

**REQUEST FOR PROPOSAL NO. HSS-26-072
THE SENIOR COMPANION PROGRAM
DEPARTMENT OF HEALTH AND SOCIAL SERVICE
DIVISION OF SOCIAL SERVICES**

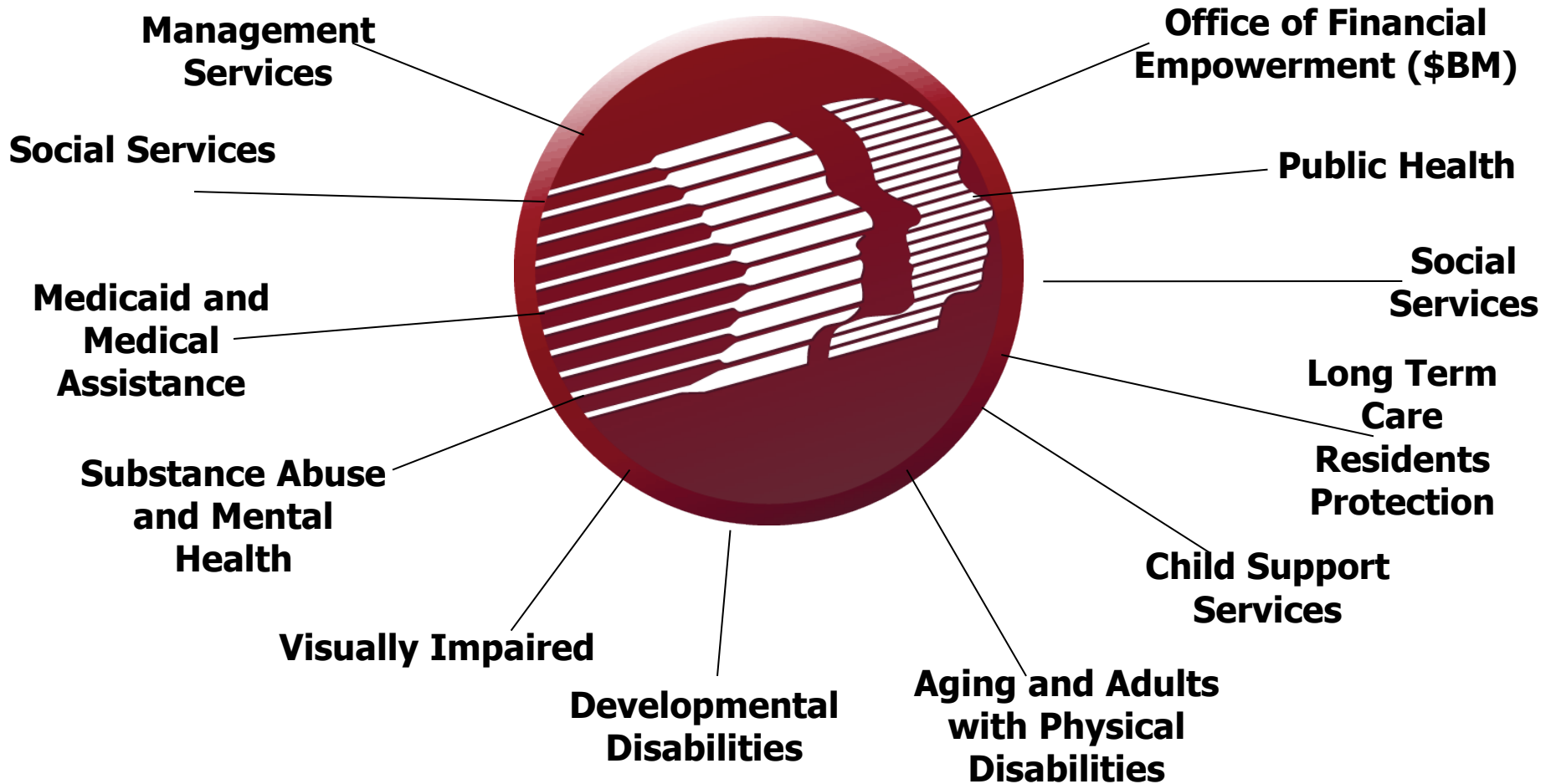


Department of Health and Social Services
Division of Social Services

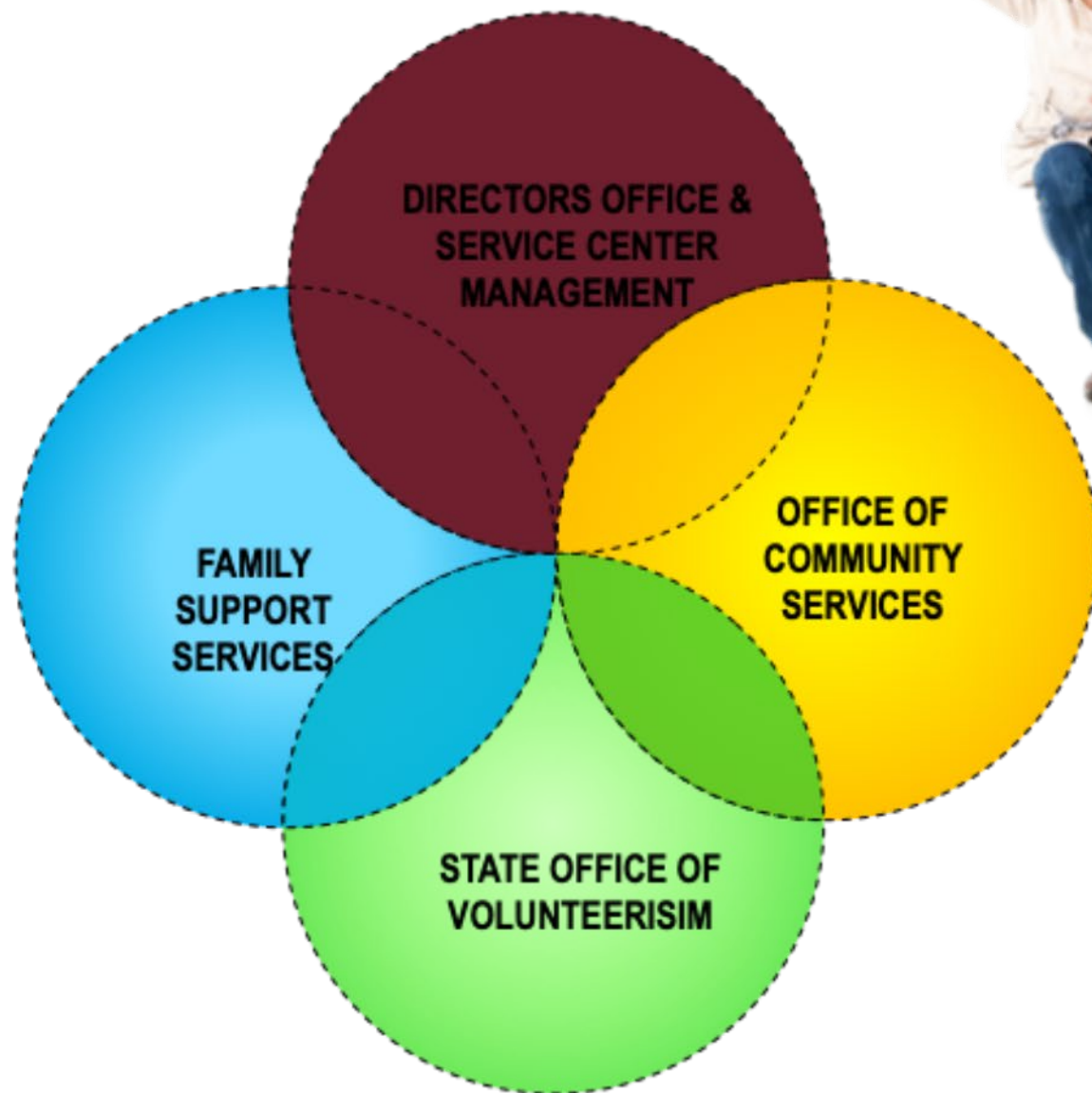
State Office of Volunteerism

DHSS MISSION: Improve the quality of life for Delaware's residents by promoting health and well-being, fostering self sufficiency and protecting vulnerable populations

ALWAYS USE CAPTIVATING GRAPHICS THAT GET TO THE POINT



Division of Social Services



**The mission of the
Division of Social
Services is to provide
convenient access to
human services, assist
vulnerable populations,
support communities
and promote volunteer
and service
opportunities.**

INFORMATION SESSION



This information session will explain the RFP boilerplate, the RFP process and address any questions or concerns from potential bidders.



