

HAWAII STATE DEPARTMENT OF HEALTH

September 20, 2016

PUBLIC NOTICE OF REQUEST FOR INFORMATION (RFI)

HEALTH RESOURCES AND SERVICES ADMINISTRATION (HRSA) UNIVERSAL NEWBORN HEARING SCREENING AND INTERVENTION PROGRAM

Section 1 Service Specifications

The Department of Health (DOH), Newborn Hearing Screening Program (NHSP) seeks applications from a family based organization to provide statewide family support to families, parents, and caregivers of newborns and infants who are deaf or hard of hearing via this RFI for a grant application with the Health Resources and Services Administration (HRSA) Universal Newborn Hearing Screening and Intervention Program. The Hawaii program under this funding is called the Baby Hearing Evaluation and Access to Resources and Services (BabyHEARS) Project.

This request is being issued for the purpose of including a family organization in the federal grant application which may result in a contract with the organization if the State is awarded the grant pursuant to Sections 3-143-614(c) and 3-142-202, HAR. If the State is awarded the grant, no Request for Proposal (RFP) for this service will be issued and the provider(s) selected and named in the grant application as a result of this RFI will be awarded a contract for the service.

This request is being issued for the purposes of seeking proposals from organizations to provide statewide family support to families, parents, and caregivers of newborns and infants who are deaf or hard of hearing as required in the BabyHEARS grant. This may result in a contract(s) with organization if the State is awarded the grant.

I. Introduction

- A. Background. HRSA issued a new, competitive grant for BabyHEARS for 2016. HRSA guidelines state that eligibility is any public or private entity, including an Indian tribe or tribal organization, faith-based and community-based organizations are also eligible.
- B. Purpose or Need. The purpose of this program is to develop a comprehensive and coordinated statewide Early Hearing Detection and Intervention (EHDI) system of care targeted towards ensuring that newborns and infants are receiving appropriate and timely services, including screening, evaluation, diagnosis, and early intervention (EI). This purpose will be achieved by focusing efforts on: 1) increasing health professionals' engagement within and knowledge of the EHDI system, 2) improving access to EI services and language acquisition, and 3) improving family engagement, partnership, and leadership within the EHDI programs and systems.
- C. Target population. Children and families of children who have or are at risk for deafness or hearing loss.

- D. Geographic coverage of service. The applicant shall provide services in the state of Hawaii.
- E. Dates of project. Tentative dates for the project are from April 1, 2017 to March 31, 2020.
- F. Probable funding amounts, source, and period of availability. The source of funding is federal HRSA funds. Please note that the release of these funds is pending the grant awarding by HRSA to the State DOH NHSP. The contract will be for one to three years depending on such factors as the grant awarded from HRSA and subject to annual continuation awards depending on the availability of funds, grantee progress in meeting project goals and objectives, timely submission of required data and reports, and compliance with all terms and conditions of award. Applicants should be aware that funding for this program beyond fiscal year (FY) 2017 is not guaranteed. HRSA is allowing applicants to submit proposals for two additional budget years for planning purposes and for technical assistance in sustainability activities.

II. General Requirements

- A. Specific qualifications or requirements, including, but not limited to:
 - 1. The family organization must have at least two (2) years of experience providing relevant services in the geographic area(s) in which services are to be provided (official documentation must establish that the organization has provided relevant services for the last 2 years);
 - 2. The family organization may partner with other family organizations to support the scope of work.
 - 3. The family organization must comply with all applicable local (city, county) and State licensing, accreditation, and certification requirements;
 - 4. The applicant shall cooperate with NHSP in approved research, data collection, training, and service projects provided that such projects do not substantially interfere with the applicant's service requirements as outlined in this RFI.
 - 5. Whenever requested, the applicant shall submit a copy of its operating policies and procedures to the NHSP. The copy is to be provided at the applicant's expense with revisions and updates as appropriate.
 - 6. The applicant shall provide acknowledgement of the federal funding as directed by the NHSP on all printed materials including program brochures and other publicly distributed matter and at public presentations.
- B. Collaborate to embed quality improvement (QI) activities in the state EHDI programs. QI consists of systematic and continuous actions that lead to measurable improvement in health care services and the health status of targeted patient groups.
- C. Families of children who have or are at risk for deafness or hearing loss shall be made aware of and have access to community resources appropriate to their level of care and treatment needs.
- D. At least one parent of a child with hearing loss must attend the annual Early Detection Hearing Intervention (EDHI) conference. Travel for the parent to

attend this conference must be paid from funds contracted to the family organization.

