materials

1. Accounting System

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.

Refer to Section 2.4.

3.6 Other

A. Litigation

The Applicant shall disclose and explain any pending litigation to which they are a party, including the disclosure of any outstanding judgment.

Section 4

Proposal Evaluation

Section 4

Proposal Evaluation

4.1 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.

4.2 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

4.3 Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

Final proposals submitted shall include all of the following documents to be accepted for consideration for this RFP.

Exclusion of any of the required documents below as part of the submitted final proposal shall disqualify the applicant from selection consideration.

1. Administrative Requirements

Meets

	Yes	No
Application Checklist	<input type="checkbox"/>	<input type="checkbox"/>
Hawaii Compliance Express Certificate of Vendor Compliance	<input type="checkbox"/>	<input type="checkbox"/>

2. Proposal Application Requirements

Meets

	Yes	No
• Proposal Application Identification Form (Form SPOH-200)	<input type="checkbox"/>	<input type="checkbox"/>
• Table of Contents	<input type="checkbox"/>	<input type="checkbox"/>
• Program Overview	<input type="checkbox"/>	<input type="checkbox"/>
• Experience and Capability	<input type="checkbox"/>	<input type="checkbox"/>
• Project Organization and Staffing	<input type="checkbox"/>	<input type="checkbox"/>
• Service Delivery	<input type="checkbox"/>	<input type="checkbox"/>
• Financial (All required forms and documents)		
a. SPO-H-205 Budget	<input type="checkbox"/>	<input type="checkbox"/>
b. SPO-H-205A Organization-Wide Budget by Source of Funds	<input type="checkbox"/>	<input type="checkbox"/>
c. SPO-H-205B Organization-Wide Budget by Programs	<input type="checkbox"/>	<input type="checkbox"/>
d. SPO-H-206A Budget Justification - Personnel: Salaries & Wages	<input type="checkbox"/>	<input type="checkbox"/>
e. SPO-H-206B Budget Justification - Personnel: Payroll Taxes, Assessment & Fringe Benefits	<input type="checkbox"/>	<input type="checkbox"/>
f. SPO-H-206C Budget Justification - Travel – Inter-island	<input type="checkbox"/>	<input type="checkbox"/>
g. SPO-H-206E Budget Justification - Contractual – Administrative	<input type="checkbox"/>	<input type="checkbox"/>
h. SPO-H-206F Budget Justification - Contractual – Sub-contract	<input type="checkbox"/>	<input type="checkbox"/>
i. SPO-H-206G Budget Justification – Depreciation	<input type="checkbox"/>	<input type="checkbox"/>
j. SPO-H-206H Budget Justification - Program Activities	<input type="checkbox"/>	<input type="checkbox"/>
k. SPO-H-206I Budget Justification - Equipment Purchases*	<input type="checkbox"/>	<input type="checkbox"/>

Expenditures require justification and prior approval from the state.

“Cost-plus-fixed-fee” not to exceed 10% (may be less) ☐ Yes ☐ No

Administrative costs and indirect costs not to exceed 5% ☐ Yes ☐ No

• Program Specific Requirements	Yes	No
a. Organizational Chart(s)	<input type="checkbox"/>	<input type="checkbox"/>
b. Financial Policies	<input type="checkbox"/>	<input type="checkbox"/>

**B. Phase 2 - Evaluation of Proposal Application
(100 Points)**

Scoring for each bulleted item identified below is assigned a value of 0 through 5 points. The following is an explanation of the point assignments:

5 = Very Satisfactory. Fully addresses the criteria succinctly that provides the basis and explanation for the response, and demonstrates benefits to the State.

4 = More than satisfactory. Fully addresses the criteria but tends to be lengthy or does not fully provide basis or explanation for the response or benefits to the State.

3 = Satisfactory. Minimally addresses the criteria by listing or affirming meeting the criteria through paraphrasing the criteria. May provide some basis and explanation for responses.

2 = Less than satisfactory. May address parts of the criteria, but not the criteria as a whole.

1 = Unsatisfactory. Provides responses for the criteria but does not address the criteria.

0 = Not addressed. Does not provide a response to the criteria.

