

HENNEPIN COUNTY

HUMAN SERVICES AND PUBLIC HEALTH DEPARTMENT

Regional Site Management Service Area

Request for Qualifications (RFQ)

Regional Hub Drop-in Child Care

January 17, 2012



Hennepin County, Minnesota

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Attachment(s):

To obtain this document in an alternative format, please notify the County by fax at (612) 348-6724, by email at paul.lennander@co.hennepin.mn.us, or TTY (612) 348-6915. Please allow a reasonable amount of time for special needs accommodation.

I. Introduction

The Hennepin County Human Services and Public Health Department is regionalizing its service locations in Hennepin County. At the heart of this initiative is the construction of regional hubs in the each of six County regions: Northwest Suburban, North Minneapolis, Northeast & Central Minneapolis, South Minneapolis, South Suburban, and West Suburban. Regionalization has two broad objectives:

1. Improving client access to services.
2. Improving client services through engagement with local organizations and developing a continuum of service using community and County resources.

Each regional hub will have a drop-in child care center for the children of clients at the hub for County business. Drop-in child care centers will be approximately 1,000 square feet in size. Applicants may request to operate as few as one and as many as six of the drop-in child care centers described in this solicitation. HSPHD requests that proposers specify which regional hub child drop-in care center site, or sites, they wish to operate. HSPHD does not guarantee that any single proposer will operate all six regional hub child drop-in care centers.

Anticipated regional hub opening dates:

- South Suburban – 4th quarter 2012
- Northwest Suburban – 4th quarter 2012
- South Minneapolis – 1st quarter 2013
- North Minneapolis – 2nd quarter 2013
- Central & Northeast Minneapolis – 2013 or 2014
- West Suburban – 2014 or 2015

Regional hub locations:

- Central & Northeast Minneapolis, Health Services Building, 525 Portland Ave S, Minneapolis
- North Minneapolis, West Broadway
- Northwest Suburban, 7051 Brooklyn Boulevard, Brooklyn Center
- South Minneapolis, Sabathani Community Center, 310 East 38 Street, Minneapolis
- South Suburban, Bloomington
- West Suburban, undetermined

Regional boundaries:

Central & Northeast Minneapolis – *Northeast Minneapolis & the northern boundary of the village of St. Anthony on the north, Southeast Minneapolis & the eastern boundary of the village of St. Anthony on the east, Franklin Avenue on the south, Mississippi River on the west,*

North – *53rd Avenue on the north, Mississippi River on the east, Bassett Creek on the south, Xerxes Avenue on the west*

Northwest Suburban – *Cities of Brooklyn Center, Brooklyn Park, Champlin, Corcoran, Crystal, Dayton, Golden Valley, Hanover, Hassan Township, Maple Grove, Medicine Lake, New Hope, Osseo, Plymouth, Robbinsdale, and Rogers*

