

April 27, 2027

TO: ALL OFFERORS

FROM: Maurica Sampson
Management Analyst III

SUBJECT: ADDENDUM 1 – Questions and Answers
HSS 26-069 - Health Promotion Advocates

ADDENDUM 1 – Questions and Answers

All other terms and conditions remain the same.

THE ATTACHED ADDEDNUM HEREBY BECOMES A PART OF THE ABOVE SOLICITATION.

If you have any questions, please contact me at maurica.sampson@delaware.gov.

Addendum 1 – Questions and Answers

HSS-26-069 - Health Promotion Advocates Public Q&A

1. Funding

Apr 13, 2026 3:09 PM EDT

Can Delaware Health and Social Services confirm funding is available for this contract?

Availability of funding cannot be confirmed until passage of the state budget bill by the legislature and signed by the Governor.

2. Incumbent

Apr 13, 2026 3:09 PM EDT

If this requirement is currently being fulfilled by another contractor, can Delaware Health and Social Services provide the incumbent name?

Services are currently provided by La Red Health Center, Henrietta Johnson Medical Center, and Westside Family Health

3. Scope of Work

Apr 13, 2026 3:17 PM EDT

If this requirement is currently being fulfilled by another contractor, can Delaware Health and Social Services confirm the follow on scope of work is similar to the current work/requirements?

The scope of work performed by the current contractors is similar to the scope of work requested in this proposal with some new requirements

4. Amount spend over the Incumbent Contract

Apr 13, 2026 3:18 PM EDT

If this requirement has been provided by another contractor, can Delaware Health and Social Services provide an annual spend or budget over the last iteration of the contract?

Contracts for this service have been level funded for the last three fiscal years. Individual organizational contract amounts varied upon number of personnel on each contract. No additional funding was provided outside of the contracted amount for the scope of work.

5. Budget

Apr 13, 2026 3:18 PM EDT

Has a specific budget been determined for this procurement? If so, can that information be provided to potential bidders?

A specific budget has not been determined. Funding level will be determined following passage of the state budget.

6. Oral Presentations

Apr 13, 2026 3:19 PM EDT

The proposal evaluation references that qualified vendors may be invited to make oral presentations to the Evaluation Team. If invited to participate in oral presentations, will vendors be allowed to do so virtually via video conference call? Or, will an in-person oral presentation be required?

The "oral presentation" is done virtually via TEAMS.

7. Location

Apr 13, 2026 3:19 PM EDT

Appendix B references that the contractor must be physically located in Delaware. Please confirm if contractors need to have a "brick and mortar" office location within Delaware. If so, is there a certain location requirement or location vicinity that a contractor needs to meet?

The RFP details that Health Promotion Advocates must be physically stationed in a facility to meet face-to-face with clients to conduct the activities required in the scope of work. Contractors must maintain a facility where clients can contact and visit them to complete program enrollment or partner with a facility to host Health Promotion Advocates to meet face-to-face with clients.

8. Location

Apr 13, 2026 3:21 PM EDT

Will Health Promotion Advocates be physically stationed within certain facilities on a regular basis? Or, will they be required to travel to various facilities within Delaware?

The RFP details that Health Promotion Advocates must be physically stationed in a facility to meet face-to-face with clients to complete program enrollment applications. Proposals should include facilities/locations covered by the contractor.

9. Equipment and Programs

Apr 13, 2026 3:21 PM EDT

Will Health Promotion Advocates be provided with computer access, database access, necessary computer/software programs, telephones, email, etc. in order to provide these services? If so, will the cost of this equipment and programs be covered/paid by the state?

Health Promotion Advocates will be given access credentials to the Screening for Life database and Smartsheets or other used data collection tool used by the Screening for Life program. Health Promotion Advocates are not considered employees of the Screening for Life program and will not be given telephones, email accounts, or other office equipment. And the cost of such equipment will not be covered/paid by the state.

10. Program

Apr 13, 2026 3:22 PM EDT

Will all WISEWOMAN forms and documentation be provided to the contractor for use after award?

Yes, all forms required to complete the contract requirements will be provided after the contract award process is complete.

11. Data Base

Apr 13, 2026 3:22 PM EDT

Will the State provide access to the Screening for Life database and Smartsheets for data entry and reporting?

Yes, the state will provide access to the Screening for Life database and Smartsheets or other data entry tool for reporting.

12. Cyber Security

Apr 13, 2026 3:23 PM EDT

Are there any cybersecurity or data protection requirements vendors must comply with when accessing State systems?

Yes, cybersecurity insurance will be required by the selected contractor(s)

13. HPAs

Apr 13, 2026 3:26 PM EDT

Can Delaware Health and Social Services clarify whether facilities where HPAs operate will be provided by the State or partner organizations, or if vendors are expected to secure their own partner sites?

Vendors will secure their own partner sites and identify those sites in the proposal

14. Geographic Locations

Apr 13, 2026 3:27 PM EDT

Can the State provide information regarding the anticipated number of service locations or geographic regions where HPAs will be deployed?

Proposals should identify the specific location(s) in the state of Delaware where they can/will conduct services. The RFP details that Health Promotion Advocates will be utilized statewide.

