

REQUEST FOR PROPOSALS FOR PROFESSIONAL SERVICES

**ELECTRONIC VISIT VERIFICATION (EVV) DATA AGGREGATION, VALIDATION,
COMPLIANCE, AND OVERSIGHT SERVICES**

**ISSUED BY THE DEPARTMENT OF HEALTH & SOCIAL SERVICES,
DIVISION OF MEDICAID AND MEDICAL ASSISTANCE**

RFP NUMBER HSS-27-005

August 26, 2026

TO: All Offerors
FROM: Samantha Somers
Management Analyst III
SUBJECT: Addendum #1 to request for proposal HSS-27-005, Electronic Visit Verification
(EVV) Data Aggregation, Validation, Compliance, And Oversight Services

The attached sheets hereby become a part of the above-mentioned solicitation. All other terms and conditions remain the same.

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Questions & Answers

1. Appendix C Attachment 3 – Non-Collusion

Vendor, Jul 16, 2026 4:06 PM EDT, Not Public - Pending

Appendix C Attachment 3 – Non-Collusion -- The workbook is protected, so none of the cells allow for a signature. Please provide an updated version or clarify that vendors can Print to PDF and sign in the PDF below the affirmation.

Procurement Response: After completing the Non-Collusion Statement within Appendix C, please print and sign the form and submit it as an additional document under your Proposal/Executive Summary.

or

If you can sign electronically, please include in Attachment 3 as part of Appendix C submission.

2. Appendix C Attachment 5 – Confidentiality Form

Vendor, Jul 16, 2026 4:07 PM EDT, Not Public - Pending

Appendix C Attachment 5 – Confidentiality Form -- Half of the entry lines have merged cells. Please clarify what is expected in Column A and Column B. If these are two different entries (such as designation/description in Col A and then explanation/reasoning in Col B), please provide an updated version with split cells so that vendors can properly complete this attachment.

Procurement Response: Addendum 2 will be issued to notify the public to use “HSS27005-EVV-Appendix C updated” to submit your Vendor Information. The Workbook includes the corrections noted by the Questions that were received.

3. Appendix C Attachment 6 – Business References

Vendor, Jul 16, 2026 4:09 PM EDT, Not Public - Pending

Appendix C Attachment 6 – Business References -- Is there a maximum number of references vendors can submit? For more than 3 references, should vendors copy the format of Attachment 6 to an additional file for submission? If providing an updated workbook, consider expanding the “Work Performed” cell with Wrap Text so that a broader description can be entered.

Procurement Response: If you want to submit more than 3 references, you can COPY the tab and insert additional copy/copies and please label as “Attachment6 Business References 2”, etc.

4. Minimum Mandatory Requirements regarding Diversity and Inclusion

Vendor, Jul 17, 2026 6:03 PM EDT, Not Public - Pending

Within the EUNA portal, the Minimum Mandatory Requirements section shows 3 questions regarding diversity and/or inclusion. Please confirm that the green "Required" indicator means that a Yes/No answer is necessary to submit but answering "No" to any or all of these 3 items does not result in the proposal being rejected or disqualified.

Procurement Response: The diversity questions are for "information" purposes only. Your reply does not impact the evaluation process.

5. Conflict in legal/contractual requirements

Vendor, Jul 20, 2026 2:04 PM EDT, Not Public - Pending

We have noted legal and/or contractual conflicts in controls/requirements among the BAA, Master Agreement, and DTI. Can the State confirm that these conflicts will be negotiated/clarified with the selected vendor after award?

Procurement Response: If there are conflicts between the various templates used in the contracting process or exceptions noted on the exceptions form, negotiations will take place once a vendor has been selected. The final language will be noted in the final documents between the State and the awarded vendor(s).

6. RFP Section 4.2.15 Sub-Contracting

Vendor, Jul 20, 2026 5:41 PM EDT, Not Public - Pending

The RFP states that "Subcontractors will be held to the same requirements as the primary contractor," and that any subcontract must bind the subcontractor to "the terms, specifications, and standards of the RFP." Please confirm:

1 If a subcontractor is located outside the United States, or otherwise cannot meet those same requirements, will the proposal be deemed non-responsive?

2 Given the RFP's requirement that proposals identify "the proposed subcontractor by name, the service(s) to be provided, and its qualifications to provide such service(s)," must an offeror's proposal affirmatively demonstrate that each named subcontractor independently satisfies the RFP's security and data-handling standards, rather than merely relying on the primary contractor's own certifications?

Procurement Response: Subcontractors can be outside the US. However, the data, as NOTED in the RFP, cannot be stored outside the US.

7. Appendix A: Transmittal Letter

Vendor, Jul 21, 2026 9:02 AM EDT, Not Public - Pending

Appendix A: For the transmittal letter, the RFP does not specify the page in which Transmittal Letter requirements are detailed. Can the State please provide these specifications for the Transmittal Letter?

State response: Section 1 titled Overview, Section 5.7.20 and App A address the transmittal letter all sections housed in the EVV document and noted in Section 1 of the RFP document under “transmittal letter”.

8. Appendix C: Required Forms

Vendor, Jul 21, 2026 9:03 AM EDT, Not Public - Pending

Appendix C: This appendix lists Attachment 2: Vendor Information Sheet in the required forms, but Attachment 2 is not listed in Appendix A as one of the minimum requirements for submission. Can the State please confirm that Attachment 2 is required for submission?

Procurement Response: Although Attachment 2-Vendor Information form is not noted in Appendix A--as a requirement, please provide the requested information in Attachment 2 of Appendix C in your submission.

9. Insurance Requirements

Vendor, Jul 21, 2026 9:03 AM EDT, Not Public - Pending

5.7.7. Insurance: If the Vendor has an Umbrella Coverage policy that exceeds any of the limits detailed in this section, will that policy suffice for these insurance requirements?

Procurement Response: insure you meet at least the required insurance limits noted in the RFP document.