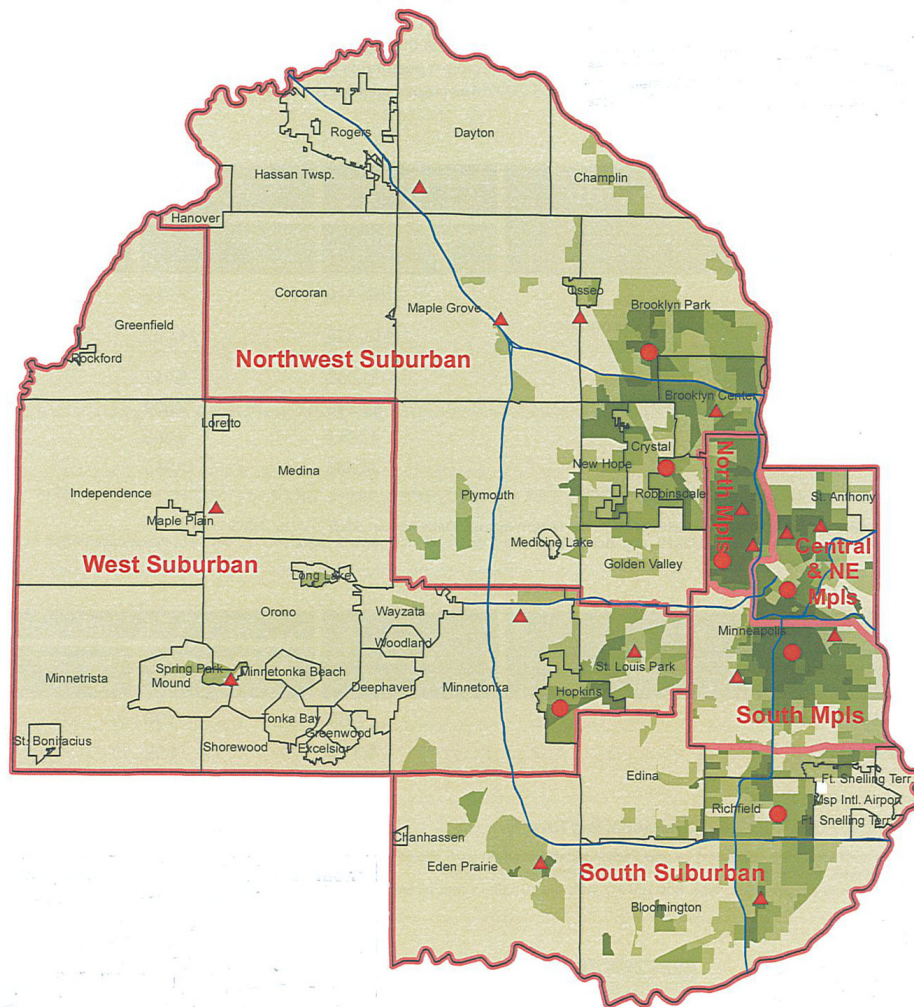
South Minneapolis – *Bassett Creek, I-94, and Franklin Avenue on the north, Mississippi River on the east, 54th Street on the south, and France Avenue on the west.*

South Suburban – *Cities of Bloomington, Eden Prairie, Edina, Richfield, Minneapolis south of 54th Street, a non-residential section of Chanhassen and Fort Snelling*

West Suburban – *Cities of Deephaven, Excelsior, Greenfield, Hopkins, Independence, Long Lake, Loretto, Maple Plain, Minnetonka, Minnetonka Beach, Minnetrista, Mound, Orono, Rockford, Shorewood, Spring Park, St. Bonifacius, St. Louis Park, Tonka Bay, Wayzata, and Woodland*

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HSPHD Region map:



This vendor selection document does not obligate Hennepin County to complete the vendor selection process or to enter into a contract. Hennepin County is not obligated to respond to any proposal submitted nor are they legally bound in any manner whatsoever by the submission of a proposal. It is the intention of the County to enter into a contract with the accepted proposers.

II. Scope of Service

A. Target Population

Children served by HSPHD regional hub drop-in child care will range from six-weeks to ten years of age. Children will be in drop-in child care while their parents or guardians are at the regional hub for County business only, to complete application forms and interviews. These children are generally from low-income households, and many are children of color.

B. Expected Outputs

1. Safety: No more than 2 incidents in any twelve month period that require medical attention.
2. Safety: 100% of children leave the center in the custody of the appropriate parent or guardian.

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3. Safety and Sanitation: All correction orders from local health department inspections are made within 30 days of inspection. In addition, provider's officers and/or director will perform regular safety inspections of the drop-in child care center.
4. Service: At least 70% of children between the age of one and ten at a regional hub who qualify to be served by on-site occasional child care are in the center, based on random checks. Children who qualify are the children of parents and guardians receiving Hennepin County services who expect to be at the hub for no more than three hours.
5. Service: At least 75% of children toddler age and older are engaged in purposeful activity at all times while in the child care center. 100% of the children of all ages are supervised by adults, based on random checks.
6. Staffing: At least 35% of staff members are people of color, based on hours of staffing.
7. Any complaints, incident reports, or grievances received are investigated and resolved within 30 days, with full documentation.

C. Project Description

Philosophy of services:

Drop-in child care is an important service to both HSPHD clients and staff. The primary clients of regional hub drop-in child care are the children in care, their parents and guardians. The secondary clients of hub drop-in child care are the HSPHD staff persons who work with those parents and guardians. On-site drop-in child care allows parents, guardians, and HSPHD staff to conduct County business without the distraction of young children. As a result, the process of completing application forms, participating in interviews, and collecting information can be completed more efficiently, saving staff time.