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 the 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 question 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 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 (4 points)

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services. (2 points) _____
- Demonstrated a thorough understanding of the purpose and scope of the service activities. (2 points) _____

B. Experience (4 points)

- Demonstrated experience related to the delivery of the service. (1 point) _____
- Described projects/contracts implemented in the past 5 years that are pertinent to the proposed service and provided listing of contact information. (1 point) _____
- Demonstrated the experience in gathering and reporting of significant data. (1 point) _____
- Demonstrated the ability to develop and distribute written material and provide the information to parents and providers with the resources available. (1 point) _____

C. Quality Assurance and Evaluation (4 points)

- Sufficiency of quality assurance and evaluation plans for the proposed services, including procedures, timeframes, and methodology to measure, monitor, and collect data on outputs and outcomes, and to evaluate the outcomes and other results of its services. (2 points) _____
- Describe how policies and procedures and timeframes are being followed and the roles and responsibilities to ensure that service objectives are being met, to identify and resolve problems, and to make improvements to the program as needed. (2 points) _____

D. Coordination of Services (6 points)

- Demonstrated capability to coordinate and collaborate with DHS licensing staff. (1 point) _____

- Demonstrated capability to coordinate services and collaborate with other agencies, organizations, resources, or groups identified would result in the delivery of satisfactory services. (2 points) _____
- Demonstrated capability to coordinate and collaborate with licensed and registered child care providers to keep referral information current. (1 point) _____
- Describe plan to develop and maintain a relationship with the Department's child care subsidy offices statewide, including the First-To-Work and Child Care Connection Hawaii offices, to provide consumer education and R&R services to families applying for or receiving subsidies. (2 points) _____

E. Facilities (2 points)

- Describes a plan on how the facilities shall meet ADA requirements, as applicable and special equipment that may be required for the services. (1 point) _____
- Demonstrated a plan for the location of the facilities and demonstrate its adequacy in relation to the proposed services. (1 point) _____

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 (10 points)

- Proposed Staffing: That the proposed staffing pattern, services/staff ratio, and proposed capacity is reasonable to ensure viability of the services. (3 points) _____
- Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program. (1 point) _____

- Describes a clearly detailed and viable plan for obtaining necessary staff which includes plans for continuity of service activity which describes and ensures that services will be provided with no interruptions when assigned staff are unavailable, including how services will be provided statewide on the islands of Kauai, Oahu, Maui, Molokai, Lanai, East Hawaii, and West Hawaii. (3 points) _____
- Describes in detail a plan for providing supervision of, administrative direction to, and training program for staff relative to the delivery of the proposed services. (3 points) _____

B. Project Organization (5 points)

- Supervision and Training: Demonstrated ability to supervise, train, and provide administrative direction to staff relative to the delivery of the proposed services. (2 points) _____
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks. (1 point) _____
- Service Continuity: Staff support, and plan for service delivery during times of emergency/ disasters or when staff is on leave. (2 points) _____

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 in detail how the organization's database of child care resources and child care providers will be created and maintained and information kept current. (5 points) _____

- Describes in detail how resource information will be disseminated upon request and available on DHS and the organization's websites. (5 points)
- Describes in detail how consumer education services will be provided to child care subsidy families. (5 points)
- Describes in detail how consumer education and consultation will be provided to parents who seek child care. (5 points)
- Describes in detail how to determine parent satisfaction with the referral service. (5 points)
- Describes in detail how the services will be offered statewide on a daily basis, including non-traditional hours. (5 points)
- 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, including outreach to organizations that serve homeless families about available child care services and other organizations, such as domestic violence service providers, CWS staff or service providers, or higher education institutions. (5 points)
- Describes in detail how the needs of families will be assessed and who families will be assisted in navigating or applying for (publicly or privately funded) services throughout the state. (5 points)
- Describes in detail how the needs of child care providers will be assessed and how child care providers will be assisted in navigating or applying for (publicly or privately funded) services throughout the state. (5 points)
- Describes in detail how data regarding child care supply and demand will be captured and reported. (5 points)
- Describes in detail how child care market rate surveys or other surveys requested by DHS will be conducted, data verified, and results will be provided to the Department. (5 points)

4. Financial (10 Points)

- Personnel costs are reasonable and comparable to positions in the community. (2 points)

- Non-personnel costs are reasonable and adequately justified. (2 points) _____
- The budget fully supports the scope of service and requirements of the Request for Proposal. (2 points) _____
- Provides the most recent audit report. (1 point) _____
- Financial policies for the use and allocation (or cost basis) of funds for this service is provided and clearly presented. (2 points) _____
- Adequacy of accounting system (as indicated in most recent audit report). (1 point) _____

B. 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
- D. Quarterly Activity Report

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. Return this checklist to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website.