10. Possible Inconsistency between PSA and DIT T&Cs

Vendor, Jul 21, 2026 2:26 PM EDT, Not Public - Pending

Will the State confirm the order of precedence among the contract documents, given that the DTI Terms and Conditions may be inconsistent with the PSA?

Procurement Response: Submit your exceptions on Appendix C Attachment 4 as it relates to your question about the inconsistencies

11. Any Page Limits or Formatting Requirements for Uploaded Files

Vendor, Jul 21, 2026 2:30 PM EDT, Not Public - Pending

For files that will be uploaded, does the state have any page limit or font requirements?

State response: No requirements

12. Discrepancy in Pre-Bid Meeting Status for August 4 (Mandatory or Not Mandatory?)

Vendor, Jul 21, 2026 2:35 PM EDT, Not Public - Pending

Bonfire portal states that Pre-Bid Meeting is Not Mandatory. RFP states that the Pre-Bid meeting is Mandatory. Which is correct?

Procurement Response; Pre Bid is Mandatory and has been updated.

13. Pre-Bid Conference

Vendor, Jul 21, 2026 4:21 PM EDT, Not Public - Pending

Is registration required for the pre-bid conference?

Procurement Response: No registration is required. That said, if you do not attend the Pre-bid meeting, the State of Delaware will not be evaluating your bid submission since attendance is "mandatory".

14. IRS 1075 Publication (If Applicable)

Vendor, Jul 16, 2026 4:03 PM EDT, Not Public - Pending

RFP p.30 5.7.34. IRS 1075 Publication (If Applicable) -- While we understand this section may not be applicable, please confirm that compliance with IRS Publication 1075, Tax Information Security Guidelines, is not applicable for the EVV Aggregator module since no tax data/information is collected or stored by the EVV Aggregator solution.

State response: IRS 1075 does not apply

15. Appendix E – Cost Format

Vendor, Jul 16, 2026 4:11 PM EDT, Not Public - Pending

Appendix E – Cost Format -- Appendix E: Deliverable & Milestone Cost Schedule is laid out like an Excel worksheet with formulas displayed for calculations. Should vendors be updating an Excel

worksheet instead of a Word table? If so, please provide an updated Appendix E in Excel for update and submission.

Procurement response; You can submit your cost in .pdf, .docx or xlsx format, whatever way that will help us understand your costs.

16. Appendix E – Cost Timelines

Vendor, Jul 16, 2026 4:13 PM EDT, Not Public - Pending

Appendix E – Cost Timelines -- While the RFP indicates an Estimated Project Start Date of January 1, 2027, please provide the State's expectations or preferences for milestones M1 – M6; especially go-live for aggregator?

State response: M1-M6 completed prior to 01/01/2027 and can be discussed further at contract negotiations

17. Appendix E – Cost Schedule E3

Vendor, Jul 16, 2026 4:15 PM EDT, Not Public - Pending

Appendix E – Cost Schedule E3 -- Please provide Cost Schedule E3 as referenced for the Total Ongoing Support Costs For Base Contract Term. Additionally, please include clarification whether this total is based on 4 years or from the point where the system becomes operational? This could be different depending on how long it takes different vendors to implement their solution.

State response: Ongoing Support Costs for Base Contract starts when solution is operational. See pricing section of 4.2.7. EVV doc, term of the contract of five (5) years with five (5) optional one (1) year renewals.

18. Appendix E – Cost Holdbacks

Vendor, Jul 16, 2026 4:16 PM EDT, Not Public - Pending

Appendix E – Cost Holdbacks -- Shows release of holdbacks follows warranty period – 1 full year based on 5.7.12. Is the State willing to negotiate this release?

State response: No

19. Appendix E: Deliverable & Milestone Cost Schedule

Vendor, Jul 16, 2026 4:19 PM EDT, Not Public - Pending

Appendix E: Deliverable & Milestone Cost Schedule notes that “Contractor must complete the Projected Date column for each milestone, and the dates must correspond to the dates provided in the high-level project plan.” Please clarify the formatting and submission requirements for this high-level project plan, including how/where this should be submitted within the technical proposal or elsewhere.

State response: Submit as an appendix using the MS Project “save as” excel option

20. Section 4.3.3, Page 15 — Criteria Weight table, "Experience in CMS Certification" (15 pts)

Vendor, Jul 17, 2026 10:25 AM EDT, Not Public - Pending

Can the "Experience in CMS Certification" evaluation criterion be satisfied by the certification/MMIS experience of a named subcontractor or key individual assigned to the project, rather than requiring the prime vendor organization itself to have prior CMS certification experience? If so, please confirm whether such experience should be documented under the "Qualifications and experience of the persons to be assigned to the project" criterion, the "Experience in CMS Certification" criterion, or both.

State response: Yes, named subcontractor or key individual assigned is acceptable. Yes documents can be provided under the "Qualifications and experience of the persons to be assigned to the project" criterion as well as the "Experience in CMS Certification" criterion, so both. Be aware the prime vendor must provide all needed documentation and/or staff to support certification

21. RFP 4.3.3 Criteria Weight

Vendor, Jul 17, 2026 2:12 PM EDT, Not Public - Pending

Is the evaluation scoring for Pricing (15%) based solely on the Total Project Cost noted in Appendix E: Deliverable & Milestone Cost Schedule [SUM(C21:C22)]?

State response: The whole of the App E response will be evaluated

22. Current CMS certification and compliance status

Vendor, Jul 17, 2026 2:14 PM EDT, Not Public - Pending

Please provide a description of the current CMS certification and compliance status of Delaware's EVV solution.

State response: CMS certified under the Outcome Based Certification model. The current CMS Certification approach is known as Streamlined Modular Certification

23. Reasoning for new procurement of EVV Aggregator

Vendor, Jul 17, 2026 2:16 PM EDT, Not Public - Pending

Please describe the primary business, operational, technical, and compliance factors that led the State to procure a new EVV Aggregator solution rather than continue with the current solution.

State response: The current vendors contract is ending.