STAKEHOLDERS

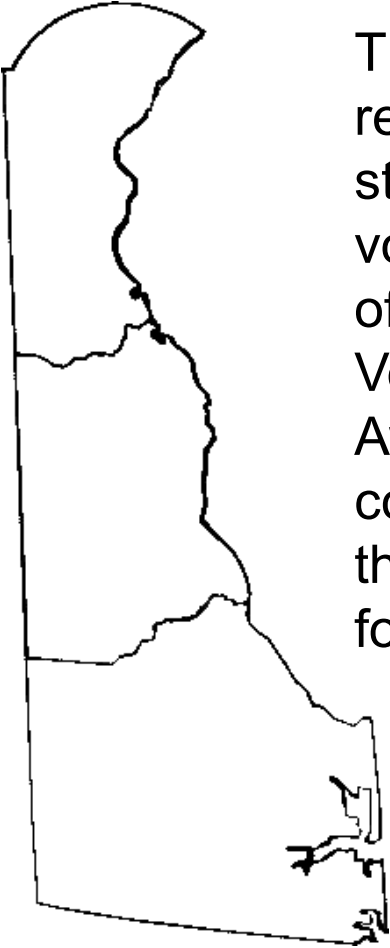


**Delaware Department of
Health and Social Services**

Division of Social Services

State Office of Volunteerism

State Office of Volunteerism



The State Office of Volunteerism (SOV) is Delaware's primary resource for volunteerism and national service. SOV provides statewide leadership for the promotion and encouragement of volunteerism to persons of all ages, and coordinates a variety of volunteer events, including: The Governor's Outstanding Volunteer Awards, and the Governor's Youth Volunteer Service Awards. The State Office of Volunteerism provides coordination and linkages with volunteer programs throughout the state, hosts a Volunteer Service Conference, and manages four direct volunteer service programs.

State Office of Volunteerism programs include:

- AmeriCorps
- Foster Grandparent Program
- Volunteer Delaware 50+
- Volunteer Delaware

Grant Process



The State Office of Volunteerism is responsible for administering this grant. The following programs are administered by the State Office of Volunteerism: AmeriCorps National Service and VISTA Programs, the Foster Grandparents Program, Volunteer Delaware, and Volunteer Delaware 50+. Additionally, the SOV administers the Senior Companion Program, services of which are provided on a contractual basis with non-profit, community-based agencies.

Note: A summary of similar current and completed projects should be included. Vendors must document a minimum of **three years of experience** in effectively operating The Senior Companion Program.

A black and white outline map of the state of Delaware, showing its coastline and internal county boundaries. It is positioned on the left side of the slide.

SCOPE OF SERVICES

A full Scope of Services is found in Attachment B.

Applicants should respond to the scope of work if they are non-profit or faith-based organizations whose hiring and operational practices comply with all federal and State of Delaware laws and regulations. The vendor will be required to provide evidence that both the organization and the lead management staff proposed for the program have the knowledge and experience, as well as the depth of staffing, to provide the required services.

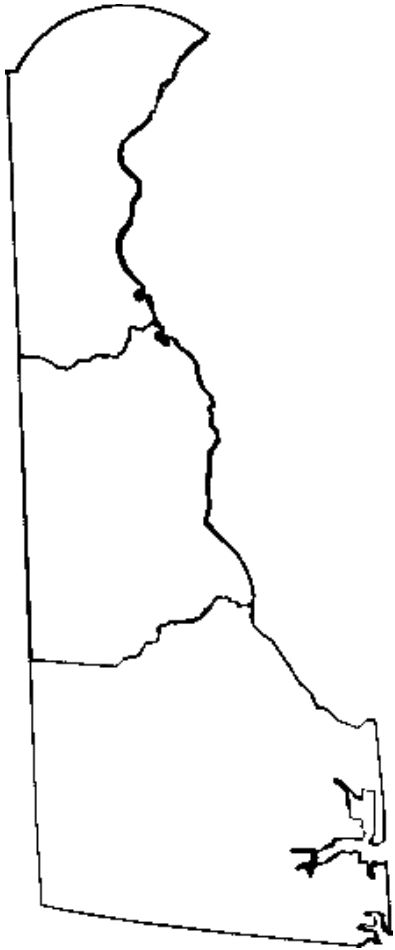
Note: A summary of similar current and completed projects should be included. Vendors must document a minimum of **three years of experience** in effectively operating The Senior Companion Program.

