

State of Delaware

Screening for Life/ Health Care Connection Eligibility Determination

Request for Information HSS 18 014 For Division of Public Health

June 4, 2018

**- *Deadline to Respond -*
August 13, 2018
*Time (Local Time)***

Date: June 4, 2018

REQUEST for INFORMATION NO. HSS 18 014

This Request for Information (RFI) will **not** result in award of a competitively bid contract.

The State of Delaware, Department of Health and Social Services, Public Health, is seeking market information on the provision of enrollment services for public health programs. The information gathered may or may not lead to the issuance of a Request for Proposals.

Responses to this Request for Information will remain confidential until such time as a determination is made on whether the State will move forward with a Request for Proposal for any one or more types of enrollment services. If a decision is made to move forward with a Request for Proposal, the responses to this Request for Information will remain confidential until the completion of the Request for Proposal process.

All responses to this Request for Information shall be submitted in a sealed envelope **clearly displaying the request for information number (HSS 18 014) and vendor name** by **August 13, 2018 at 11:00 AM (Local Time)**.

Responses must be mailed to:

**Kimberly Jones
Purchasing Service Administrator
Department of Health and Social Services
Procurement Branch
Main Admin Bldg., Sullivan Street
2nd floor – room #257
1901 N. DuPont Hwy.
Herman Holloway Campus
New Castle, DE 19720**

Please review and follow the information and instructions contained in this Request For Information (RFI). Should you need additional information, please contact Katherine Hughes at Katherine.Hughes@state.de.us.

I. INTRODUCTION

A. RFI DESIGNATED CONTACT

All requests, questions, or other communications about this RFI shall be made in writing to the State of Delaware. Address all communications to the person listed below; communications made to other State of Delaware personnel or attempting to ask questions by phone or in person will not be allowed or recognized as valid. Vendors should rely only on written statements issued by the RFI designated contact.

**State of Delaware
Screening for Life/Health Care Connection
c/o Katherine Hughes
540 S. DuPont Highway, Suite 11
Dover, DE 19901
or
Katherine.Hughes@statede.us**

To ensure that written requests are received and answered in a timely manner, electronic mail (e-mail) correspondence is acceptable, but other forms of delivery, such as postal and courier services can also be used.

B. CONTACT WITH STATE EMPLOYEE

Direct contact with State of Delaware employees other than the State of Delaware Designated Contact regarding this RFI is expressly prohibited without prior consent. Vendors directly contacting State of Delaware employees risk elimination of their response from further consideration. Exceptions exist only for organizations currently doing business in the State who require contact in the normal course of doing that business.

C. RFI OBLIGATION

The RFI is a request for information only. There will be no contract awarded as a result of this RFI. Nothing in the materials vendors provide, further referred to as Vendor Information Packages (VIP) as a response to this RFI nor the State's remarks or responses to the VIP's of any individual vendor, will be considered binding for a future contract.

D. RFI QUESTION AND ANSWER PROCESS

The State of Delaware will allow written requests for clarification of the RFI and its attachments. All RFI questions shall be received no later than **June 18, 2018**. All questions will be consolidated into a single set of responses and posted on the State's website at www.bids.delaware.gov by the date of **July 2, 2018**. Vendor names will be removed from questions in the responses released. Questions should be submitted in the following format. Deviations from this format will not be accepted.

Section number

Paragraph number

Page number

Text of passage being questioned

All questions may be submitted by email to: Katherine.Hughes@state.de.us

Or, questions may be submitted by mail to the RFI designated contact address identified above, but must be received by the “no later than” RFI questions deadline specified.

Questions not submitted electronically shall be accompanied by a CD and all questions shall be formatted in Microsoft Word.