24. Current challenges and pain points to be resolved

Vendor, Jul 17, 2026 2:17 PM EDT, Not Public - Pending

What challenges, limitations, or gaps has the State experienced with the current EVV Aggregator solution related to provider onboarding, data aggregation, data quality, interoperability, reporting, monitoring, compliance, user experience, or operational support?

Which capabilities or outcomes is the State seeking to improve through this procurement that are not fully achieved by the current solution?

Are there any lessons learned from the current EVV Aggregator implementation that offerors should consider when proposing their solution?

State response: State is reprocurring based on the end of contract

25. Appendix B - Unlimited 3rd Party Vendors

Vendor, Jul 17, 2026 2:29 PM EDT, Not Public - Pending

Section 2.3.1. Vendor-Neutral Integration, A. The platform shall support integration with an unlimited number of third-party EVV vendors -- Please provide a list of the third party EVV solutions in use today.

State response: Will be addressed during DDI activities. At present providers in DE use an array of alternate EVV vendors. Accessible Solutions, AlayaCare, Alora Health, AXISCARE, Axxess, Bayada, Caresmartz360, Cashe Software, Celayix, CellTrak, CLISTAHR Technologies, COMPLIA HEALTH, Cubhub, Datasoft Logic, Delmarva Digital, Generations Homecare Systems, GT INDEPENDENCE, HHAX, KanTime, MatrixCare Home and Hospice, Maxim, Rosemark, Sandata, SMARTCARE, Therap, WellSky

26. Appendix B - Unlimited 3rd Party Vendors

Vendor, Jul 17, 2026 2:30 PM EDT, Not Public - Pending

Section 2.3.1. Vendor-Neutral Integration, A. The platform shall support integration with an unlimited number of third-party EVV vendors -- Please provide the counts of third party EVV solutions in use today -- overall and the number of providers using each solution.

State response: Will be addressed during DDI activities. At present providers in DE use an array of alternate EVV vendors. Note Sandata accounts are mostly duplicates

Accessible Solutions 2

AlayaCare 5

Alora Health 1

AXISCARE 20

Axxess 7

Bayada 11

Caresmartz360 5

Cashe Software 3

Celayix 5

CLISTAHR Technologies 2

COMPLIA HEALTH 4

Cubhub 6

Datasoft Logic 1

Delmarva Digital 1

Generations Homecare Systems 3

GT INDEPENDENCE 1

HHAX 5

KanTime 4

MatrixCare Home and Hospice 6

Maxim 1

No Vendor Found 3

Rosemark 4

Sandata 49

SMARTCARE 1

Therap 13

Trinity Health at Home Epic 1

WellSky 20

CellTrak 16

27.Appendix B - 2.8.3. T-MSIS C. Caregiver licensing functionality

Vendor, Jul 17, 2026 2:32 PM EDT, Not Public - Pending

Please provide details regarding the caregiver licensing functionality required at go-live, including expected business processes, licensing sources, verification requirements, notification requirements, compliance rules, and reporting capabilities.

State response: Collect licensure or certification data from State's Division of Professional Regulations or other sources and provide data to Delaware Fiscal Agent. Will address in detail at Contract Negotiations

28. Appendix B – 2.7.2. Dashboards (a) Association of EVV Record to Claim/Encounter

Vendor, Jul 17, 2026 2:35 PM EDT, Not Public - Pending

The vendor's solution will support CMS Operational Metric reporting that includes but not limited to the following: (a) Association of EVV Record to Claim/Encounter - To ensure that claims and encounters for EVV required services are associated and paid with verified visits. The percentage is calculated using the following: Numerator - # of paid claims and encounters that have complete EVV visit records associated with them; Denominator - Total number of paid claims and encounters for (PCS or HHCS) for the month.

The definition of this metric relies on paid claims and encounter data that is typically maintained outside the EVV system. Please clarify the source of the claims and encounter data and the State's expectations for the Contractor solution's integration with payment systems in order to provide this metric.

State response: The State's fiscal agent sends paid claims/encounter data to the EVV aggregator for matching paid claims/encounters to visit data.

29. Appendix B – 2.7.2. Dashboards (b) EVV Record Match Against Approved Services, Providers, and Units

Vendor, Jul 17, 2026 2:37 PM EDT, Not Public - Pending

2.7.2. Dashboards (b) EVV Record Match Against Approved Services, Providers, and Units - To ensure linkage between authorized provider, service, units, and beneficiary for home visits. This percentage is calculated using the following: Numerator - # of procedure codes paid for which the number of units, provider, and services were approved/authorized; Denominator - Total number of home visit procedure codes paid for the month.

The definition of this metric relies on paid claims and encounter data that is typically maintained outside the EVV system. Please clarify the source of the claims and encounter data and the State's expectations for the Contractor solution's integration with payment systems in order to provide this metric.

State response: The State's fiscal agent sends paid claims/encounter data to the EVV aggregator for matching claims/encounters to visit data.

30. Appendix B – 2.7.2. Dashboards and 2.7.3. CMS Monthly Reporting

Vendor, Jul 17, 2026 2:41 PM EDT, Not Public - Pending

2.7.2. Dashboards C. The vendor's solution will support CMS Operational Metric reporting that includes but not limited to the following:

2.7.3. CMS Monthly Reporting A. The platform shall provide all data required for monthly CMS reporting, including outcome metrics, operational metrics, and any additional data requested by the State.

Given that these CMS Operational Metrics are commonly reported through the CMS EVV Operational Workbook and may require data from external systems (e.g., MMIS, claims, and authorization systems), please clarify whether the Contractor's responsibility is to support calculation and reporting of the required metrics for workbook completion, or to provide online dashboard functionality for these measures within the EVV solution.

State response: Vendor is to support and provide via email calculation and reporting of the required metrics for workbook completion and monthly reporting

31. Number of Individuals Served

Vendor, Jul 17, 2026 4:46 PM EDT, Not Public - Pending

Please indicate the average number of individuals receiving EVV services per month or year within the different services listed in Appendix B: Technical Requirements, Section 3. Delaware EVV Services and Procedure Codes.