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RESPONSE TO RFP

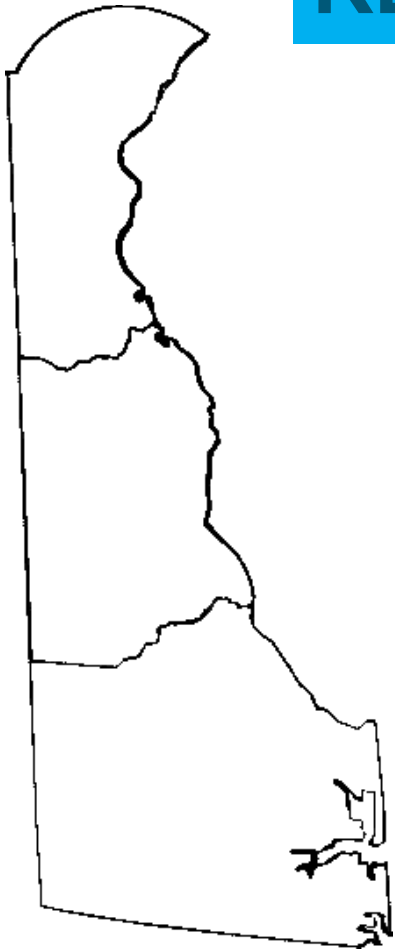
All components listed in this section
are mandatory.

Proposals will be accepted until:
April 28, 2026, at 1 PM EDT
when the proposals
will be recorded. The proposals
must include:



RESPONSE TO RFP – Transmittal Letter

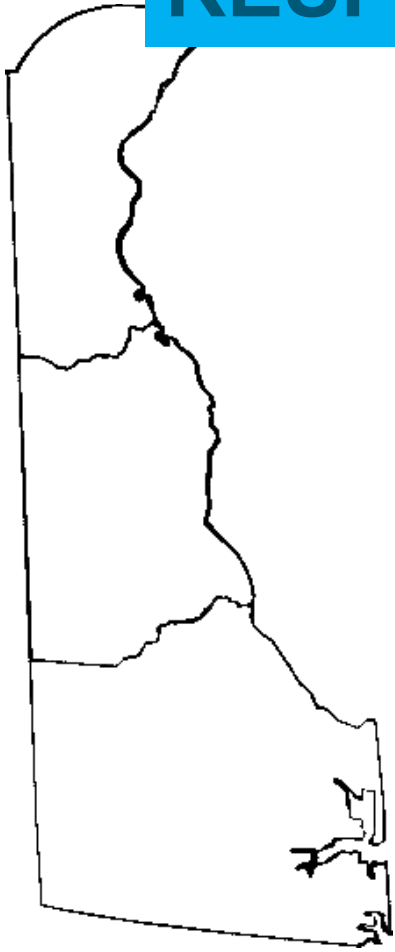
Transmittal Letter



RESPONSE TO RFP – Transmittal Letter detail

A Transmittal Letter

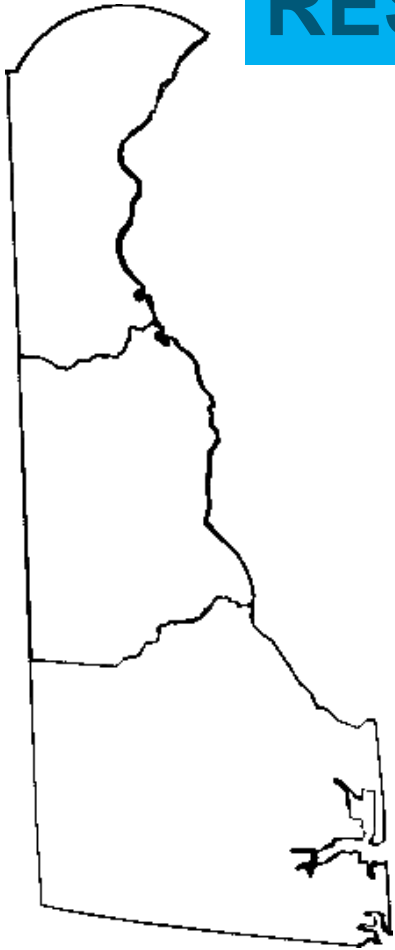
This letter briefly summarizes the proposing firm's interest in providing the required professional services.