- E. The contract will be for one to three years depending on such factors as the grant awarded from HRSA and subject to annual continuation awards depending on the availability of funds, grantee progress in meeting project goals and objectives, timely submission of required data and reports, and compliance with all terms and conditions of award. Applicants should be aware that funding for this program beyond FY 2017 is not guaranteed. HRSA is allowing applicants to submit proposals for four additional budget years for planning purposes and for technical assistance in sustainability activities.
- F. RFI Contact Person. The individual listed below is the sole point of contact from the date of release of the RFI until the selection of the winning provider or providers. The contact person is Sylvia Mann, telephone number is (808) 733-9063.

III. Scope of Work. The scope of work encompasses the following tasks and responsibilities:

HRSA continues its investment in making improvements to the EHDI system by funding a three-year project period for recipients to focus efforts on initiatives that include increasing health professionals' knowledge and engagement; improving access to EI services and language acquisition; and improving family engagement, partnership, and leadership.

The family organization will:

- A. Develop and maintain active family engagement and leadership efforts for families of children identified through newborn hearing screening who are deaf or hard of hearing.
- B. Involve family partners in the development, implementation, and evaluation of the EHDI programs. Families should be consistently provided with the opportunity to collaborate with various leaders and policy makers in addressing the challenges to and providing solutions for the EHDI system.
- C. Partner with HRSA's Family Leadership in Language and Learning Center after it begins operations on April 1, 2017.
- D. Develop and maintain a state-based learning community for pediatric health care professionals and families to increase knowledge and engagement within the EHDI system. The learning community will address the importance of early hearing detection and intervention and active family engagement within the EHDI system. For the purposes of this FOA, a learning community is defined as a select group of potential adopters and stakeholders who engage in a shared learning process to facilitate adaptation and implementation of innovations.

Participation in learning communities can be virtual in design. The learning community may address the following:

- Training regarding the current Joint Committee on Infant Hearing (JCIH) 1-3-6 timeline recommendations and the appropriate methods to address them;
 - Significant risk factors for late-onset early childhood hearing loss;
 - Peer to peer information sharing among participants and, where applicable, the American Academy of Pediatrics Chapter Champions;
 - Improving care coordination through the patient/family-centered medical home model, including the surveillance of infants and children that need to be screened, followed-up or enrolled in EI programs;
 - Partnering with state/territory Title V Children and Youth with Special Health Care Needs (CYSHCN) programs on systems integration and family centered care coordination;
 - Providing family-centered care (an approach to care that assures the health and well-being of their families through a respectful family-professional partnership) that is culturally competent (reflecting a set of values, behaviors, attitudes, and practices within a system, organization, or program or among individuals which enables them to work effectively cross culturally);
 - Developing collaborative leadership skills for members of family organizations that support infants and children who are deaf or hard of hearing;
 - Engaging and including family partners and pediatric clinicians to ensure that the family and health professional perspective and experiences are integrated; and
 - Developing strategies to address barriers to linking or integrating their newborn hearing screening data to a core set of other newborn programs including, but not limited to, vital records, immunization, and blood spot screening.
- E. Explore the Hands and Voices Guide by My Side program and develop a report on whether the program will benefit parents of deaf or hard of hearing children in Hawaii.
- F. Collaborate with NHSP to develop and implement evaluation of the BabyHEARS activities.
- G. Submit quarterly reports about family support and engagement and learning community activities.
- H. Submit a proposed budget for meeting the requirements of this proposal for fiscal years 2017 through 2020. The cost proposal shall be attached to the Proposal Application.
- I. Administrative. The following are expectations of the applicant:
1. Collaborate with the NHSP staff to facilitate outcome evaluation and program alignment.
 2. Protect confidential information. The applicant shall not use or disclose participant health information in any manner that is not in full compliance with HIPAA regulations or with the laws of the State of Hawaii. The applicant shall maintain safeguards as necessary, to ensure that participant health information is not used or disclosed except as provided by the Agreement or by the law.

3. Adhere to quality assurance and evaluation. The applicant and subcontractors, if any, shall conform to established community standards of care and practice, and evidence-based and best practices, and shall have a quality assurance plan in place to evaluate its adherence to these standards.

Section 2

Purchase of Service (POS) Proposal Application Instructions

General instructions for completing applications:

- POS Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.
- The numerical outline for the application and the titles/subtitles should follow those in the application guidance. Please indicate the applicant organization and RFI identification information on the top right hand corner of each page. The instructions for each section however may be omitted.
- Page numbering of the POS Proposal Application should be consecutive, beginning with page one and continuing through the complete proposal.
- Applicants are encouraged to take Section 3, Proposal Evaluation, into consideration when completing the proposal.