State response: Approximately 530 per month will address in detail at DDI

32. Number of Providers

Vendor, Jul 17, 2026 4:47 PM EDT, Not Public - Pending

Please indicate the number of unique providers in the state that would utilize the data aggregator.

State response: Approximately 60 unique providers

33. System Activity Monitoring and Reporting

Vendor, Jul 17, 2026 5:29 PM EDT, Not Public - Pending

Appendix D4 SLA 12 System Activity Monitoring and Reporting -- Please clarify the required content, format, frequency, and level of detail for system activity monitoring reports, and please define the criteria the State will use to determine whether system performance is considered

“healthy” or “unhealthy,” including thresholds, calculation methodology, systems of record, applicable metrics, and when related damages would be assessed.

State response: For example, but will be defined at contract negotiations,

- Transaction time trends in terms of satisfactory, tolerable, or slow responses;
- System usage trends that identify application and web request volume; and
- Application exceptions, failures and error trends.

34. Delaware Health Information Network (DHIN) as a Data Source for EVV

Vendor, Jul 20, 2026 1:38 PM EDT, Not Public - Pending

Considering the wealth of information (statewide HIE and All-Payer Claims Database) available through the DHIN, what is the expectation for making use of that data as part of the validation process?

State response: There is no expectation

35. Sections 5 & 6 of HSS27005-EVV

Vendor, Jul 20, 2026 2:05 PM EDT, Not Public - Pending

Please clarify and specify the “standard” contract provisions Delaware may add to any negotiated contract per Sections 5 and 6 of the HSS27005-EVV document. Are the RFP documents meant to indicate Delaware may unilaterally add contract language to any negotiated contract?

State response: Any changes made once a contract has been executed, must be done via a contract amendment after a discussion with the vendor.

36. Evaluation Criteria - pricing

Vendor, Jul 20, 2026 2:06 PM EDT, Not Public - Pending

The provided evaluation criteria notes that there are 15 points allocated for pricing. Can the state provide further clarification on how those points will be allocated across vendors? What is the process to determine how many points a vendor will receive?

State response: 4.3.3 of the EVV doc is a percentage weighted criteria not points

37. Pre-Payment Review

Vendor, Jul 20, 2026 2:06 PM EDT, Not Public - Pending

The RFP states that "the platform shall support EVV data use for pre-payment review." Can you please expound on what "EVV data for pre-payment review" means in this context, or provide an example of workflow?

State response: The claim must be matched with a visit prior to payment. Payers will send claim information to the EVV vendor for matching to visit data prior to claim payment. The vendor will respond to the Payer with verification of matching prior to payment.

38.SLAs

Vendor, Jul 20, 2026 2:07 PM EDT, Not Public - Pending

Would the State be amenable to potential revisions or modifications to some of the SLAs after discussion with shortlisted vendors (or the final selected vendor), to allow for the possibility of clarification and/or identification of alternative means of satisfactory delivery?

State response: Can be addressed during contract negotiations. Note as an exception in your proposal response

39. Encryption Standards

Vendor, Jul 20, 2026 2:18 PM EDT, Not Public - Pending

Appendix D3 DTI #5 Encryption -- The key location and other key management details will be discussed and negotiated by both parties:

If data in transit and at rest is encrypted consistent with validated cryptography standards as specified in NIST FIPS140-2, Security Requirements, what key management details would be necessary for discussion or negotiation? Please confirm that the State does not have any expectation of influence on the Provider's key management processes for shared and hosted services.

State response: If data in transit and at rest is encrypted negotiations are not needed

40. Appendix B – 2.1.2 Contractor Scope

Vendor, Jul 20, 2026 2:21 PM EDT, Not Public - Pending

Section 2.1.2.C states that the Contractor shall not require or promote the use of any proprietary EVV capture solution. To preserve provider choice, vendor neutrality and impartial administration of the EVV Aggregator function, please clarify whether the selected EVV Aggregator contractor, including any incumbent contractor, may also market, recommend, promote or support adoption of its own or affiliated EVV visit capture solution by Delaware providers or MCOs during the contract term, or whether the contractor must operate solely in a State aggregator capacity.

State response: Act solely in a State aggregator capacity

41. Appendix B – 2.1.2 Contractor Scope Control & Oversight

Vendor, Jul 20, 2026 2:22 PM EDT, Not Public - Pending

If the State permits the selected EVV Aggregator contractor to also support its own or affiliated EVV visit capture solution during the contract term, please describe the safeguards, controls, and oversight the State will apply to maintain impartial administration of the Aggregator function, equitable treatment of all EVV vendors, protection of competitively sensitive information, and a fair, transparent environment for providers and MCOs evaluating EVV solution options.

State response: Will not be allowed

42. Appendix D4 SLA 27 New Provider Onboarding

Vendor, Jul 20, 2026 3:21 PM EDT, Not Public - Pending

Please clarify whether the New Provider Onboarding SLA is applicable to this procurement. Because the scope of this RFP appears to be limited to EVV aggregator services, and not provider-facing EVV system implementation or direct provider onboarding, please confirm whether this SLA should be excluded. If the State intends to retain this requirement, please specify the exact onboarding activities the Aggregator contractor would be responsible for, how those responsibilities differ from provider, MCO, and EVV vendor responsibilities, and when the SLA clock would begin and end.

State response: The vendor is responsible for working with providers and their chosen visit collection system individually to assure connection between their EVV system and the vendor's aggregator. The vendor must publish specifications for the submission of visit data, test each alternate vendor's connectivity and system to assure visit data can be ingested. The vendor will provide technical assistance to providers as needed to support implementation of new system.

43. RFP Section 4.3.6 Oral Presentations

Vendor, Jul 20, 2026 5:42 PM EDT, Not Public - Pending

Section 4.3.6 states that oral presentations "will have their presentations scored or ranked based on their ability to successfully meet the needs of the contract requirements, successfully demonstrate their product and/or service, and respond to questions about the solution capabilities." Please clarify:

1 Will oral presentations be assigned a specific numeric or point-based score, and if so, what is the maximum number of points available?