Function/Roles:

Drop-in child care programs are nonresidential programs that provide care or supervision for periods of less than three hours a day while the child's parent or legal guardian is in the same building as the nonresidential program or present within another building that is directly contiguous to the building in which the nonresidential program is located.

The number of children in drop-in child care will vary by season and by week of the month. Winter is the slowest season and summer the busiest. Drop-in care centers are busiest the first and last weeks of the month. Seasonal estimates, winter and summer, of drop-in care demand are:

HSPHD Region	Estimated Monthly Drop-in Care Use – Winter	Estimated Monthly Drop-in Care Use - Summer
North Minneapolis	220	510
Northeast & Central Minneapolis	220	530
Northwest Suburban	250	590
South Minneapolis	210	500
South Suburban	130	310
West Suburban	70	170

Please be aware that the actual number of drop-in child care users may vary from these estimates.

Drop-in child care services are to be provided during hub business hours generally, Monday through Friday from 8:00 a.m. to 5:00 p.m.

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Staffing expectations:

Drop-in child care staff shall satisfy the qualifications for Director, Teacher, Assistant Teacher, and Aide as specified in Minnesota Administrative Rules Chapters 9503.0031 - 9503.0034. It is recommended that Proposers plan on staffing the drop-in child care center at a ratio of 1 staff person for 7 children.

It is expected that regional hub drop-in child care staff will perform their duties in a courteous, impartial and respectful manner. Regional hub child care center staff will not discriminate against any person on the basis of race, gender, sexual orientation, creed, national origin, age or disability. Drop-in child care staff shall not promote any uninvited religious or political beliefs.

Rent:

Space for regional hub drop-in child care will be provided rent free to contracted providers.

Facility:

In newly constructed or remodeled spaces the drop-in child care center will have,

- washable interior finishes and impervious cushioned floor covering in child areas
- child bathroom w/ changing area
- kitchen/break area with wall mounted cabinets, under counter storage, refrigerator, microwave, and double sink
- designated infant care area
- video area with bracket for wall mounted television
- play area

Furnishings and Equipment:

It is the responsibility of the drop-in center operator to provide all toys (balls, dolls, etc.) and infant care equipment (crib, bouncer seat, etc.) used in the drop-in center. In addition, responders must provide equipment for gross motor skill development. Applications submitted in response to this solicitation must detail the toys, infant care, children's seating/tables, and gross motor skill equipment the responder will provide for use in the drop-in care center.

D. Proposer Qualifications and Experience

Licensing requirements:

Organizations submitting a proposal in response to this request for qualifications must have a current, valid, State of Minnesota child care center license. However, drop-in child care centers, of the type planned for HSPHD regional hubs, do not require a license.

Experience:

Proposers will be asked to document their child care center operations experience.

Ability to meet the needs of a specific or diverse population:

Proposers will be asked to document their experience serving a diverse population, including staff training and other efforts to increase effectiveness when working with a diverse population.

Demonstrated effectiveness:

Proposers will be asked to document their child safety record and include,

- details regarding injury incidents;
- children released to inappropriate individuals; and,
- the incidence of communicable illness at facilities operated by Proposer.

Local health department and Minnesota Department of Human Services records may be consulted to verify Proposer statements.

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Quality assurance:

Proposers will be asked to detail their quality assurance process including, verification of employee training, incident/illness tracking, and customer complaint and resolution records.

E. Contracts

Contracts will be awarded to successful proposer(s) for a term anticipated to commence when hubs open. Length of contract terms may vary at the discretion of the County. It is anticipated that the contract would be for a 24 month term.

A successful proposer will work with Hennepin County Human Services and Public Health Department's Contract Administration office in the development of a contract. Proposers must be willing to meet all standard contract requirements, including insurance (see section V) requirements, of Hennepin County.

Proposers intending to subcontract part or all of one or more of the Service components to another Service provider(s) must identify the subcontractor(s) and describe the specific Services and/or activities that will be provided by the subcontractor(s). If the proposal represents offerings to be provided by different agencies or other organizations, the contract will be solely with the proposer, who will be required to assume responsibility for all obligations under the contract. Any proposed subcontractors will be subject to the County's approval.

F. Reimbursement

This is an Adjust to Actual Costs agreement. The not to exceed amount for the operation of each drop-in child care center is \$80,000.00

Specific financial requirements:

Please provide hourly and annual salary data for the following drop-in center positions: Director, Assistant Director/Child Care Worker, Child Care Worker (each), Supervision, and Administration.

