

September 22, 2026

TO: ALL OFFERORS

FROM: Rick Williamson
Management Analyst III

**SUBJECT: ADDENDUM 7 – Questions and Answers
received via Bonfire and received at the Pre-bid meeting
9/16**

HSS-27-006 – OPEN and CONTINUOUS CONSULTING and SUPPORT SERVICES

ADDENDUM 7 – response to questions received

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 email ricky.williamson@delaware.gov.

Pre-bid Meeting

1. Overview, p.1 (Procurement Schedule table vs. bolded meeting notice)

The schedule table lists the non-mandatory pre-bid meeting for August 18, 2026 at 1:00 PM EDT; a bolded notice further down the same page lists the same meeting at 11:00 AM EDT.

Please confirm the correct start time for the August 18, 2026 non-mandatory pre-bid meeting- the RFP lists both 1:00 PM EDT and 11:00 AM EDT.

Please refer to question 3.

2. Pre-Bid Meeting time clarification

The RFO states in the key action dates that the Pre-bid meeting is at 1:00 PM EDT, but the Microsoft Teams information states 11:00 am EDT. Please clarify which time it is scheduled for.

Please refer to question 3.

3. Submission logistics

Please confirm the correct date and time for the non-mandatory pre-bid meeting. The procurement schedule lists August 18, 2026 at 1:00 PM EDT, while the narrative immediately below lists August 18, 2026 at 11:00 AM EDT.

The Pre-bid meeting will be at 1:00 PM EDT on September 15, 2026.

Please refer to Addendum 4 for the change in Timeline for Pre-bid, Response to Questions and when Bids are due.

4. Bidders Conference Link

The link in the RFP does not work. Would you please provide a valid link for the meeting?

Microsoft Teams meeting

Join:

<https://teams.microsoft.com/meet/292229083064387?p=R9g7WROmJvEo18Q0Xm>

Meeting ID: 292 229 083 064 387

Passcode: cA9zH9oB

[Need help?](#) | [System reference](#)

Dial in by phone

+1 302-504-8986, 555583301# United States, Wilmington

Find a local number

Phone conference ID: 555 583 301#

5. **Additional Questions Post Pre-Bid Meeting**

Since the question deadline is August 4 and the pre-bid meeting is August 18, will DPH accept additional questions arising from the pre-bid meeting?

Additional questions can be asked at the pre-bid meeting.

RFP is for DHSS/DPH

6. Purchasing Entity

Could DPH confirm it is a division with the State's Department of Health and Social Services?

Division of Public Health is under DHSS.

7. General

Is this contract intended to support all DPH programs/offices or only a specific subset of programs/offices within DPH?

All DPH programs.

Transmittal Letter/Cover Letter

8. Transmittal Letter

Is the transmittal letter separate than the cover letter? Or can they be same document?

Cover Letter and Transmittal Letter represent the SAME document.

Transmittal Letter as specified on page two (2) of the Request for Proposal including an Applicant's experience, if any, providing similar services.

This letter should include your intent to provide the services and to attest you will not store or transfer the data outside the United States.

It should be a separate document from your Proposal/Executive Summary.

Please note the "Executive Summary/Proposal" is a separate document from Cover Letter/Transmittal Letter and "Technical Proposal".

9. Cover Letter/Transmittal Letter

The RFP requires both a Cover Letter and a Transmittal Letter. Should vendors submit a separate Transmittal Letter (as required by prior Delaware RFPs) and a Cover Letter embedded in our Technical Response? Or are the Transmittal Letter and the Cover Letter intended to be the same document?

Please see reply in question 8.

10. Transmittal Letter

Please confirm that the transmittal letter referenced on Page 2, within the Overview section of the RFP is separate from the Proposal Requirements outlined on page 48 and 49. Also, please confirm that there are not page limits associated with the transmittal letter as there are instructions to include any exceptions to the requirements within this letter. Any restrictions to the length of the transmittal letter may restrict a vendor's ability to comply with this request.

Please refer to reply in question 8. In addition, there is a ONE page limit for your transmittal letter/cover letter.

11. Submission Structure; Appendix A, items 1 and 4 vs. Appendix B, item 1, pg. 43 / 48

Appendix A item 1 requires a "Transmittal Letter," while Appendix B item 1 requires a "Cover Letter."