2 Will the oral presentation score be added to, or otherwise combined with, the vendor's written proposal score to produce a final overall score, and if so, what weight or percentage will the oral presentation score carry relative to the written proposal evaluation?

3 Will the Evaluation Team use a standardized scoring sheet or rubric for oral presentations, applied uniformly to all vendors, and will each Evaluation Team member's individual scores be documented and retained as part of the procurement record?

4 If presentations are "ranked" rather than "scored," what methodology will be used to convert relative rankings into a form that can be combined with the written proposal scores?

State response: State will only request oral presentations if needed and will define oral presentation expectations if oral presentations are needed

44. RFP 5.7.4. Licenses and Permits

Vendor, Jul 20, 2026 5:43 PM EDT, Not Public - Pending

What types of licenses and permits are required for the vendor? Do any licenses or permits need to be included with a response?

State response: If selected for a contract award, a Delaware Business License or 501c(3) and Certificate of Insurance will be required. See section titled License and Permits located in section 5.7.4

45. Number of Providers and Monthly Visits

Vendor, Jul 20, 2026 11:02 PM EDT, Not Public - Pending

What are the current and projected numbers of providers, members, direct-care workers, EVV vendors, monthly visits, API transactions, batch files, State users, MCO users, and years of retained data?

State response: There are approximately 60 unique providers with 150 registered accounts and . State users under 10. Remaining items discussed during DDI sessions post contract award.

46. Support responsibilities

Vendor, Jul 20, 2026 11:04 PM EDT, Not Public - Pending

Who may contact the call center—State personnel, providers, EVV vendors, MCOs, members, or direct-care workers? What are expected call volumes, languages, channels, and Level 1–3 responsibilities?

State response: Payers, providers and EVV vendors may contact the call center. Help desk requests (via telephone call, email and portal) average less than 50 per month. Will discuss in detail at contract negotiations

47. EVV Responsibilities

Vendor, Jul 20, 2026 11:06 PM EDT, Not Public - Pending

Does the platform merely return an EVV verification result, or is it expected to apply claims edits, suspend claims, perform pre-payment review, or participate directly in adjudication?

State response: The platform only returns an EVV verification result. There is no need for direct adjudication participation

48. Appendix E

Vendor, Jul 21, 2026 8:52 AM EDT, Not Public - Pending

Appendix E is usually provided as an excel document not a .pdf. It also appears that there should be additional schedules associated with this document as the Line: Total Ongoing Support costs for Base Contract Term (from Cost Schedule E3) is noted but not provided. Please post the corrected version of Appendix E in native excel format.

State response: You can submit your cost in .pdf, .docx or xlsx format, whatever way that will help us understand your costs.

49. FFS EVV Claims Volume

Vendor, Jul 21, 2026 9:00 AM EDT, Not Public - Pending

What is the current volume of FFS EVV claims annually?

State response: For 2025 1,477 FFS and 376,575 Encounters. Will discuss in detail at DDI

50. EVV Vendor Onboarding

Vendor, Jul 21, 2026 9:00 AM EDT, Not Public - Pending

Does the State have an EVV vendor onboarding process today? If so, what does this process look like?

State response: The State is currently undertaking process improvements in its onboarding process. See response to question # 42. The current EVV vendor has a process for providers to

register each Medicaid ID, identify their chosen visit collection vendors, and be assigned credentials to ensure appropriate data flows.

51. Vendor-Hosted Solution

Vendor, Jul 21, 2026 9:00 AM EDT, Not Public - Pending

Can the State confirm that this engagement is expected to have a vendor-hosted solution?
State response: Yes

52. MFT/SFTP Service

Vendor, Jul 21, 2026 9:01 AM EDT, Not Public - Pending

Does Delaware currently provide an enterprise MFT/SFTP service that vendors must leverage, or is the contractor expected to provide file transfer capabilities as part of the solution?
State response: The is contractor expected to provide file transfer capabilities as part of the solution

53. Inbound and Outbound Integrations

Vendor, Jul 21, 2026 9:01 AM EDT, Not Public - Pending

Are there existing State enterprise integration services, API gateways, ESBs, system integrators, or middleware platforms that must be used for inbound and outbound integrations?
State response: No

54. Help Desk Support

Vendor, Jul 21, 2026 9:02 AM EDT, Not Public - Pending

Will the vendor be responsible for help desk support? If so, will the vendor or the State be responsible for providing the help desk environment? Will the environment need to be built specifically for this engagement?
State response: The vendor is responsible for an EVV provider helpdesk. Vendor could use a preexisting helpdesk solution that provides Delaware-specific support

55. Appendix E: Milestones

Vendor, Jul 21, 2026 9:02 AM EDT, Not Public - Pending

Appendix E: Does the State have a rough estimate of when they would like Milestones from this Appendix approved?

State response: Will be defined during contract negotiations

56. Appendix E: Ongoing Support Costs

Vendor, Jul 21, 2026 9:02 AM EDT, Not Public - Pending

Appendix E: Can the State please confirm that the “Total Ongoing Support Costs For Base Contract Term” and the associated Deliverable Cost for this item would be the not-to-exceed (NTE) maintenance and operations cost for the remainder of the initial contract term once DDI is complete (E.g., 5 Years minus DDI period)?

State response: Yes 5 Years minus DDI period

57. Appendix B: Requirements

Vendor, Jul 21, 2026 9:03 AM EDT, Not Public - Pending

Appendix B: Can the State confirm that 2.2.2. is written correctly in this appendix? It appears that the first sentence of this requirement should be a requirement for 2.2.1. and the second sentence should be the section header for 2.2.2.

State response: Agreed

58. re: RFQ Section: Appendix B, section 2.5 Data Ingestion and Processing, item 2.5.2 Normalization and Validation, bullet A

Vendor, Jul 21, 2026 10:38 AM EDT, Not Public - Pending

Will the state identify the State-defined format for normalized EVV data? Will the state consider vendor-submitted formats?

