

PURCHASE SERVICES

Early Intervention Services Time and Cost Study

NOTICE TO ALL OFFERORS

**This is a 103D Competitive Sealed Bid
HlePRO Solicitation**

Procurement Officer
State Procurement Office
State of Hawaii
Honolulu, HI 96813

Dear prospective vendor:

The undersigned has carefully read and understands the terms and conditions specified in the Specifications and Special Provisions attached hereto; and hereby submits the following offer to perform the work specified herein, all in accordance with the true intent and meaning thereof. The undersigned further understands and agrees that by submitting this offer, 1) he/she is declaring that his/her offer is not in violation of Chapter 84, Hawaii Revised Statutes, concerning prohibited State contracts, and 2) he/she is certifying that the price(s) submitted was (were) independently arrived at without collusion.

Offeror is:

Sole Proprietor Partnership *Corporation Joint Venture
 Other _____
*State of Incorporation _____

Hawaii General Excise Tax License I.D. No. _____

Payment address (other than street address below): _____
City, State, Zip Code: _____

Business address (street address): _____
City, State, Zip Code: _____

Respectfully submitted:

Date: _____ (x) _____
Authorized (Original) Signature

Name and Title (Please Type or Print)

Telephone No.: _____ Fax No.: _____

E-mail Address: _____ ** _____
Exact Legal Name of Company (Offeror)

**If Offeror is a "dba" or a "division" of a corporation, furnish the exact legal name of the corporation under which the awarded contract will be executed:

The following offer is hereby submitted to fulfill the requirements stated in this solicitation:

Item No.	Deliverables	Cost
1	Time & Cost Study	
2		
3		
4		
5		
6		
7		
	TAX	
	Total Cost	

Offeror: _____
Company Name

OFFEROR'S QUALIFICATION FORM

Please complete this form as fully and explicitly as possible to facilitate evaluation of your firm. Use additional sheets and substantiating documents when necessary.

A. Exact Legal Name of Contractor: _____

Street Address

City State Zip Code

Subcontractor Name, if applicable: _____

Street Address

City State Zip Code

Contact Person Name: _____ Cell No.: _____

Telephone No.: _____ Fax No.: _____

E-mail Address: _____

B. Experience and/or Qualifications:

1. The CONTRACTOR shall demonstrate a thorough understanding of the purpose and scope of the services being requested along with the necessary knowledge, skills, abilities, and experience relating to the delivery of the proposed services. This shall include but not limited to:
 - Have at least three (3) years of experience conducting a time and cost study research and analyzing data for Early Intervention systems.
 - Knowledge and understanding of federal policies and funding that pertain to young children with special needs
 - Strong project management skills
 - Exceptional communication skills, both written and oral
 - Ability to work collegially and collaboratively with diverse partners and other organizations

C. References:

Offeror shall list at least three (3) references for which Offeror has or is performing similar services. The State reserves the right to reject an offer submitted by any Offeror whose performance on other jobs for this type of service has been proven unsatisfactory.

Name of Firm/Agency	Address	Contact Person	Telephone / Email
1.			
2.			
3.			

Offeror: _____
Company Name

SPECIFICATIONS

I. Introduction

The Early Intervention Section (EIS) within the State of Hawaii, Department of Health provides early intervention services for infants and toddlers ages birth to 3 years with a developmental delay in one or more of the following developmental areas: communication, cognition, fine motor, gross motor, social, self-care/adaptive; and/or have a medical diagnosis that has a high probability of contributing to a developmental delay in any of the areas previously mentioned. Early intervention (EI) services provided are mandated under the Individual with Disabilities Education Act (IDEA), Part C. Therefore, EIS must adhere to policies and procedures that meet federal and state requirements which include but are not limited to specific timelines, service delivery activities, documentation requirements, and performance reporting.

EI Services are delivered statewide through 18 EI Programs that are State-operated (3) or contracted (15) providers. Each EI program delivers services within a specified geographical area. The program administration staff includes a Program Manager, Data Clerk, and Office Assistant who supports the business operations. Services are provided by Care Coordinators, Social Workers, Physical Therapist, Occupational Therapist, Speech-Language Pathologist, Special Educator, Teacher, and/or General Educator. The actual composition of the staff is determined by each program. Services and activities conducted by EIS and/or EI Programs include but are not limited to the following: Referral, Intake, Multidisciplinary Evaluation, Family Directed Assessment, Individualized Family Service Plan, Transition Plan, Discipline Specific Assessment, Child Record, Program Monitoring, Financial Reimbursement, and Fiscal.