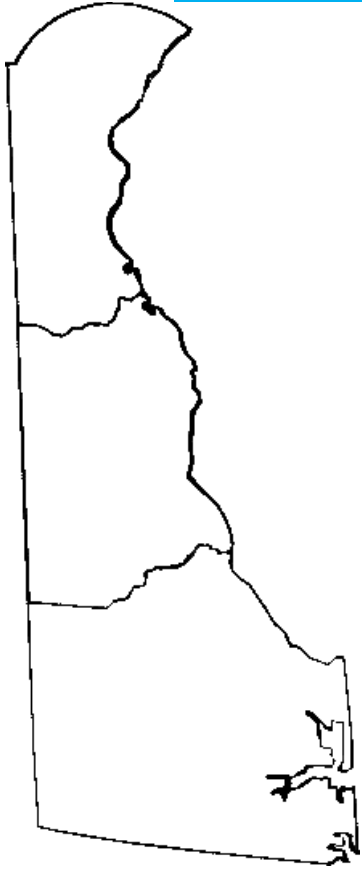
RESPONSE TO RFP – non-collusion stmt

✓ Transmittal Letter

Attachment 2 – Non-Collusion Statement



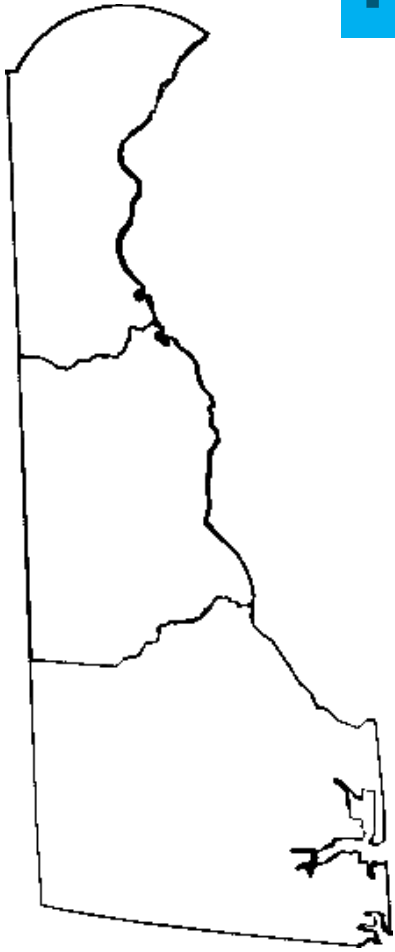
Attachment 2 - Non-Collusion Statement



RESPONSE TO RFP – Exception Form

- ✓ Transmittal Letter
- ✓ Attachment 2 – Non-Collusion Statement

Attachment 3 – Exception Form



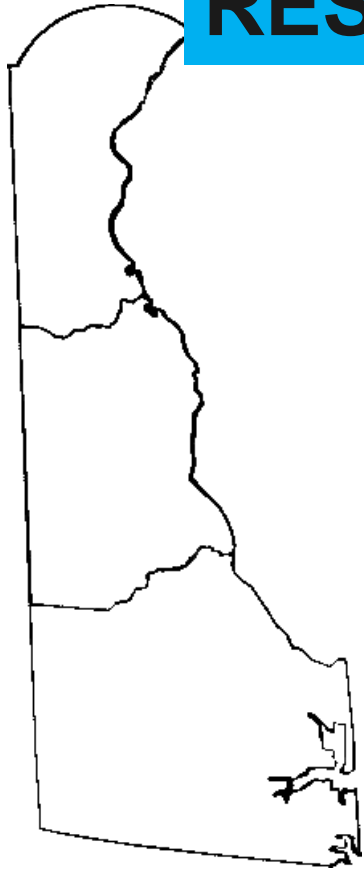
Attachment 3 – Exception Form



Note: Vendor may use additional pages as necessary, but the format shall be the same as provided above.



RESPONSE TO RFP – Confidential Info Form

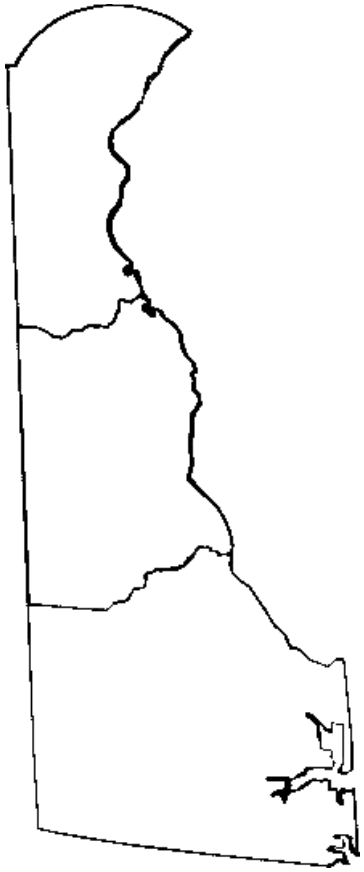


- ✓ Transmittal Letter
- ✓ Attachment 2 – Non-Collusion Statement
- ✓ Attachment 3 – Exception Form