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Applicant to place "X" for items included in Proposal
General:				
Proposal Application Identification Form (SPOH-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 (SPOH-200A)	Section 3, RFP	SPO Website*	X	
Provider Compliance	Section 1, RFP	SPO Website*	X	
Cost Proposal (Budget)			X	
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5	X	
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5	X	
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*	X	
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*	X	
SPO-H-206F	Section 3, RFP	SPO Website*	X	
SPO-H-206G	Section 3, RFP	SPO Website*	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:				
Federal Certifications		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:				
Organizational Chart			X	
Financial Policies			X	

*Refer to Section 1.2, Website Reference for website address.

ATTACHMENT B

Sample Proposal Table Of Contents

Proposal Application Table of Contents

1.0	Program Overview	1
2.0	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
3.0	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	
4.0	Service Delivery	12
5.0	Financial.....	20
	See Attachments for Cost Proposal	
6.0	Litigation.....	20
7.0	Attachments	
	A. Cost Proposal	
	SPO-H-205 Proposal Budget	
	SPO-H-205A Organization Wide Budget by Source of Funds	
	SPO-H-205B Organization Wide Budget by Programs	
	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	
	SPO-H-206F Budget Justification – Contractual Services – Subcontract	
	SPO-H-206G Budget Justification – Depreciation	
	SPO-H-206H Budget Justification – Program Activities	
	SPO-H-206I Budget Justification – Equipment Purchases	
	B. Other Financial Related Materials	
	Financial Audit for fiscal year ended June 30, 2015	
	Financial Policies	
	C. Organization Chart	
	Program	
	Organization-wide	

- D. Performance and Output Measurement Tables
 - Table A
 - Table B
 - Table C
- E. Program Specific Requirements

ATTACHMENT C

Special Conditions

SPECIAL CONDITIONS

1. **Insurance.** In addition to Paragraph 1.4, Insurance Requirements, General Conditions, the PROVIDER further agrees to the following:

The Provider 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 Provider 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 Provider's employees who use their own vehicles in the course of their employment.

The Provider 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, Provider shall furnish a copy of the policy or policies.

The Provider 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 Provider 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 Provider.

The procuring of such required policy or policies of insurance shall not be construed to limit Provider's liability hereunder nor to fulfill the indemnification provisions and requirements of this contract. Notwithstanding said policy or policies of insurance, Provider 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 Provider 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 Provider agrees to require its subcontractor(s) to obtain insurance in accordance with the insurance provisions of this contract.

2. **Confidential Information.** In addition to Paragraph 2.1, Confidentiality of Material, General Conditions, the Provider further agrees to the following:

All information and records about or for the clients served, secured from clients, the STATE, or any other individuals or agencies by the Provider, or prepared by the Provider for the STATE, in satisfaction of this Agreement, shall be confidential and shall not be made available to any individual or organization by the Provider without prior written approval of the STATE, subject to provisions of applicable State of Hawaii and Federal statutes, and State of Hawaii Administrative Rules. To ensure the confidentiality of all such information and records, the Provider shall immediately notify the STATE when inquiries for information, including subpoenas are made to the Provider. The Provider shall submit copies of all written requests for information, as well as subpoenas, to the STATE.

3. **Maintain Records.** In addition to Paragraph 2.3, Records Retention, General Conditions, The Provider further agrees as follows:

The Provider shall maintain statistical, clinical, and administrative records pertaining to services of this Agreement. The records shall be subject at all reasonable times to inspection or review by the STATE or Federal representatives directly connected with the program area under this Agreement. All records shall be retained and made accessible for a minimum of six years after the date of submission of the Provider's final report to the STATE; provided that, in the event any litigation, claim, negotiation, investigation, audit, or other action involving the records has been started before the expiration of the 6-year period, the Provider

shall retain the records until completion of the action and resolution of all issues that arise from it or until the end of the regular 6-year retention period, whichever occurs later.