Performance incentives:

This is an outputs only agreement, there are no performance incentives.

III. Submission of Proposal

A. Timeline

January 17, 2012	Release of Request for Qualifications
January 20, 2012	Questions due from potential providers
January 24, 2012	Questions posted on www.hennepin.us/HSPHDRFP
January 30, 2012	Pre-proposal conference 1:00 PM Hennepin County Ridgedale Library/Service Center, Room 172, 12601 Ridgedale Drive, Minnetonka, MN

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February 6, 2012	Minutes and questions from pre proposal conference posted on www.hennepin.us/HSPHDRFP
February 20, 2012	Proposals due by 2:00 p.m. CST
March 6, 2012	Anticipated review, selection and notification of accepted proposals date
April 30, 2012	Anticipated contract process and date of submission to Hennepin County Board
4 th Quarter 2012	Anticipated effective start date of some of the contracts and the start of Services

B. Proposal Submission

Please submit an electronic proposal to:

Paul.lennander@co.hennepin.mn.us

With the subject line:

Proposal: Regional Site Management

Failure to include the subject line above may be grounds for rejection of the proposal.

Proposals must be received no later than **2:00 P.M. February 20, 2012**.

Failure to submit a proposal on time may be grounds for rejection of the proposal. Proposals must be submitted electronically; faxed or paper submissions will not be accepted. The County is not responsible for delays caused by internet delivery Service. The County reserves the right to accept proposals after the date specified. Submit the proposal in **one** single Word or PDF file.

C. Technical Support

Questions and inquires concerning any aspect of the vendor selection process and potential contract award may be directed to:

**Paul Lennander, Hennepin County HSPHD
Vendor Selection Coordinator**
Email: paul.lennander@co.hennepin.mn.us

Hennepin County Human Services and Public Health Department will convene a pre-proposal conference to respond to questions related to this vendor selection process. All prospective applicants are invited to attend.

The pre-proposal conference will be held at 1:00 PM, January 30, 2012, in room **172** at the Hennepin County Ridgedale Library/Service Center located at 12601 Ridgedale Drive, Minnetonka. While attendance at the pre-proposal conference is not mandatory, it is strongly encouraged as this will be the only opportunity to ask questions directly to County staff. To register for the conference, contact Paul Lennander at paul.lennander@co.hennepin.mn.us.

Answers to questions submitted via email will be posted on the Hennepin County website no later than end of day on date along with questions and answers from the pre-proposal conference itself. To access

the minutes on the Hennepin County website, type the following address into the address bar of your web browser: <http://www.hennepin.us/HSPHDRFP>.

There will be no information provided outside of this process.

IV. Proposal Requirements

A. Format

Applicants are instructed to use the following format in preparing all proposals. Failure to do so may result in a reduced rating by the proposal review committee.

1. Use 10-point, Arial font, one-inch margins, and single spaced lines on 8½ X 11-inch paper.
2. Consecutively number all pages including any attachments.
3. Do not exceed the proposal narrative page limit set forth below. Pages exceeding the maximum will be removed prior to evaluation.

Proposal narratives are to be 5 - 7 pages in length. The attachment(s) (Vendor Fact Sheet, organizational chart, and financial statements) may be attached as additional pages.

B. Contents of Proposal

1. Narrative

The proposal narrative should provide a detailed plan of how the proposer would fulfill the project description.

Narrative

- **Organization Overview**

Describe the size of the agency, types of Services that are provided, geographic location, community partnerships or collaborations, and strengths of the staff or previous achievements that contribute to the reputation and specialty of the responder in the community. Indicate licenses, certificates or registrations currently held by the responder.

- **Organization Qualifications**

Briefly describe the organization's philosophy and experience providing services in Hennepin County. List and briefly describe the professional background of applicant organization's key staff, including their education and experience. Provide examples of the agency's ability to support the project requirements.

- **Ability to Meet the Request for Qualifications' Outputs**

- Discuss currently measured indicators that pertain to the outcomes listed in this RFQ.
- Indicate how the agency would use the indicators to measure output data.
- Describe how the agency will meet the Request for Qualifications' expected outputs/outcomes described in Section II.B.

- **Ability to Serve Diverse Clients**

Provide a brief description of the agency's ability to provide appropriate culturally specific Services and provide a brief description of the agency's ability to provide Services to non-English speaking clients and families. Describe how the agency provides culturally specific training to staff.