State response: Will discuss further during contract negotiations

59. AppD1 Section 6. Work Product

Vendor, Jul 21, 2026 10:41 AM EDT, Not Public - Pending

6.1 and 6.2 state: "6.1. All materials, information, documents, and reports, whether finished, unfinished, or draft, developed, prepared, completed, or acquired by Vendor for Delaware

relating to the services to be performed hereunder shall become the property of Delaware and shall be delivered to Delaware's designated representative upon completion or termination of this Agreement, whichever comes first. Vendor shall not be liable for damages, claims, and losses arising out of any reuse of any work products on any other project conducted by Delaware.

Delaware shall have the right to reproduce all documentation supplied pursuant to this Agreement.[A1.1]

6.2. Vendor retains all title and interest to the data it furnished and/or generated pursuant to this Agreement. Retention of such title and interest does not conflict with Delaware's rights to the materials, information and documents developed in performing the project. Upon final payment, Delaware shall have a perpetual, nontransferable, non-exclusive paid-up right and license to use, copy, modify and prepare derivative works of all materials in which Vendor retains title, whether individually by Vendor or jointly with Delaware. Any and all source code developed in connection with the services provided will be provided to Delaware, and the aforementioned right and license shall apply to source code. The parties will cooperate with each other and execute such other documents as may be reasonably deemed necessary to achieve the objectives of this Section."

We believe these sections are overbroad and should be limited and/or clarified. Would the state be open to revising these sections?

State response: Can be addressed during Contract Negotiations

60. AppB Section 2.6.1 Visit Status

Vendor, Jul 21, 2026 10:48 AM EDT, Not Public - Pending

Section 2.6.1.C states: "The Platform will use the Delaware EVV Services and Procedure Codes identified in 2.7.2, Part C." However, there are no procedures codes listed in 2.7.2.C. Is 2.6.1.C referring to AppB Section 3. Delaware EVV Services and Procedure Codes? Please clarify.

State response: Correct

61. Implementation & Deployment

Vendor, Jul 21, 2026 12:56 PM EDT, Not Public - Pending

How many provider agencies are expected to participate at go-live, and what is the projected growth over the life of the contract?

What is Delaware's expected provider onboarding strategy (phased rollout versus statewide cutover)?

What are the expected daily and peak EVV transaction volumes that the solution must support? Please confirm the expected caller population is limited to providers and EVV vendors (not Medicaid members), so staffing and cost can be sized accurately, and can historical ticket/call volume from the current EVV help desk be shared for that sizing?

What type of maintenance work is expected i.e. add/update business rules, changes to governance?

State response: The State expects 60 unique providers with 150 registered accounts at go live with slow growth. Go live will be a statewide cutover. The expected Help Desk caller population is limited to MCOs, EVV providers and vendors (no members). Volume of help desk requests has been less than 50 requests per month. Maintenance work will include implementation of new procedure codes and/or modifiers, updates to business rules, and changes to governance.

62. Vendor Integration & Certification

Vendor, Jul 21, 2026 12:57 PM EDT, Not Public - Pending

How many third-party EVV vendors are expected to integrate during the initial implementation? Will Delaware provide detailed vendor certification procedures, acceptance criteria, and required test scenarios?

What is the expected timeline for certifying new EVV vendors after go-live?

State response: The State has 27 alternate vendors. EVV vendors to be integrated at go-live. Additional questions addressed during DDI phase of project.

63. Technical & Interfaces

Vendor, Jul 21, 2026 12:57 PM EDT, Not Public - Pending

When will complete interface specifications be available for MMIS, Gainwell, T-MSIS, MCOs, and other required integrations?

Please confirm which licensing board/system is the authoritative source for provider licensure checks and whether there is an existing API or data-sharing agreement (include endpoint details, data elements exposed, authentication, SLAs, and any legal/MOU requirements).

Which interfaces are expected to operate in real time versus scheduled batch processing?

Will representative production-like test data be provided for integration and certification testing?

State response: Determined during the project DDI phase.

64. Business Rules

Vendor, Jul 21, 2026 12:57 PM EDT, Not Public - Pending

Will Delaware provide a complete catalog of business validation rules before solution design begins?

Which validation and business rules must be configurable by State administrators without requiring software changes?

How will future business rule changes be communicated, approved, and implemented?
Is there a standard exchange format for EVV to share data with the backend? Standard exchange format for backend to share with state and medicaid/medicare?

State response: Changes during M&O will be addressed via a CO process using a contract amendment if needed. Other items addressed during DDI

65. Data Conversion

Vendor, Jul 21, 2026 12:58 PM EDT, Not Public - Pending

What historical EVV data must be converted from the incumbent solution?
Who is responsible for data cleansing and validation prior to conversion?

State response: Will be addressed as part of Contract Negotiations

66. Reporting

Vendor, Jul 21, 2026 12:58 PM EDT, Not Public - Pending

Can Delaware provide a complete inventory of all required operational, executive, compliance, and CMS reports?
Which dashboard metrics are considered mandatory for the initial production release?

State response: Will be addressed as part of Contract Negotiations including at a minimum the ability to generate CMS EVV KPI's.

67. Transition & Governance

Vendor, Jul 21, 2026 12:58 PM EDT, Not Public - Pending

What responsibilities will the incumbent vendor retain during the transition period?
What are the State's final acceptance criteria for declaring the solution production-ready?
Does the state have governance and we work with them or are we responsible for driving the governance?
Are there any hiring restrictions with regard to location? e.g. Work remote, onshore (USA), near shore (N. America) or offshore (outside of N. America)

State response: State provides governance. No offshore work permitted. Additional items addressed during DDI

68. How many EVV vendors are currently active

Vendor, Jul 21, 2026 1:20 PM EDT, Not Public - Pending

Can DMMA share how many EVV vendors are currently active in the DE market?