15. Health Promotion Advocate

Apr 13, 2026 3:29 PM EDT

Can Delaware Health and Social Services confirm if Health Promotion Advocates are Full-time or Part-time employees? If Full-time, please confirm HPAs work 40 hours per week. If Part-time, please confirm the estimated hours per week?

This is based on the proposal submitted. Proposals must list the hours worked, number of employees, and location in their proposal. Health Promotion Advocates will be employees of the selected contractor(s) and not considered employees of the Screening for Life program or the state of Delaware.

16. Personnel

Apr 13, 2026 3:30 PM EDT

Can Delaware Health and Social Services detail how many Health Promotion Advocates are required for this work?

There is no minimum number of Health Promotion Advocates. The number of contracted Health Promotion Advocates has varied over the last three fiscal years from five to eight.

17. Deliverables

Apr 13, 2026 3:30 PM EDT

Can additional information regarding deliverables and activities be provided to offerors in order to provide adequate pricing?

The scope of work is detailed in the request for proposals. Health Promotion Advocates are expected to meet face-to-face with eligible Delaware residents to complete enrollment applications and determine other resource needs and link clients to those resources and refer eligible clients to patient navigators for scheduling of cancer screenings.

18. Components

Apr 13, 2026 3:32 PM EDT

Can the required components that should be priced (per Appendix B) be provided to all potential offerors? For example: "X number of full-time HPAs." Doing so would ensure balanced and equitable pricing among offerors.

There is no expected number of Health Promotion Advocates being sought. Bidders should submit hourly rate per employee, number of employees proposed, number of hours proposed, location/facility where Health Promotion Advocates will be stationed, and any other costs associated with the work.

19. Period of Performance

Apr 13, 2026 3:33 PM EDT

If this contract is awarded for more than one year, will contractors be able to bid escalated rates on a year-by-year basis in order to provide employees with equitable adjusted pay raises?

Funding level is determined by the state budget bill each year. Annual fiscal year awards are based on the number of contracts awarded. Consideration will be given to subsequent year awards as funding levels allow but are not guaranteed.

20. Minimum qualifications

Apr 13, 2026 3:33 PM EDT

Are there minimum qualifications or certifications required for Health Promotion Advocates beyond those listed in the RFP?

Health Promotion Advocates should have a minimum of high school education/GED. Professional certification is not required.

21. Training

Apr 13, 2026 3:34 PM EDT

Will the State provide program-specific training for Screening for Life (SFL), Health Care Connection (HCC), and WISEWOMAN programs?

Yes, training in program operations will be provided. Quarterly meetings are also scheduled to deliver program updates, answer questions from contractor(s), and to provide refresher training.

22. Current Client base being serviced

Apr 13, 2026 3:35 PM EDT

Is there an expected caseload or number of clients each Health Promotion Advocate should support?

The number of applicants to the program varies across time. The average number of program applications over the last three years is approximately 4,000 per year.

23. Multiple Vendors

Apr 13, 2026 3:36 PM EDT

The RFP indicates services may be awarded to multiple vendors. Can Delaware Health and Social Services clarify how work will be distributed among awarded vendors?

That depends on proposals received and service location/areas identified in each proposal.

24. Services

Apr 13, 2026 3:37 PM EDT

Will Health Promotion Advocates be responsible for scheduling screening appointments, or will this function be managed by patient navigators or another State resource?

Health Promotion Advocates will refer clients to patient navigators to schedule screening appointments

25. Outreach

Apr 13, 2026 3:37 PM EDT

Are vendors expected to conduct community outreach events and education programs, or will outreach primarily occur through facility-based engagement?

Proposals may include community outreach events but is not expected.

26. Services

Apr 13, 2026 3:38 PM EDT

Will services be required exclusively in person, or will remote or virtual assistance be permitted when appropriate?

Services are required to be completed exclusively in person because client live signatures are required on documents as are interviews to determine vital conditions and other resource needs.

27. KPI

Apr 13, 2026 3:38 PM EDT

Can Delaware Health and Social Services provide expected performance metrics for this contract (e.g., number of applications completed, screening referrals, enrollment targets)?

Performance metrics may vary depending on number of Health Promotion Advocates included in the proposal, number of hours of work proposed, and location(s) proposed

28. Multi-year Plan

Apr 13, 2026 3:39 PM EDT

Can we submit a three-year plan that includes phasing in areas for participation vs existing experienced staff as part of our Year 1 proposal?

This is a one-year award with opportunity for subsequent year renewal. Subsequent year's awards are not guaranteed. Proposals may outline plans for additional years if award continues.

29. F&A/Indirect Costs Allowed

Apr 13, 2026 3:40 PM EDT

Is F&A allowable as part of the funding/budget for this award? If so, what F&A/indirect rate should be applied?

Indirect cost rate may be included in the proposal at a maximum of 15% of the total project cost.

30. Total Project Cost

Apr 13, 2026 3:40 PM EDT

What is maximum Total Project Cost (\$) or cost range for year 1 of this award?

This is dependent upon the amount of funding provided in the state budget bill and number of contracts awarded

31. Access to SFL Database

Apr 13, 2026 3:42 PM EDT

The CCHS team currently enrolls patients and has access to the SFL database - if we decide not to apply for the Health Promotion Advocates funding, will we still continue to have access to the SFL database?

Yes, Screening for Life partners are granted access to the database regardless of contract status