Attachment 4 – Confidential Information Form



Attachment 4 - Confidential Information Form



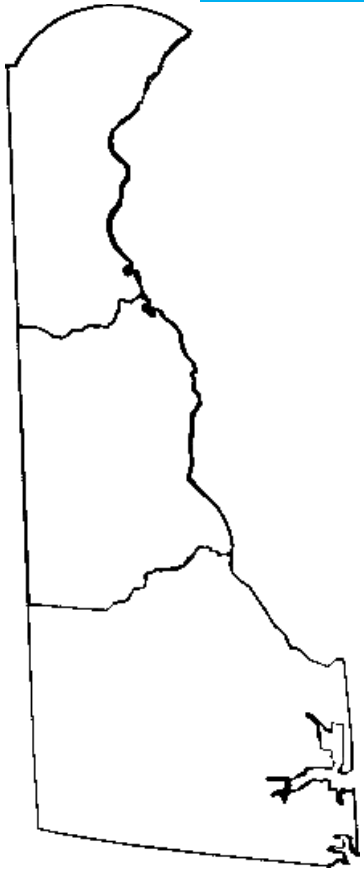
RESPONSE TO RFP - Business References

- 
- ✓ Transmittal Letter
 - ✓ Attachment 2 – Non-Collusion Statement
 - ✓ Attachment 3 – Exception Form
 - ✓ Attachment 4 – Confidential Information Form

Attachment 5 – Business References



Attachment 6 - BUSINESS REFERENCES



RESPONSE TO RFP – Required Documents

- 
- ✓ Transmittal Letter
 - ✓ Attachment 2 – Non-Collusion Statement
 - ✓ Attachment 3 – Exception Form
 - ✓ Attachment 4 – Confidential Information Form
 - ✓ Attachment 5 – Business References
- 

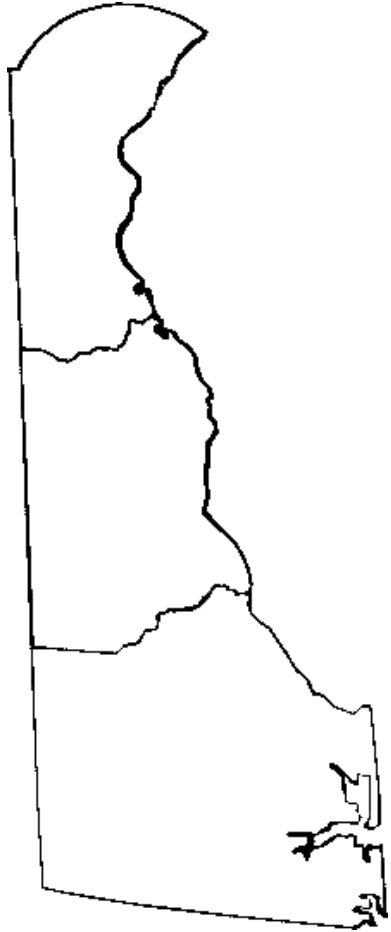
Appendix C – Letter of Intent

Basic Applicant Information

- Type of Applicant (nonprofit, government, etc.)
- Each proposal must be accompanied by a transmittal letter which briefly summarizes the proposing firm's interest in providing the required professional services. The transmittal letter must also clearly state and justify any exceptions to the requirements of the RFP which the applicant may have taken in presenting the proposal. (Applicant exceptions must also be recorded on Attachment 3).
- Brief Description of Program (300 words)



Proposal Requirements



Minimum Requirements

- Provide Delaware license(s) and/or certification(s) necessary to perform services as identified in the scope of work.
- Prior to the execution of an award document, the successful Vendor shall either furnish the Agency with proof of State of Delaware Business Licensure or initiate the process of application where required.
- Vendor shall provide responses to the Request for Proposal (RFP) scope of work and clearly identify capabilities as presented in the General Evaluation Requirements below.
- Complete all appropriate attachments and forms as identified within the RFP.
- Proof of insurance and amount of insurance shall be furnished to the Agency prior to the start of the contract period and shall be no less than as identified in the bid solicitation, Section V, Item 8, subsection g (insurance).