State response: There are approximately 27 alternate vendors

69. Required number of EVV vendors a data aggregator will need

Vendor, Jul 21, 2026 1:21 PM EDT, Not Public - Pending

Can DMMA estimate how many total EVV vendors a data aggregator will need to work with for this initiative?

State response: There are approximately 27 alternate vendors

70. Estimated number of “users” of the EVV Aggregated reports and dashboards

Vendor, Jul 21, 2026 1:22 PM EDT, Not Public - Pending

Can DMMA estimate the number of “users” of the EVV Aggregated reports and dashboards?

State response: DMMA estimates fewer than 10 State users. Payors also use reports, we have 4 payors

71. Data Submission Guide

Vendor, Jul 21, 2026 1:23 PM EDT, Not Public - Pending

Does DMMA have a Data Submission Guide in effect today for EVV vendors and do you anticipate using that for this initiative?

State response: Will address at DDI

72. Reporting expectations

Vendor, Jul 21, 2026 1:24 PM EDT, Not Public - Pending

Is the selected EVV Aggregating vendor expected to do the monthly CMS reporting, or provide the reports to DPH for them to do the reporting?

State response: This report is expected by the vendor and provided to DMMA monthly

73. Data format with MMIS

Vendor, Jul 21, 2026 1:25 PM EDT, Not Public - Pending

Under section 4.A.(b).(i) (Interfaces outbound), is there a required data format with MMIS, or is the data format subject to negotiating between selected vendor and DMMA's MMIS?

State response: Will be addressed during DDI

74. Possible Inconsistency between SLA and Appendix B Scope

Vendor, Jul 21, 2026 1:37 PM EDT, Not Public - Pending

SLA Tasks 6-9 refer to a 24x7 call center while Appendix B scope and exclusions omit any reference to a call center. Would you please clarify the scope of the call center requirement so that it's consistent across the SLA and Appendix B?

State response: The vendor will provide Help Desk assistance to any and all EVV vendors to 1) sign up with the aggregator and 2) assist as needed when issues are identified. Will discuss in detail at Contract Negotiations

75.Requirements for CMS Certifications

Vendor, Jul 21, 2026 1:42 PM EDT, Not Public - Pending

Appendix B refers to 'CMS SMC certification' while the evaluation criteria refer to a more general 'CMS Certification'. Would you please confirm that the evaluation criteria is also referring to the CMS SMC Certification? Are there any other CMS certifications besides SMC that are required?

State response: The CMS Certification is the SMC Certification

76. Project Annual Data Volumes

Vendor, Jul 21, 2026 1:46 PM EDT, Not Public - Pending

Will the State provide its projected data volumes for each year? Is 100 GB expected? 10 TB?

State response: Will address as part of contract negotiations

77.Number of Source Providers

Vendor, Jul 21, 2026 1:47 PM EDT, Not Public - Pending

What is the state's estimate for the number of providers who will be submitting data to the system? Approximately how many different provider-EVV systems are there?

State response: There are approximately 60 unique providers with 150 registered accounts. We have 27 alternate vendors

78. Data Migration

Vendor, Jul 21, 2026 1:50 PM EDT, Not Public - Pending

How much data will need to be migrated from a current centralized EVV data-aggregation system, if any? If there is a current centralized EVV data-aggregation system, would the state please make the current database schema available as an RFP attachment for prospective vendor review?

State response: Will address during DDI

79. Specifications for Caregiver Licensing Functionality (CLF)

Vendor, Jul 21, 2026 1:53 PM EDT, Not Public - Pending

Caregiver Licensing Functionality (CLF) appears to be an important capability but the requirements don't seem to be fleshed out. Is there a reference document available for the functional, interface, and data requirements associated with Caregiver Licensing Functionality (CLF)? Alternatively, can these requirements be stated in more detail in the RFP?

State response: Collect licensure or certification data from State's Division of Professional Regulations or other sources and provide data to Delaware Fiscal Agent. Will address in detail during Contract Negotiations

80. Who Performs the Verified Visit Matching? EVV Contractor or Other Party

Vendor, Jul 21, 2026 1:55 PM EDT, Not Public - Pending

Who performs the matching of verified visits to claims and encounters? Is the EVV contractor responsible for the actual matching or just responsible to provide verified visit data to the MMIS and Managed Care Organizations for their adjudication?

State response: Collect licensure or certification data from State's Division of Professional Regulations or other sources and provide data to Delaware Fiscal Agent. Will address in detail during Contract Negotiations. The payors perform the matching of verified visits to claims for adjudication (Fiscal Agent and 3 MCO's)

81. State's Estimated Go-Live Date

Vendor, Jul 21, 2026 1:57 PM EDT, Not Public - Pending

What is the state's estimated go-live date? In other words, what is the state's estimated duration between project start and system go-live in production?

State response: 01/01/2027 go-live and can be discussed further at contract negotiations

82. Some of the Requirements Numbering Appears to be Inconsistent

Vendor, Jul 21, 2026 1:58 PM EDT, Not Public - Pending

Some of the requirement numbering appears to be inconsistent (e.g., '2.7.2 Part C', '9.1.2'); would the state please verify the consistency of the requirements numbering?

State response: Cannot locate the inconsistent numbering addressed

83.Outcome Metrics Referred to Generally but do not appear to be Available as a List of Specific Metrics

Vendor, Jul 21, 2026 2:01 PM EDT, Not Public - Pending

References are made to outcome metrics but specific outcome metrics are not identified. Which outcome metrics does the state expect to be measured by the system?

State response: Appendix B section 2.7.2

84. Need Clarification on Required Retention Period for EVV Visit Data

Vendor, Jul 21, 2026 2:05 PM EDT, Not Public - Pending

There's some confusion over one requirement for 5 years and another requirement for 6 years. For the EVV data, is the requirement for 5 years of data retention or 6 years?

State response: Appendix B 2.9.2 and discussed at contract negotiations

85. Is FTI in Scope?

Vendor, Jul 21, 2026 2:07 PM EDT, Not Public - Pending

Would you please confirm that Federal Tax Information (FTI) subject to IRS Publication 1075 will be received, processed, or stored under this contract? Answer appears to be "yes," but we'd like confirmation in order to be 100% sure.

