



Request for Proposals

Buncombe County Department of Health & Human Services

Mailing Address:

P.O. Box 7408
Asheville, North Carolina 28802

Street Address:

40 Coxe Avenue
Asheville, NC 28801

Telephone: (828) 250-5592

E-mail: Phillip.Hardin@buncombecounty.org

Request for Proposals

Child Care Subsidy

February 11, 2019

The Buncombe County Department of Health and Human Services (BCHHS) is seeking interest from qualified service providers for the operation of the County's Child Care Subsidy program.

Child Care Subsidy Provider

Specific Activities Include:

- Determine eligibility for subsidy according to state and federal standards, ensuring that such eligibility determination meets requirements for timeliness and accuracy, and assume fiscal responsibility for any monitoring findings in cases that occur after the effective date of the contract. Including meeting National Voter Registration requirements.
- Work in conjunction with the Division of Child Development staff to interpret policy and gain consultation.
- Investigate recipient/provider fraud which shall be reported immediately to the County for necessary recovery actions. The County shall be responsible for any overpayment resulting in fraudulent actions of a recipient or child care provider. The County shall be responsible for fraudulent overpayments only until the time of discovery by the Contractor. The Contractor shall be fully responsible for any fraudulent overpayment as a result of any delay on the part of the Contractor to correct fraudulent overpayments.
- Track subsidized child care funds recouped from the recipient/provider according to the terms of the repayment agreement.

- Maintaining documentation in accordance with local, state and federal requirements and submit to administration as directed
 - This includes, but is not limited to, confidential case files, monthly management reports, personnel information, and financial documentation.
- Utilizing the State and County's automated systems that affect the Child Care Subsidy Program, or that have impacts on the program's stakeholders.
- Working with employees of the County to implement strategies to meet County, State, and/or Federal outcome goals.

Requirements:

- The contractor must abide by all relevant State, Federal, and local policy and recognize that such policy is subject to change. A contractor's failure to comply shall constitute a material breach of contract. This includes but is not limited to whatever regular investigation may be necessary to ensure personnel are properly qualified to provide services.
- Preference will be given to applicants with experience administering local child care subsidy programs and are able to demonstrate track records of excellence relating to the primary child care subsidy goals.
- Preference will be given to proposals that include strategies to integrate their services with other Health and Human Services programs that the County provides, along with other partner organizations.
- The contractor must operate using relevant County, State, and/or Federal software and data systems. Examples include but are not limited to NC Fast (web based case management system).
- The contractor shall recognize that the protection of private information and careful professional discretion are tantamount to ethical practice in providing services. Employees of the contractor may routinely have access to or may overhear information concerning a client's personal or family circumstances. Substantiated failures to keep such information confidential will be treated as a breach of contract and may be subject to other types of policy based liability, including, but not limited to, civil and criminal liability.
- The contractor shall ensure that services provided involving persons with disabilities is equivalent to the level and quality of service providing involving individuals without disabilities.
- The contractor must ensure that its employees diligently refrain from working on cases where a conflict of interest exists, or where the appearance of a conflict of interest may exist.
- All employees of the contractor must maintain a pleasant, courteous, professional demeanor of all times. Complaints of rudeness or unprofessional behavior will not be tolerated.

- The contractor must agree to provide services and maintain a child care subsidy office in Buncombe County
- Process 95% or higher of Child Care Subsidy applications within 30 calendar days of the application date.

Availability:

- The contractor must be available during regular County business hours (M-F, 8:00 AM – 5:00 PM). Exceptions include holidays observed according to Buncombe County’s operating calendar.

Budget:

- Applicant should submit a budget that includes a summary of proposed positions with salary and benefits, indication of full or part time status for each position, an operating budget, and a narrative summary of how funds will be expended.

Please ensure that you have included the following with your proposal:

- An overview of services currently provided by the agency and an agency history of services.
- Recent results of client feedback (survey results, comments, etc.) for a similar program.
- Your track record for providing similar services, including a list of providers under which your agency is contracted to provide services.
- The agency’s capacity to provide the requested services, which include administrative (personnel management, management information system, and infrastructure) capacity.
- The agency’s capability to provide the services as outlined above, including any track record for accessing electronic data management/client record systems, providing excellent customer service, and reporting results.
- Outcomes the agency expects from the provision of services.

If you have questions, you may contact the Economic Services Division Director:

Phillip Hardin
Economic Services Division Director
Phillip.Hardin@BuncombeCounty.org
(828) 250-5592

PROPOSAL SUBMISSION

Prospective contractors are invited to indicate their interest by submitting five copies of your proposal by 5:00 p.m. on March 15, 2019. Proposals must include a signature from both the Executive Director and the chair of any oversight board.

Proposals may either be submitted electronically to [Phillip.Hardin @BuncombeCounty.org](mailto:Phillip.Hardin@BuncombeCounty.org)

OR

Dropped off in person at the Department of Health and Human Services at 40 Coxe Avenue and addressed to:

Phillip Hardin
Economic Services Director

OR

Mailed to the Department of Health and Human Services and addressed as follows:

Phillip Hardin
Economic Services Director
P. O. Box 7408
Asheville, NC 28802-7408

If you choose to mail your proposal it must be received by 5:00 pm on March 15, 2019.

It is the responsibility of the applicant that their proposal is received.

Dates and Deadlines:

- February 26, 2019, 5:00 p.m.: Deadline to submit questions in writing about the RFP
- March 5, 2019 5:00 p.m.: Responses to questions are published
- March 15, 2019, 5:00 p.m.: Proposals submitted