

Update Deaf or Hard of Hearing (DHH) Parent Guide Scope of Services

I. Introduction

A. Overview and Purpose

The Hawaii State Department of Health (DOH) Family Health Services Division (FHSD), Newborn Hearing Screening Program (NHSP) and Early Intervention Section (EIS) seeks a CONTRACTOR to edit, update, format and print hard copy booklets of the Parent Guide. The Parent guide is a tool to be used by Early Intervention Providers to engage and guide parents with Deaf or Hard of Hearing (DHH) children enrolled in Early Intervention. The updated parent guide will be used to support children with special health needs, specifically those who are DHH and need early intervention services.

The DOH, FHSD is working to assure that all children and youth with special health care needs will reach optimal health, growth, and development, by improving access to coordinated system of family-centered health care services and improving outcomes, through systems development, assessment, assurance, education, collaborative partnerships, and family support. The Newborn Hearing Screening Program (NHSP) and the Early Intervention Section (EIS) promotes family-centered, community-based comprehensive, coordinate care for infants and toddlers with special health care needs from birth to three years of age.

The DOH, FHSD seeks a qualified community-based, non-profit organization in Hawaii to design and print the parent guide booklets to support the improvement of services for DHH children and their families.

B. Description of the Service Goals

The goal of this project is to provide and updated parent guide, as helpful resource tool to those who provide support and services to DHH children to better equip EIS providers in their services offered and for NHSP and EIS to respond to the needs of DHH children statewide.

Vendor will develop and utilize a Work Plan to assure progress towards meeting the overall objectives and goals of this project. The Work Plan will describe how the following objectives will be achieved:

1. Consult with NHSP on design, layout and graphics as needed.
2. Seek input form NHSP and Deaf/Hard of Hearing Specialist as needed.
3. Create timeline to stay on target for printing.

4. Finalized draft for advisory group review.
5. Printing

II. Scope of Services

A. Specifications and Requirements

The Bidder shall describe in detail how from November 01, 2024, or upon DOH FHSD approval, through October 31, 2025, it will provide the following:

- The printed DHH Parent Guide should be approximately 59 pages
- Workplan to outline the design, layout and final print of the DHH Parent Guide
- Prototype of images and graphics for the DHH Parent Guide
- Final version for print of the DHH Parent Guide

B. Period of Performance

The period of performance is from November 01, 2024, to October 31, 2025.

1. Develop a Work Plan that outlines the objectives listed in the “B. Description of the Service Goals”.
2. CONTRACTOR must issue all payments directly to other vendors and services needed to meet the scope of service identified in the contract.

III. Experience of Capability

The awarded vendor:

- A. Must demonstrate a thorough understanding of the purpose and scope of this project, as well as demonstrate the necessary knowledge, skills, abilities, and experience relating to the delivery of the proposed services;
- B. Cite any previous experience relevant to this project with respects to conducting working groups with an emphasis on Children with Special Health Needs. Include a brief description of the scope of services performed and the period of performance covered by prior work relevant to this proposal;
- C. Cite any previous experience relevant to this project with respect to designing and printing educational booklets.
- D. Have a minimum of four years of experience working with a variety of Hawaii state agencies;

- E. Shall demonstrate adequate staffing capacity to provide contracted services and deliverables;
- F. Must provide evidence of being a nonprofit organization registered and resides in the State of Hawaii.
- G. Must be available to meet in-person with NHSP and EIS.

IV. Compensation and Payment

A. Submitting a Proposal

1. Submit a proposal to meet the project goals/requirements through a scope of work to provide the requested services for the period November 01, 2024 and concluding by October 31, 2025.
2. The attached Cost and Timeline Proposal must be completed and submitted as part of the Bidder's response to this solicitation;
3. For technical assistance with HlePRO, please call the Hawaii Information Consortium at 808-695-4620 or send an email to hiepro@hawaii.gov.

B. Procedure for Invoicing

The awarded vendor shall submit three invoices: (1) The total of the awarded amount shall be invoiced after the completion of all deliverables. The final invoice must be submitted by October 31, 2025. See Cost and Timeline Proposal.

C. Form of Payment

The awarded vendor shall be equipped to accept State purchase orders as forms of payment.

D. Fee to Hawaii Information Consortium (HIC)

Please be advised that the awarded vendor will be responsible to pay Tyler Hawaii a fee of 0.75% of the award, capped at \$5,000. 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.

E. Hawaii Compliance Express

The awarded vendor must demonstrate proof of compliance for all awards of \$2,500 or greater. This includes a Certificate of Vendor Compliance from Hawaii Compliance Express, which includes a 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: The attached Cost and Timeline Proposal shall be completed and submitted as part of the Bidder's response to this solicitation.

Cost and Timeline Proposal

Fiscal Year	Tasks and Responsibilities (November 01, 2024 to October 31, 2025)	Amount (\$)
11/01/2024 to 10/31/2025	<p>The Hawaii State Department of Health (DOH), Family Health Services Division (FHSD), Newborn Hearing Screening Program (NHSP) and Early Intervention Section (EIS) seeks a qualified community-based, non-profit organization in Hawaii to:</p> <ul style="list-style-type: none"> • Develop a Work Plan that outlines the objectives listed in the B. Description of the Service Goals and required activities. • CONTRACTOR must issue all payments directly to other vendors and services needed to meet the scope of service identified in the contract. 	
	Sub Total	
	Hawaii GET	
	Sub Total	
	Total	