State response: Not needed for this initiative

86. HITRUST Security Framework

Vendor, Jul 21, 2026 2:11 PM EDT, Not Public - Pending

Please clarify the security framework requirement. HITRUST is the healthcare industry's gold standard and typically covers the controls necessary to meet Medicaid security processes. Is HITRUST acceptable as a security framework?

State response: See Delaware DTI website for all Security standards <https://dti.delaware.gov/>

87. Any Preferred Cloud Provider?

Vendor, Jul 21, 2026 2:13 PM EDT, Not Public - Pending

Does the state have a preferred cloud provider? For example, does the state prefer the solution be implemented in a state-provided cloud? Or is a vendor-provided cloud service SaaS solution acceptable?

State response: State prefers a vendor provided cloud service, SaaS solution

88. DTI Item 11 Coverage Table

Vendor, Jul 21, 2026 2:14 PM EDT, Not Public - Pending

DTI Item 11 coverage-level table may not be populated properly. ('Select Level') appears.

State response: That would be used if the vendor did not encrypt data at both in transit and at rest. Vendor can provide a written statement or reach out to procurement.

89. Discrepancy in Cost Schedules Referred To

Vendor, Jul 21, 2026 2:15 PM EDT, Not Public - Pending

Appendix E references a 'Cost Schedule E3' but only Schedule E1 is provided. Are there missing Cost Schedules?

State response: Nothing is missing, there is no E3

90. Holdback Inconsistencies

Vendor, Jul 21, 2026 2:17 PM EDT, Not Public - Pending

Holdback listed as 20% and 25%. Which one is correct?

State response: EVV doc section 5.7.13 states that State **can** holdback up to 25%, App E is correct, 20%

91. Pricing for Option Years

Vendor, Jul 21, 2026 2:18 PM EDT, Not Public - Pending

Is pricing for option years required? Or just for the base years?

State response: Base years

92. Minimum Qualifications and % Involvement for Key Personnel

Vendor, Jul 21, 2026 2:23 PM EDT, Not Public - Pending

Does the state have minimum qualifications in mind for the Key Personnel? If so, what are they? Similarly, are there minimums for the % involvement for those Key Personnel? (none are stated). Finally, does the state have any requirement for onsite work other than meetings at the state's designated facilities, if any?

State response: State does not have minimum qualifications or % involvement standards. Onsite work when and if required but primarily remote will suffice

93. Scoring Evaluation for the Technical Solution Software

Vendor, Jul 21, 2026 2:32 PM EDT, Not Public - Pending

Evaluation criteria appears to omit the technical solution/approach as a scored item; would you please clarify how the technical solution will be scored?

State response: Based on responses to appendix B

94. Possible Inconsistency in Numbering SLA Standards

Vendor, Jul 21, 2026 2:34 PM EDT, Not Public - Pending

Two SLA standards appear to be numbered "27.": one for New Provider Onboarding and One for Response time.

State response: Correct State will update SLA numbering

95. Performance standards and liquidated damages amounts appear to be negotiable.

Vendor, Jul 21, 2026 2:36 PM EDT, Not Public - Pending

Performance standards and liquidated damages amounts appear to be negotiable. Is that correct?

State response: Yes during contract negotiations but note any exceptions with your proposal

96. Interfaces to Existing HHS Systems

Vendor, Jul 21, 2026 2:42 PM EDT, Not Public - Pending

Where can we find a definitive list of interfaces to existing HHS systems that are required and the associated interface specifications?

State response: Provided during DDI.

97. API Definitions

Vendor, Jul 21, 2026 3:31 PM EDT, Not Public - Pending

In order to minimize provider burden for the aggregator-only model, can the State confirm that the API definitions and layouts from the current vendor can be leveraged by the new vendor?

State response: Will discuss as part of Contract Negotiations

98. Data Conversion

Vendor, Jul 21, 2026 3:33 PM EDT, Not Public - Pending

Can the State please clarify how much, if any, historical data needs to be converted to the new aggregator-only model?

State response: Will address during Contract Negotiations

99. MCO Claims

Vendor, Jul 21, 2026 3:34 PM EDT, Not Public - Pending

What is the current volume of MCO claims annually?

State response: 2025 Encounters 376,575

100. Number of EVV Vendors

Vendor, Jul 21, 2026 3:35 PM EDT, Not Public - Pending

How many third-party EVV vendors does the State currently support?

State response: The State has 27 alternate vendors.

101. Enterprise SSO

Vendor, Jul 21, 2026 3:35 PM EDT, Not Public - Pending

Does the State's current solutions use enterprise SSO, and will the new vendor be required to use the existing SSO?

State response: Yes we are moving toward enterprise SSO

102. Reporting Platform

Vendor, Jul 21, 2026 3:36 PM EDT, Not Public - Pending

Does the State have a preferred reporting and business intelligence (BI) platform (e.g., Tableau, Microsoft Power BI, or another solution) for dashboards and reporting? If so, please describe any expectations for integration with or use of that platform.

State response: No State preference

103. Cost Schedule E3

Vendor, Jul 21, 2026 3:37 PM EDT, Not Public - Pending

Appendix E references "Cost Schedule E3", but this is not included in the RFP. Can the State please provide this cost schedule and describe its relevance to the pricing proposal?

State response: There is no E3, it is an error

104. Provider team need to present at Pre-bid Meeting

Do all teaming partners need to be present for this mandatory pre proposal conference? For instance, if a technology provider is present but the implementation partner is not- would that meet the State's requirement?

CMP Response: Only need one individual from bidder to be in attendance to count as being "present" at the pre-bid meeting.

105. Preference for COTS vs Platform Solution

Is there a preference for COTS vs platform solutions?

State Response: No preference

106. Copy of Q&A

How can we get a copy of all the Q&As?

CMP Response: the “official Q&A” will be published by August 25, 2026