



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: June 27, 2018

HSS 18 014

**SCREENING FOR LIFE/HEALTH CARE CONNECTION ELIGIBILITY DETERMINATION
FOR
DIVISION OF PUBLIC HEALTH**

Date Due: August 13, 2018
11:00AM

ADDENDUM # 1

Please Note:

THE ATTACHED SHEETS HEREBY BECOME A PART OF THE ABOVE
MENTIONED REQUEST FOR INFORMATION.
Responses to questions received by the deadline of June 18, 2018.

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RFP HSS 18 014

SCREENING FOR LIFE/HEALTH CARE CONNECTION ELIGIBILITY DETERMINATION

Questions received by the due date of June 18, 2018

1. **Can you supply historical data of volumes of applicants? If so, can you provide detailed volumes by week/month for applications?**

Answer: Applications ebb and flow for a variety of reasons. Below is a table that contains the number of incoming application volume from January 2016 to present:

	2016	2017	2018
January	444	548	455
February	592	623	425
March	573	455	460
April	436	347	443
May	406	474	473
June	446	388	
July	312	404	
August	512	425	
September	280	363	
October	290	454	
November	379	405	
December	461	339	
Total	5131	5225	2256
Average	427.5833	435.4167	451.2

2. **Do you have a forecast of future volumes?**

Answer: Application volume is projected to remain as is. Future changes in the health insurance landscape such as changes to Medicaid or the Health Insurance Market Place could impact enrollment volume.

3. **Do you have a preferred pricing structure? For example, fixed or transactional.**

Answer: Fixed pricing is preferred.

4. **Section 1 paragraph D on page 3 states “The State of Delaware will allow written requests for clarification of the RFI and its attachments.” Does the RFI include attachments?**

Answer: No.

5. **Section III, paragraph C on page 5 states “Each VIP Response must be submitted with two (2) paper copies and three (3) electronic copies on CD or DVD media disk. May vendors submit electronic copies on USB flash drives instead of CD or DVD disks?”**

Answer: No. Our Information Technology section will not allow us to accept responses on USB flash drives, they must be on CD or DVD disks.

6. **Section III, paragraph C on page 5 says “Any response submitted by US Mail shall be sent by either certified or registered mail.” Does the State have any specific submission requirements if the response is sent via FedEx (e.g., specific address, etc.)?**

Answer: As long as the address stated in Section II. C. of the RFI is used for submission, and it is delivered to that address, and it is submitted prior to 11:00am (Local Time) on August 13, 2018, there are no other special requirements for FedEx. The intent of the additional requirement for US Mail is so that the package can be tracked. FedEx and other delivery services offer that ability.

7. **Section III, paragraph D on page 6 says “In the event a vendor is capable of providing more than one of the services identified, please separate the VIP response by service.” (a) Must the vendor separate submissions for each service or can the vendor submit 1 submission with each service addressed per heading? (b) Can the State confirm 5 Statements of Need are requested in this RFI (Application Intake, Data Entry, Outreach, Eligibility Determination, and Materials Creation/Dispersion)?**

Answers:

(a) The vendor must submit only 1 submission with each service addressed per heading.

(b) Below is the statement of need.

All materials are already created so the creation of new materials is not required.

- receive applications and supporting documents via fax, email, and mail
- enter application information into the programs custom web based database
- reach out to applicants to request missing information, if applicable
- review the complete enrollment application to determine the applicants eligibility for SFL and HCC services
- Provide the applicant with a denial letter or enrollment packet once their application has been processed.