II. Scope of Work

The State of Hawaii, Department of Health, Family Health Services Division (FSD), Children with Special Health Needs Branch (CSHNB), Early Intervention Section (EIS), is seeking a comprehensive independent study. The CONTRACTOR shall:

- A. Develop an understanding of how the STATE's EIS reimburses Purchase of Service (POS) contracted Early Intervention (EI) Programs for contracted EI services.
 1. The State's EIS reimburses contracted POS EI Program for the actual costs incurred each month for the following expenditures (budget line items):
 - i. Direct Service & Program Costs (Category A)
 - Direct Services
 - Program Administrative Staff - Salaries
 - Care Coordinator (aka Service Coordinators) - Salaries
 - Program Administrative Staff & Care Coordinator - Fringe
 - ii. Reimbursable Costs (Category B):
 - Direct Services Required Travel (Mileage and Other travel related expenses for delivering contract service and/or attending other EI mandated trainings/meetings.
 - Foreign/Sign Language Interpretation
 - EIS Mandated Training, Meetings, Supplies, Printing, & Postage

- Telecommunication Services & Equipment (e.g., Telecommunication services and purchase, lease, or rental of equipment - telecommunication accessories - laptops, hotspots, webcam, printer, copier, fax, etc.) for delivering contract services.
 - Lease/Rental of Space (e.g., lease/rent of space for office) and utilities (water, sewer, electricity) to deliver contract services.)
- iii. Indirect Discretionary Costs (Category C):
- Other Current Expenses (e.g., insurance, audit services, repairs and maintenance, etc.)
 - Agency Admin - Salaries & Fringe
2. For POS EI service providers, the formula that is used to calculate a proposed hourly/unit rate for a 1.0 Full-Time Employee (FTE) POS EI Service Provider for the following disciplines: General Educator (optional), Occupational Therapist, Physical Therapist, Special Instructor, Speech Language Pathologist, is based on 960 hours of direct services per year (Hourly/Unit
- i. Rate Formula: Discipline's (Salary + Fringe)/ 960).
3. EIS currently authorizes the salary/rate up to the amounts listed below for the following positions:
- i. Care Coordinators Salary: up to \$64,353.24
 - ii. General Educator Hourly/Unit Rates: up to \$70.26/hour
 - iii. Occupational Therapist Hourly/Unit Rates: up to \$129.76/hour
 - iv. Physical Therapist Hourly/Unit Rates: up to \$129.73/hour
 - v. Special Instructor Hourly/Unit Rates: up to \$127.41/hour
 - vi. Speech Language Pathologist Hourly/Unit Rates: up to \$129/hour
 - vii. Licensed Social Worker Salary: up to \$64,353.24 (Currently same Salary as Care Coordinator)
 - viii. Data Clerk Salary: up to \$42,996.96
 - ix. Program Manager Salary: up to \$81,096.12
 - x. Office Assistant Salary: up to \$40,668.16
4. The State's EIS compensation methodology and pricing structure for General Educator, Occupational Therapist, Physical Therapist, Special Instructor, Speech Language Pathologist with an hourly/unit rate in accordance with EIS Billing Reference Guide (Attachment 1A).
- i. All authorized EI services (e.g., PSP/Consultation Sessions, Service Meetings) except for applicable Audiology services and Assessment/Evaluation activities (unless specified otherwise) are compensated based on the actual time rounded to 5-minute increments (when 3 minutes or more then round up and when 2 minutes or less then round down. If total billable time is 2 minutes or less, then no billable time is calculated), up to what is authorized by EIS.
 - ii. For applicable Assessment/Evaluation service activities, compensation is a flat rate. The flat rate compensation for an Assessment/Evaluation service activity is calculated based on the Service Provider's hourly (unit) rate and the

total number of units authorized (1 Unit = Hourly (Unit) Rate).