- **Regions Served**

Please state which region or regions your agency wishes to serve.

2. Attachment(s)

Attachment A: Vendor Fact Sheet

Complete the Vendor Fact Sheet. Name and telephone number of the key contact person must be clearly indicated.

Attachment B: Work Plan with Timeline

Please submit a summary of tasks, timeframes and responsibilities.

Attachment C: Staffing Pattern

Complete the Staffing Pattern Form. Be sure that the position titles and FTE's (full time equivalents) match the staff information listed elsewhere in the proposal.

- The staffing pattern should show staff coverage during a typical week of operation.
- Create a key which lists each position title, assign a position code letter, and state the number of FTE's of each position.
- Show the hours each individual staff person is scheduled to work. This is done by putting the code letter in the appropriate boxes of the grid. Show the amount of coverage provided for a normal business day.

Attachment D: Program Budget

A detailed budget must be submitted including allocations of funds adequate to support each of the functions described. Please detail anticipated start up costs for the drop-in center on a separate schedule.

Attachment E: Audited Financial Statements

Include your organization's most recent audited financial statements from the last two (2) years including any auditor findings and the management letter. Please note if your organization does not have audited financial statements from the past two years.

Attachment F: Total Agency Budget by Program

Attachment G: Administrative Cost Allocation Schedule

Attachment H: Staff Salary Schedule

Attachment I: State of Minnesota Documents

Please submit a photocopy of your organization's State of Minnesota child care center license. Please submit a photocopy of the exit report from your organization's most recent child care center license review.

V. Insurance Requirements

Hennepin County HSPHD has specific insurance requirements for contracted providers. The following is standard contract language for insurance and is non negotiable:

- (1) In order to protect PROVIDER and those listed above under the indemnification section, PROVIDER agrees at all times during the term of this Agreement, and beyond such term when so required, to have and keep in force the following insurance coverage with the limits shown below, or, if greater, limits equal to the tort liability limits under Minnesota Statutes, Chapter 466 as may be currently applicable:
 - (a) Commercial General Liability on an occurrence

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basis with contractual liability coverage:	Limits
General Aggregate	\$2,000,000
Products - Completed Operations Aggregate	\$2,000,000
Personal and Advertising Injury	\$1,500,000
Each Occurrence - Combined Bodily Injury and Property Damage	\$1,500,000

(b) Automobile Liability - Combined single limit \$2,000,000 each occurrence, or the equivalent, for bodily injury or property damage covering owned, non-owned, and hired automobiles.

(c) Workers' Compensation and Employer's Liability:

- i. Worker's Compensation Statutory
If the contractor is based outside the State of Minnesota, coverage must apply to Minnesota laws.
- ii. Employer's Liability. Bodily injury by:

Each Accident	\$500,000
Disease - Policy Limit	\$500,000
Disease - Each Employee	\$500,000

(d) The following insurance is required in cases where money has been advanced to PROVIDER or where money belonging to Eligible Recipients is in the custody and control of PROVIDER.

Employee Dishonesty	\$50,000
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(e) The following insurance is required in cases where Provider's staff or volunteers are performing licensed professional services under this Agreement.

Professional Liability: Per Claim	\$1,500,000
Aggregate	\$2,000,000

The Professional Liability insurance must be maintained continuously for a period of two years after the termination of this Agreement.

An umbrella or excess liability policy over primary liability insurance coverage is an acceptable method to provide the required insurance limits.

(2) The above establishes minimum insurance requirements. It is the sole responsibility of PROVIDER to determine the need for and to procure additional insurance that may be needed in connection with this Agreement. Copies of insurance policies shall be submitted to the COUNTY upon written request.

(3) PROVIDER shall not commence work until it has obtained required insurance and filed with the COUNTY a properly executed Certificate of Insurance that clearly evidences the required insurance coverage. The certificate shall name Hennepin County as the certificate holder and as an additional insured for the Commercial General Liability coverage with respect to operations covered under this Agreement. The certificate should also show that Hennepin County will receive thirty (30) days' prior written notice in the event of cancellation, nonrenewal, or material change in any described policies.