4. Modification and Termination of Agreement

- a. Paragraph 4.2, Termination in General, General Conditions, is modified to read as follows:

This Agreement may be terminated in whole or in part because of a reduction of funds available to pay the Provider, or when, in its sole discretion, the STATE determines (i) that there has been a change in the conditions upon which the need for the Required Services was based, or (ii) that the Provider has failed to provide the Required Services adequately or satisfactorily, or (iii) that other good cause for the whole or partial termination of this Contract exists. Termination under this section shall be made by a written notice sent to the Provider thirty (30) days prior to the termination date that includes a brief statement of the reason for the termination. If the Agreement is terminated under this paragraph, the Provider shall cooperate with the STATE to effect an orderly transition of services to clients.

- b. Paragraph 4.3, Termination for Necessity or Convenience, General Conditions, is modified to read as follows:

If the STATE determines, in its sole discretion, that it is necessary or convenient, this Agreement may be terminated in whole or in part at the option of the STATE upon thirty (30) days' written notice to the Provider. If the STATE elects to terminate under this paragraph, the Provider shall be entitled to reasonable payment as determined by the STATE for satisfactory services rendered under this Agreement up to the time of termination. If the STATE elects to terminate under this section, the Provider shall cooperate with the STATE to effect an orderly transition of services to clients.

5. Equipment

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 \$250.00 or more per item and with an expected life of more than one year, shall remain the property of the STATE. All equipment purchased with contract funds must have prior approval from the STATE before purchase to be allowable. Following the Agreement period, all equipment shall be reported in the final fiscal report to the STATE. Disposition of said equipment shall be prescribed by the STATE.

6. Federal Audit Requirement

The Provider, when required, shall have an independent certified public accountant conduct a financial and compliance audit in accordance with the guidelines of the Office of Management and Budget's (OMB) "Uniform Administrative Requirements, Cost Principles, and Audit Requirements."

7. Administrative Costs

Limit the administrative costs or “indirect costs”, which do not include the cost of providing direct services, for this Agreement to not more than 5% of the aggregate amount of funds available for this contract in accordance with Public Law 104-193, the federal law governing the Child Care Development Fund.

8. Interpreter Services

The Provider:

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).

ATTACHMENT D

Quarterly Activity Report

QUARTERLY ACTIVITY REPORT

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

Reporting Quarter: _____ 1st; _____ 2nd; _____ 3rd; _____ 4th. Fiscal Year: _____ 2020

Provider: _____ Contract No: _____

Program Name: CHILD CARE RESOURCE AND REFERRAL

Geographic Region (Statewide, Oahu, Kauai, East Hawaii, West Hawaii, Maui County): _____

I. SERVICES PURCHASED:

FAMILIES, PROVIDERS AND GENERAL PUBLIC SERVED	Annual Goal	SERVICE UNITS DELIVERED DURING THE QUARTER			
		1st Month	2nd Month	3rd Month	YTD Total
Number of families requesting child care referral services and information					
Number of eligible subsidy families provided consumer education services at time of subsidy intake interview					
Number of new and prospective providers requesting information					
Number of request from the general public for listings of DHS licensed and registered child care providers					
Number of outreach activities conducted by Provider					

II. PEOPLE TO BE SERVED

PEOPLE TO BE SERVED	Annual Goal Proposed to be served for contract year (unduplicated).	Actual # of persons/families (unduplicated)	
		This Quarter	Cumulative YTD
Number of families or individuals requesting child care referral services including special needs			
Number of families or individuals provided information on the availability of child care assistance			
Number of families or individuals provided information on the quality of child care providers			

PEOPLE TO BE SERVED	Annual Goal Proposed to be served for contract year (unduplicated).	Actual # of persons/families (unduplicated)	
		This Quarter	Cumulative YTD
Number of families or individuals requesting information on other programs such as TANF, LIHEAP, WIC, SNAP, CACFP, Medicaid, SCHIP, EPSDT, Part B of Section 619, and Part C of IDEA			
Number of families or individuals provided information on available community resources providing developmental screening services available under EPSDT, Part B, Section 619, and Part C of the IDEA			
Number of employers requesting child care assistance/information for their employees			
Number of referrals made from the Department's Child Care Connection Hawaii offices statewide for R&R services			
Number of referrals made from the Department's First-To-Work offices statewide for R&R services			

Number of referrals made from the Department's Child Care Connection Hawaii (CCCH) offices for R&R services by Unit:

Honolulu CCCH office:

Hilo CCCH office:

Maui CCCH office:

Waipahu CCCH office:

Kona CCCH office:

Kauai CCCH office:

Number of referrals made from the Department's First-To-Work (FTW) offices for R&R services by Unit:

DHS FTW offices:

Downtown FTW I (unit 127):

Downtown FTW II (unit 121):

Waipahu FTW (unit 222):

Kauai FTW (421):

Hilo FTW (unit 521):

Waianae FTW (unit 223):

Wahiawa FTW (unit 324):

Kailua FTW (unit 326):

Maui FTW (unit 721):

Kona FTW (unit 621):

Goodwill FTW offices:

West Oahu Goodwill (unit 335):

Kauai Goodwill (unit 435):

Hilo Goodwill (unit 537):

East Oahu Goodwill (unit 360):

Maui Goodwill (unit 728):

Kona Goodwill (unit 637):

Goodwill Vocational Rehabilitation (VR) FTW offices:

West Oahu VR Goodwill (unit 311):

Kauai VR Goodwill (unit 439):

Hilo VR Goodwill (unit 510):

East Oahu VR Goodwill (unit 357):

Maui VR Goodwill (unit 711):

Kona VR Goodwill (unit 611):

III. OUTCOMES

OUTCOMES	ACHIEVEMENT OF PROPOSED OUTCOMES				
	Proposed Annual	This Quarter		Cumulative YTD	
	% Achieved	% Achieved	# of Clients	%	#
Number of families or individuals whose need for child care needs were met through the R/R services	90%				
Number of eligible subsidy families provided consumer education services at time of subsidy intake interview who requested R/R services	90%				
Number of families or individuals whose need for information on various programs were met	100%				
Number of families or individuals whose need for information on developmental screening services available under EPSDT, Part B of Section 619, or Part C of IDEA were met	100%				
Number of families or individuals whose need for information on child care assistance were met	100%				
Number of child care providers that attended networking events hosted by the provider	100%				
Number of prospective providers provided information and completed DHS family child care registration process	50%				
Number of families assisted in navigating or applying for (publicly or privately funded) programs and services offered throughout the State	300				
Number of providers assisted in navigating or applying for (publicly or privately funded) programs and services offered throughout the State	100				

OUTCOMES	ACHIEVEMENT OF PROPOSED OUTCOMES				
	Proposed Annual	This Quarter		Cumulative YTD	
	% Achieved	% Achieved	# of Clients	%	#
Number of child care providers Statewide shall have received the requested child care information and referral services regarding the provider support/development activities	100				

IV. SERVICE ACTIVITIES THIS QUARTER:

- A. Description of activities documenting and tabulating information regarding the supply and demand for child care services in the communities.
- B. Description of activities documenting the promotion of public awareness of the importance of child care issues such as availability, affordability and quality of child care services. Include names of organizations, dates of outreach activities, type of outreach activity, and information provided at outreach activity.
- C. Description of activities documenting the promotion of full diversity in child care services that promote informed choices.
- D. Description of activities documenting the research and promotion of best practice information on child development especially in the areas on healthy eating, physical activity, family engagement.
- E. Identify new programs, services, or resources that have become available in specific communities or statewide.
- F. Identifying gaps in services, programs, or resources that are not available in specific communities or statewide based on requests for referrals received during the quarter (specify # of referral requests received).

V. MAJOR ACCOMPLISHMENTS DURING THIS QUARTER

(Use additional sheets, if necessary.)

VI. PROBLEMS ENCOUNTERED DURING QUARTER AND CORRECTIVE ACTION TAKEN

(Use additional sheets, if necessary.)

VII. **STAFF CHANGES DURING QUARTER**

Attach Quarterly Staffing Changes (Form OSC 1)

VIII. **PLANS FOR NEXT QUARTER**

Plans include anything new that provider will incorporate into the program.
(Use additional sheets, if necessary.)

Report prepared/submitted by:

Print Name

Title

Signature

Date

QUARTERLY STAFFING CHANGES

Attach a copy to the Quarterly Activity Report (DHS Form QAR 1)

1) Fiscal Year: <u>20</u> - <u>20</u>	2) Quarter: <u> </u> 1 st <u> </u> 2 nd <u> </u> 3 rd <u> </u> 4 th
3) Provider Name:	
4) Program Name:	
5) Funding Dept:	6) Contract #:

[illegible]

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Form QSC 1 (01/00)