5. The State's EIS compensates Program Managers (PM) at a PM Rate when provide direct services using the formula: $2080/\text{Salary} = \text{PM Rate}$.
 6. The State's EIS has an Indirect Discretionary Cost cap at 10% of the total budget for Direct Service & Program Costs (Category A).
Formula: $(\text{Category A Total}) \times (.10) = 10\% \text{ cap allowed for Category C Total}$
 7. The estimated funding for POS budget is currently based on the projected number of children the POS EI Program would serve per month.
 - i. Formula: $(\$6,675, \text{ per child}) \times (\text{Projected \# of Children}) = \text{Estimated Budget}$.
- B. Identify extant data needed for the data analysis and finalize an extant data analysis plan. Review data analysis plan with EIS staff for input.
- C. Develop Time Study Tool(s) to conduct a time study to analyze the amount of time that each care coordinator and service provider (i.e., General Educator, Occupational Therapist, Physical Therapist, Special Instructor, and Speech Language Pathologist include Program Managers who provide direct services) (whether hired or subcontracted) spends performing direct service and administrative activities (billable versus non-billable time) for each POS contracted and State EI Program.
1. The CONTRACTOR shall review the Time Study Tool documents with EIS for input.
 2. The CONTRACTOR shall introduce and train the Care Coordinator, General Education, Occupational Therapist, Physical Therapist, Special Instructor, Speech Language Pathologist, and Program Manager who provide direct services on how to complete the Time Study Tool.
 3. Time Study Tool(s) shall be an Excel workbook or web-based tool that will capture activities of personnel providing early intervention services over a two-week period (10 consecutive working days) which shall include both billable versus non-billable time. The time study will run for two periods and participants should participate in one period.
 - i. The time study shall capture the following activities but not limited to:
 - Administrative tasks (emails, phone calls, meeting prep, scheduling)
 - Breaks – lunch, am/pm breaks,
 - Documentation time - anecdotal, evaluation/assessment report, service note
 - Travel time
 - Service-related meetings/sessions such as Family Support Team (FST), Individual Family Support Plan (IFSP), Assessment, Consultation, CC related activities- Intake, eligibility, FDA, IFSP, transition conference, etc. (Refer to Attachment 1A: EIS Billing Reference Guide)
 - Community/Workgroup Meetings
 - Staff meetings/Supervision
 - EIS Meetings (PM, stakeholder)

- Trainings
 - Research (diagnosis, strategy)
4. The purpose of the time study is to determine:
 - i. If EIS needs to adjust the direct service provider rate formula that uses 960 hours to determine a full time (1.0 FTE) a direct service provider in the proposed rate calculations; and
 - ii. If EIS needs to make adjustments to the caseload ratio of 1:35 based on the average amount of time each care coordinator and service provider may spend per child.
 - iii. If EIS needs to make adjustments to the Billing Reference Guide billable time allotted per service activity.
- D. Develop Cost Study Tool(s) to conduct a cost study to analyze the cost of delivering early intervention services for each POS contracted EI Program.
1. The CONTRACTOR shall review the Cost Study Tool documents with EIS for input.
 2. The CONTRACTOR shall introduce and train the POS Agency on how to complete the Cost Study Tool(s).
 3. The Cost Study tool(s) shall be an Excel workbook or web-based tool that capture revenue, personnel expenses, and other expenses associated with providing early intervention services within the fiscal year 2022 (July 1, 2022-June 30, 2023) in comparison to their projected budget for the fiscal year 2023 (July 1, 2023-June 30, 2024).
 4. The purpose of the time study is to determine the estimated costs for delivering early intervention services that are provided by the POS contracted EI Programs. This shall include but not limited to:
 - i. Calculating fair and reasonable estimated costs per budget line item (e.g., lease/rental and utilities, equipment, etc.)
 - ii. Calculate the estimated cost needed to deliver each service and/or position based on EIS salary/rates and the time study results, if applicable.
 - iii. Calculate an estimated cost per child.
- E. Develop procedures for data collection which shall include but not limited to consent forms, training and administrating the time and cost study tool, and advisory group meeting(s) with applicable EI program staff.
- F. Compile data for final report include descriptions of cost and time for each EI Program and provide EIS with preliminary data results.
- G. Provide recommendations to the STATE's EIS which shall include but not limited to what would be a fair and reasonable amount of hours to determine a full time (1.0 FTE) a direct service, caseload ratio, estimated cost needed to deliver each service, provider, cost per child, lease/rental of space formulas and other recommendations that the STATE's EIS should consider.

- H. Produce a written final report of the comparison findings of the similarities, differences, and inconsistencies across the various entities along with the recommendations which the STATE’s EIS should consider.
- I. Collaborate and work closely with the STATE’s EIS to consider whether the deliverables and timeframes proposed below are still the best approach. If a better approach is identified, these deliverables and deadlines will be modified as needed, based on mutual agreement by both parties through a written modification of the workplan.

J. Deliverables Timeline:

Contractor Deliverables	Deadline
Kick-off meeting (virtual) with Contractor and EIS to discuss the scope of work requirements/expectations and collaboration planning.	August 11, 2023
Hold monthly work-group meetings (virtual) with Contractor and EIS and/or follow-up meetings as needed until the report is finalized.	Ongoing
Develop a Time Study Tool(s) and Cost Study Tool(s) and review with EIS for input.	September 01, 2023
Develop procedures for data collection. Finalize the Time Study Tool(s) and Cost Study Tool(s).	September 01, 2023
Train the Care Coordinator, General Education, Occupational Therapist, Physical Therapist, Special Instructor, and Speech Language Pathologist on how to complete the Time Study Tool. Train the POS Agency on how to complete the Cost Study Tool.	September 15, 2023
Time Study and Cost Study data to be collected and analyzed.	December 31, 2023
Provide EIS with preliminary data results.	January 31, 2024
Submit a written final report draft to EIS via electronically for review and feedback. Note: Upon receipt of the final report, EIS shall submit feedback within two (2) weeks.	February 25, 2024
Revise and submit the finalized report to EIS.	April 01, 2024
Virtual presentation of the data analysis, findings, and recommendations to EIS from the final report.	June 30, 2024