- I. **Background and Summary** (10 points). Provide a brief overview to orient evaluators as to the programs/services being offered.
- II. **Experience and Capability** (20 points). What is your agency's experience and capability relevant to the service specifications?
 - A. Necessary skills. What are your skills, abilities and knowledge relating to: 1) providing statewide family support to families, parents, and caregivers of newborns and infants who have special health needs and more specifically, those who are deaf or hard of hearing; 2) development and maintenance of learning communities; and 3) education and training to health care professionals?
 - B. Experience. What are some projects, grants, or contracts related to support for families of children with hearing loss, learning communities, and education and training for health care professionals?
 - C. Working with Culturally Diverse Populations. Describe how you will assure that participants from ethnically, racially, and culturally diverse populations are involved with and served by the project in a culturally and linguistically competent manner in relation to the proposed services.
- III. **Personnel** (10 points): Applicant Organization and Staffing. Describe plans for the staffing pattern that is reasonable to insure the viability of these activities. What are proposed qualifications for staff assigned to the program?
 - A. Describe the proposed staffing pattern appropriate for the viability of activities.
 - B. What are the proposed staffing qualifications for the appropriate personnel who will be involved with the Project?

- IV. **Service Delivery** (50 points):
- A. Coordination of Services. Describe how your organization will coordinate services with other agencies and resources in the community including but not limited to Early Intervention Section (EIS), Children and Youth with Special Health Needs Section, and Genomics Section programs.
 - B. Family Support. Describe how family support services will be provided for families of children at risk or with hearing loss.
 - C. Engagement of parents and families in community. Describe how the organization will engage and connect with parents and families in the community.
 - D. Learning Communities. Describe how the learning communities will be developed, implemented, and maintained.
 - E. Data Collection and Evaluation. Describe how collection of data for outreach and targeted activities to reach the target population will be conducted. Describe how project evaluation in cooperation with the NHSP will be conducted.
- V. **Financial** (10 points). Attach a proposed budget for meeting the service delivery of this proposal.

Applicant shall submit a cost proposal for FY 2017 through 2020 utilizing the cost reimbursement pricing structure. The cost proposal shall be attached to the Proposal Application. Applicant should budget for \$62,500.00 per year.

All budget forms, instructions, and samples are located on the State Procurement Office website (www.spo.hawaii.gov). The following budget form(s) shall be submitted with the Proposal Application:

- SPO-H-205 - Proposal Budget (The budget for “State Funds” should be reflected in Column (a) and the budget for “Other Funds” should be reflected in Column (b) on Form SPO-H-205.

In addition to SPO-H-205, the awardee shall submit the following Budget Justification forms, as applicable:

- SPO-H-206A: Personnel: Salaries & Wages
- SPO-H-206B: Personnel: Payroll Taxes and Assessments, and Fringe Benefits
- SPO-H-206C: Travel-Inter Island
- SPO-H-206D: Travel-Mainland
- SPO-H-206E: Contractual Services – Administrative
- SPO-H-206F: Contractual Services – Subcontracts
- SPO-H-206G: Depreciation
- SPO-H-206H: Program Activities
- SPO-H-206I: Equipment Purchases

Section 3 Proposal Evaluation

- I. **Introduction.** The evaluation of proposals received in response to the RFI will be conducted comprehensively, fairly, and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

- II. **Evaluation Process.** The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 – Evaluation of Application Requirements
- Phase 2 – Evaluation of POS Proposal Application
- Phase 3 – Recommendation for Award

Evaluation Categories and Threshold.

- Background and Summary 10 points
- Experience and Capability 20 points
- Personnel 10 points
- Service Delivery 50 points
- Financial 10 points

TOTAL POSSIBLE POINTS: 100 Points

All proposals should be received by DOH/NHSP by close of business 4:30 p.m., Thursday, September 29, 2016 and shall be submitted by email, fax or postal mail to: sylvia@hawaiigenetics.org or by fax (808) 733-9068, or 741 Sunset Avenue, Honolulu, HI 96816.

RFI Contact Person: If you have questions, please contact Sylvia Mann, Genomics Section Supervisor via email at sylvia@hawaiigenetics.org or by telephone (808) 733-9063.

Participation in this RFI is optional and not required in order to respond to any subsequent procurement the purchasing agency may take. Neither the DOH nor the interested party responding has any obligation under this RFI. The DOH may engage in further informal discussions to gather additional information. The DOH reserves the right to incorporate or not incorporate any recommendations or comments submitted in response to this RFI.