II. SCOPE OF WORK

A. PURPOSE / BACKGROUND

The purpose of this RFI is to provide the State of Delaware with information regarding vendor interest and capabilities providing provision of enrollment services for Screening for Life and Health Care Connection. The State of Delaware invites vendors to submit their capabilities and interests relative to this Request for Information (RFI). The State of Delaware may reference this material as indicative of industry capabilities and in the event the State of Delaware issues a Request for Proposal (RFP), the State may use this material to facilitate the development of the RFP or the establishment of standards and policies.

B. STATEMENT OF NEEDS

Screening for Life (SFL) provides payment for cancer screening tests to qualified Delaware adults. The program is a cooperative effort of the Delaware Division of Public Health and the U.S. Centers for Disease Control and Prevention.

The Health Care Connection (HCC) ensures access by uninsured individuals to primary care doctors, medical specialists, health promotion and disease prevention services; and helps with access to other health resources—including prescription programs, and laboratory and radiology services. HCC program staff are available to assist individuals with establishing a health care home, scheduling appointments, and removing barriers to obtaining healthcare and health promotion services.

The Screening for Life and Health Care Connection programs have a joint application and eligibility determination process, and are seeking information on what the cost would be to have a third party determine eligibility. Applicants are required to submit a completed application, proof of name and date of birth, proof of ineligibility or exemption from the Health Insurance Marketplace, proof of Health Insurance (if applicable), proof of household income, and proof of Delaware residency. If these services were contracted out the vendor would be required to:

- 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.

Applications are to be processed within 5 business days. To date, the Screening for Life and Health Care Connection program has approximately 3,000 people enrolled in the program. Additional information regarding the programs can be found at:

http://www.dhss.delaware.gov/dph/dpc/sfl_eligibility.html

<http://www.dhss.delaware.gov/dph/dpc/chap.html>

III. VENDOR INFORMATION PACKAGE (VIP) REQUIREMENTS

A. COVER LETTER

Each VIP response will have a cover letter on the letterhead of the company or organization submitting the response. The cover letter must briefly summarize the Vendor's ability to provide the services specified in the RFI. The cover letter must also identify a contact person which includes a phone number an email address.

B. DESCRIPTION OF SERVICES AND QUALIFICATIONS

Each response must contain a detailed description of how the Vendor could provide the goods and services outlined in this RFI. This part of the response may also include descriptions of any enhancements or additional services or qualifications the Vendor will provide that are not mentioned in this RFI.

C. NUMBER OF COPIES WITH MAILING OF RESPONSE

Each VIP response must be submitted with two (2) paper copies and three (3) electronic copies on CD or DVD media disk. VIP responses are to be received no later than 11:00 AM (Local Time) on August 13, 2018. The VIP response may be delivered by Express Delivery (e.g., FedEx, UPS, etc.), US Mail, or by hand to:

**Kimberly Jones
Purchasing Service Administrator
Department of Health and Social Services
Procurement Branch
Main Admin Bldg., Sullivan Street
2nd floor – room #257
1901 N. DuPont Hwy.
Herman Holloway Campus
New Castle, DE 19720**

Any response submitted by US Mail shall be sent by either certified or registered mail. Any response received after the date and time deadline referenced above shall be returned unopened.

D. VENDOR INFORMATION PACKAGE (VIP) RESPONSE

1. SERVICE

Identify which service under Statement of Need you have the capability to provide. In the event a vendor is capable of providing more than one of the services identified, please separate the VIP response by service.

2. EXPERIENCE

Identify any experience your program has reviewing applications and supporting documentation to determine eligibility of services for public health and/or social service programs. Include information on your companies experience with entering applications into data systems and case noting information if applicable.

3. PRICING

Provide pricing details for any services under the Statement of Need you have the capability to provide.

4. EQUIPMENT

The Screening for Life and Health Care Connection program would provide the data collection system required for the statement of need.

5. REPORTING

Provide details on how and when information is reported to the State and to applicants.

6. CONFIDENTIALITY

Explain how the security of client information is ensured.

7. INVOICING

Provide details on how customers are invoiced, frequency of invoices, format used and communications means.