III. Qualifications

The CONTRACTOR shall demonstrate a thorough understanding of the purpose and scope of the services being requested along with the necessary knowledge, skills, abilities, and experience relating to the delivery of the proposed services. This shall include but not limited to:

- a. Have at least three (3) years of experience conducting a time and cost study research and analyzing data for Early Intervention systems.
- b. Knowledge and understanding of federal policies and funding that pertain to young children with special needs.
- c. Strong project management skills.
- d. Exceptional communication skills, both written and oral.
- e. Ability to work collegially and collaboratively with diverse partners and other organizations.

IV. Period of Performance

- a. The period of performance is from August 1, 2023 to July 31, 2024.

V. Compensation and Payment

a. Procedure for Invoicing

- i. The CONTRACTOR shall acknowledge that “no work shall be undertaken prior to purchase order approval.” The State of Hawaii is not liable for any work, contract, costs, loss of profits, or any damages whatsoever incurred prior to the purchase order approval.
- ii. The CONTRACTOR may invoice the STATE upon completion of the deliverables in accordance with Attachment 1 “Scope of Work”.
- iii. The STATE may withhold not more than five percent (5%) of the total contract amount until final settlement of the Contract.
- iv. The final invoice shall be submitted within forty-five (45) days after the end of the contract period.

b. Form of Payment

- i. The CONTRACTOR shall be equipped to accept state purchase orders as forms of payment.

VI. Hawaii Information Consortium (HIC) Fee

Please be advised that the awarded vendor will be responsible for paying HIC a fee of 0.75 percent of the award, capped at \$5,000.00. HIC will bill the awarded vendor directly via e-mail, and the vendor can make payment online or by sending a check via regular mail.

VII. Submitting a Proposal

- A. Applicants must submit Offer Form 1-4 (Page 2-5)
- B. Applicants must submit a detailed Narrative with the following:
 - 1. A plan that describes how the applicant will provide the requested services (refer to Section II.) within the specific contract period of performance (refer to Section IV.) and deliverable timelines (refer to Section II.J.) Applicant may propose a recommended deliverable timeline to provide the request services apart of their application;
 - 2. Demonstrate how the applicant meets the qualifications (refer to Section III.) to provide the requested service; and
 - 3. Provide verifiable relevant experience for the last three (3) years in providing similar work by providing a description of projects and/or contracts pertinent to the proposed services.
- C. Applicant must demonstrate proof of compliance by registering with Hawaii Compliance Express (HCE) (<https://vendors.ehawaii.gov/hce/>). Note: To register for HCE there is fee of \$12, per year.

The HCE is an electronic system that allows vendors doing business with the State or County agencies to easily obtain proof that they are compliant with applicable law. The HCE Certificate of Vendor Compliance (CVC) from HCE is submitted in place of the following documents: Certificate of Good Standing from the Department of Commerce and Consumer Affairs, a Tax Clearance from the Department of Taxation, and Compliance with HRS Chapters 383, Hawaii Employment Security Law (Unemployment Insurance) 386, (Worker's Compensation law) 392 Temporary Disability Insurance and 393 Prepaid Healthcare Act, from the Department of Labor and Industrial Relations.

NOTE: For technical assistance with HlePRO, please call the Hawaii Information Consortium at 808-695-4620 or send an email to hiepro@hawaii.gov.

POST IMPLEMENTATION SUPPORT

Contact information: Stacy Kong
Early Intervention Section Supervisor

DOH Early Intervention Section
1010 Richards Street, Suite 811
Honolulu, Hawaii 96813

Phone: (808) 594-0000
Fax: (808) 586-0015

Email: stacy.kong@doh.hawaii.gov

SPECIAL PROVISIONS

This project is subject to funding availability.

BID CONTACT INFORMATION

Questions regarding this solicitation can be emailed to the contact information below.

Ian Tholen,
Administrative Specialist

DOH Early Intervention Section
1010 Richards Street, Suite 811
Honolulu, Hawaii 96813

Phone: (808) 594-0013
Fax: (808) 586-0015

Email: ian.tholen@doh.hawaii.gov

Brianne Sarmiento,
Contracts Specialist

DOH Early Intervention Section
1010 Richards Street, Suite 811
Honolulu, Hawaii 96813

Phone: (808) 594-0014
Fax: (808) 586-0015

Email: brianne.sarmiento@doh.hawaii.gov