- (4) PROVIDER shall furnish to the COUNTY updated certificates during the term of this Agreement as insurance policies expire. If PROVIDER fails to furnish proof of insurance coverage, the COUNTY may withhold payments and/or pursue any other right or remedy allowed under the Agreement, law, equity, and/or statute.
- (5) If PROVIDER is unable to obtain a required insurance coverage, or if coverage is not renewed or is cancelled during the term of this Agreement, PROVIDER must immediately provide written notice to the COUNTY as provided in the Notice section of this Agreement. PROVIDER shall make immediate good faith efforts to obtain or replace the coverage in the open market. If such efforts are unsuccessful, PROVIDER shall immediately apply to the Minnesota Joint Underwriting Association for the insurance coverage. Failure to maintain required insurance shall be considered an event of default pursuant to this Agreement.
- (6) PROVIDER shall require that each independent contractor rendering licensed professional services to recipients under this Agreement furnish proof to PROVIDER of Professional Liability and Commercial General Liability insurance coverage in the amounts of \$1,500,000 (or other amounts as required herein), and provide updated certificates of insurance as insurance coverage expire.

VI. Vendor Selection and Proposal Conditions

The proposer, by submitting a proposal, agrees to the following conditions:

Proposers are responsible for knowledge of federal, state and local laws, and rules and regulations that govern all applicable services and programs.

It is the expectation that all proposers will understand and abide by the provisions of the Minnesota Government Data Practices Act, Minnesota Statutes, Chapter 13, the Health Insurance Portability and Accountability Act and implementing regulations, if applicable, and all other applicable State and Federal laws, rules, regulations and orders relating to data privacy or confidentiality.

It is understood that any proposal received and evaluated by the County can be used as a basis for direct negotiation of the terms of a contract between the County and the particular individual submitting such a proposal.

The County reserves the right to negotiate pertinent contract terms concurrently with any number of individuals as it deems in its best interest, whether or not such individual has submitted a proposal.

The County is not obligated to respond to any proposal submitted nor is it legally bound in any manner whatsoever by the submission of a proposal. It is the intention of the County to enter into a contract with a provider with which the County can make the most satisfactory arrangements for its needs.

The issuance of this vendor selection request constitutes only an invitation to submit proposals to the County. It is not to be construed as an official request for bids, but as a means by which the County can acquire information related to the purchase of services. Any proposal submitted as provided herein constitutes a suggestion to negotiate and is not a bid.

The County will not consider any information and references submitted by the proposer to be non-public, confidential or trade secret material. Simply stating that the document is confidential or making a blanket claim of confidentiality without proper supporting justification is also not a valid reason to declare the document confidential.

There are laws defining information that is public and private when doing business with a government agency. 2009 Minnesota Statutes: 13.591 Subd. 3.

(b) Data submitted by a business to a government entity in response to a request for proposal, as defined in section 16C.02, subdivision 12, are private or nonpublic until the responses are opened. Once the responses are opened, the name of the responder is read and becomes public. **All other data in a responder's response to a request for proposal are private or nonpublic data until completion of the evaluation process**¹. For purposes of this section, "completion of the evaluation process" means that the government entity has **completed negotiating the contract with the selected vendor**. After a government entity has completed the evaluation process, all remaining data submitted by all responders are public with the exception of trade secret data as defined and classified in section 13.37. A statement by a responder that submitted data are copyrighted or otherwise protected does not prevent public access to the data contained in the response.

Hennepin County's Data practices and RFP policy are in line with this statute.

VII. Evaluation and Selection

A selection committee will review proposals and make final determinations. Committee members should be unbiased and cannot have a personal or financial interest in the vendor selection. They must agree to sign the *Non Conflict of Interest/Confidentiality Statement* (Appendix B) Committee members must have no direct contact about the proposal, either verbal or written, with any proposer during the evaluation period.

The successful proposal(s) will be recommended for selection based on the following criteria:

- A. Organization overview:
- B. Agency qualifications:
- C. Budget and budget narrative:
- D. Ability to meet the Request for Qualifications outcomes:
- E. Ability to serve non-English speaking clients:
- F. Understanding of and abidance by data privacy practices

Proposers will be notified in writing of the selection decisions and receive award decisions by certified US mail. Any awarding of final contracts by the Hennepin County Human Services and Public Health Department is subject to final approval by the Hennepin County Board of Commissioners.

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¹ Hennepin County HSPHD has interpreted the completion of the negotiation process to be when the County Board has signed and approved a contract.