General Evaluation Requirements

General Evaluation Requirements

Experience and Reputation

Vendors for this scope of work can be from any non-profit or faith-based organizations whose hiring and operational practices comply with all federal and State of Delaware laws and regulations. The vendor will be required to provide evidence that both the organization and the lead management staff proposed for the program have the knowledge and experience, as well as the depth of staffing, to provide the required services.

A summary of similar current and completed projects should be included. Vendors must document a minimum of **three years of experience** in effectively operating The Senior Companion Program.

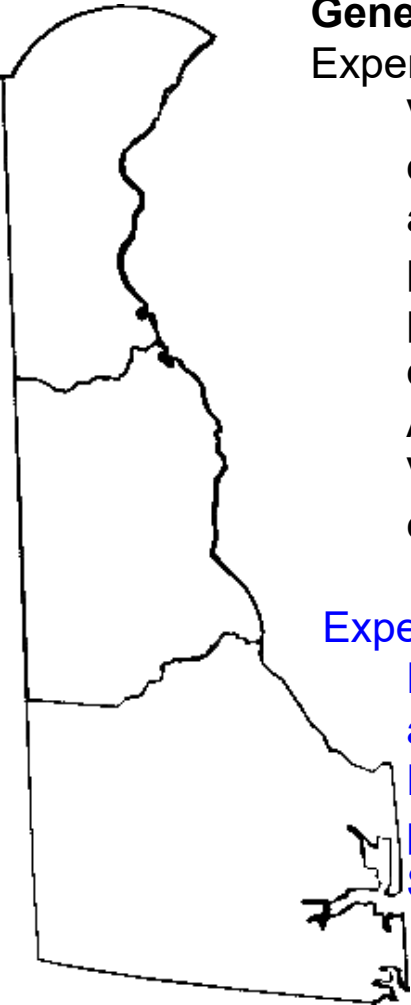
Expertise (Recruitment of volunteers)

Presentations of the Senior Companion Program to agencies that are assisting seniors.

Dissemination of SCP flyers in the senior communities. Word of mouth from participants and volunteers who have received and given assistance.

Strengthening the advisory council to assist with recruitment and fundraising.

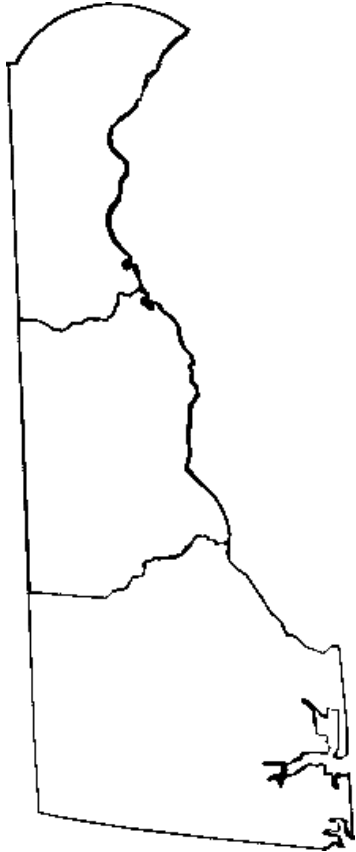
Location: State of Delaware.



General Evaluation Requirements

Capacity to meet requirements:

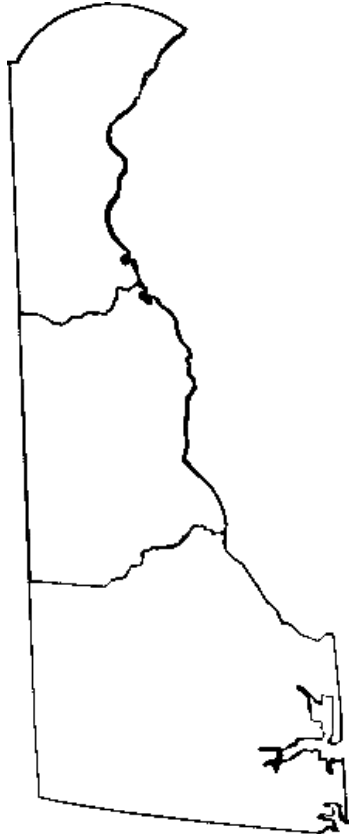
- Vendor will submit the most recent organizational chart and current Board of Director's roster.
- **Business References (Attachment 5 of RFP).**
- Provide evidence that organization has the capability to administer all financial and programmatic aspects of this program; for example, federal, state, local government oversight reports and audits (also see Appendix C-Business Proposals of RFP).
- If organization has current or previous contracts with the State of Delaware (Attachment 11 of RFP), the Evaluation/Selection Review Committee will consider these additional references and may contact each of these sources. Information regarding bidder performance gathered from these sources may be included in the Committee's deliberations and factored in the final scoring of the bid.
- Organization must provide a copy of the last independent A-133 audit, if it is required to conduct A-133 audit according to the federal requirements (non-federal organizations that expend \$300,000, \$500,000 for fiscal years ending after December 31, 2003, or more in a year in federal funds). If your A-133 audit resulted in administrative findings or corrective actions, the findings/corrective actions must be included in your submission to us along with your organization's response to those findings.



RESPONSE TO RFP – Docs and Requirements

- 
- ✓ Transmittal Letter
 - ✓ Attachment 2 – Non-Collusion Statement
 - ✓ Attachment 3 – Exception Form
 - ✓ Attachment 4 – Confidential Information Form
 - ✓ Attachment 5 – Business References
 - ✓ Proposal and General Evaluation Requirements met?
-

RESPONSE TO RFP – Require Docs



- ✓ Transmittal Letter
- ✓ Attachment 2 – Non-Collusion Statement
- ✓ Attachment 3 – Exception Form
- ✓ Attachment 4 – Confidential Information Form
- ✓ Attachment 5 – Business References
- ✓ Appendix B – Scope of Work
- ✓ Appendix C – Business Proposal Requirements
- ✓ Appendix D – Budget Narrative

RESPONSE TO RFP - Submission

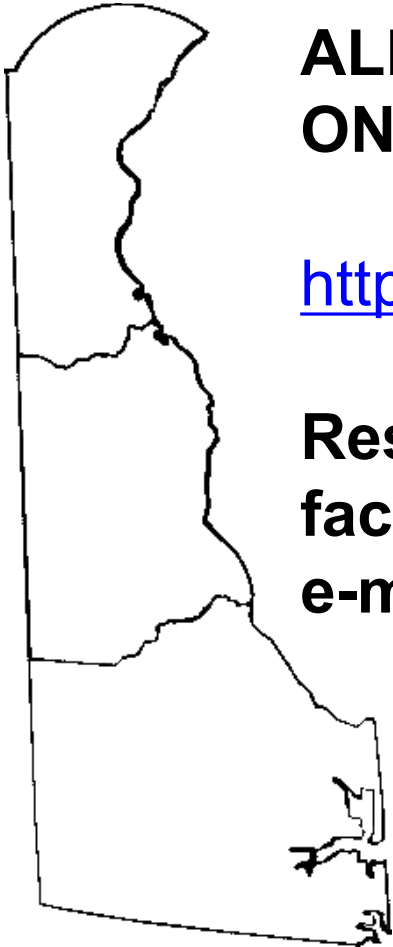
**ALL PROPOSALS MUST BE SUBMITTED
ONLINE:**

<https://dhss.bonfirehub.com>

**Responses submitted by hard copy, mail,
facsimile, or
e-mail will not be accepted.**

Selected proposals will be notified of award by

May 26, 2026.



TIMELINE

The schedule of events subject to the RFP is outlined below:

Public Notice	3/17/2026
Deadline for Questions	4/7/2026 at 4:30 PM EDT
Response to Questions Posted by:	4/14/2026
Deadline for Receipt of Proposals	4/28/2026 at 1:00 PM EDT
Estimated Notification of Award	5/26/2026

Please Remember

Restrictions on Communications with State Staff

All requests, questions, or other communications about this RFP shall be made through Bonfire at <https://dhss.bonfirehub.com>.

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 and may disqualify the vendor. Vendors should rely only on information posted at <https://dhss.bonfirehub.com>. The RFP designated contact is:

Ann Gorrin Volunteer Delaware 50+
546 South Bedford Street
Georgetown, DE 19947
ann.gorrin@delaware.gov

Contracts, Management and Procurement Contact:
Purchasing Services Administrator/Management Analyst III
DHSS_DMS_dmsprocure@delaware.gov