Please confirm whether the Transmittal Letter and the Cover Letter are the same document or two separate required documents, and whether both must be submitted.

Cover Letter and Transmittal letter is the same document—please refer to reply in question 8 above for content needed.

12. **Section I (Overview)**

Section I (Overview) requests a transmittal letter and Appendix B Proposal Requirements lists a page Cover Letter. Please clarify if two separate documents are required or a single document that satisfies both requirements? If a single document is acceptable, please confirm the required content elements.

Please refer to the reply in questions 8 and 11 above.

13. **Transmittal/Cover Letter Requirement**

The RFP refers to a required “transmittal letter” and a required “cover letter” with differing requirements listed on RFP pages 2, 26, and 48.

a. Could DPH clarify if these are meant to be the same item in the proposal?

Please refer to reply in question 8 and 10 above.

b. If they are the same item, would DPH consider extending the page limit to two pages to allow for including proposed exceptions and their justifications (as noted on RFP page 2)?

Cover Letter/Transmittal Letter is the same document. Page limit is 1 page ONLY as noted on page 48 of the RFP document.

14. **Euna Portal Submission Information**

The Euna Portal requires prospective bidders to select “Yes” or “No” to confirm agreement with pricing identified in the solicitation. The solicitation does not appear to include pricing, which option should bidders select?

This implies that you will adhere to your pricing and fixed up to December 31, 2027 as noted on page 8 of the RFP document.

15. **Page Limits**

Page 48 of the RFP identifies a Cover Letter, Executive Summary, Technical Proposal, Budget and Budget Narrative, and Attachments. May respondents include a cover page and table of contents prior to the Cover Letter for organizational purposes, and if so, would those pages be excluded from the applicable page limits?

Page 48 “Proposal Requirements” are clearly defined, please adhere to the page limit noted.

16. **Transmittal Letter**

Please confirm that the Transmittal Letter referenced on Page 2 is different from the Cover Letter referenced on page 48. If they are the same, the page limitations associated with the Cover Letter (limit 1 page) will not allow all requested exceptions to be submitted (per the instructions on Page 2). If they are the same, would the Department accept reference in the Transmittal Letter to Attachment 4, where all exceptions would then be located?

The Cover Letter and Transmittal Letter represent the same requirement.

References should be included in Appendix C – Attachment 5. If more than 3 references, please copy the tab and label the tab as “Athmt6 Business Reference2”, etc.

Exceptions to the PSA, BAA and DTI T&Cs can be included in Appendix C – Attachment 4.

Executive Summary

17. Format

Are there any format requirements for the proposal response?

Other than the page limits for the documents noted in Appendix B.

Please be concise since we expect this RFP to receive a large number of proposals and our timeline is tight to award vendors with the expertise we are looking for as noted in the service categories.

We know when you are engaged in a project, we will ask for key members to be noted, which can be different than your bid. We are expecting you will replace team members with similar experience and expertise.

18. Pg 48, Proposal Requirements

In addition to the page limits specified for each proposal section, are there any required formatting standards, such as font type or size, or margin width?

No additional font type, font size, margin, or line-spacing requirements are stated in the RFP. Vendors must follow the required Appendix B section order and page limits and should submit a readable, professionally formatted response. (RFP pp. 48-49.)

19. Proposal Requirements

Page 48 Proposal Requirements. Please confirm whether there are required formatting specifications for proposal submissions, including font type, font size, margins, and line spacing.

No additional font, font-size, margin, or line-spacing specifications are stated. Follow the section order and page limits in Appendix B. (RFP pp. 48-49.)

20. Technical Approach

Please clarify whether the sample workplan or proposed workplan approach required in Appendix F counts toward the 20-page technical proposal limit.

Appendix F is listed as a separate mandatory submission item in Appendix A and Addendum 2 adds the Appendix B requirements to separate Bonfire "Requested Information" fields. The sample workplan should therefore be uploaded in the Appendix F slot and does not count against the 20-page Technical Proposal limit. (Appendix A; Appendix F; Addendum 2.)

21. **Evaluation Criteria, C.2, pg. 15**

This section states "Proposed staffing structure and assignments, including clarity of roles, soundness of approach, and demonstrated understanding of the needs of DPH". Is staffing to be its own section? If so, what is the page limit? If not, in what section should we provide our response and what is the page limit?

Staffing should be addressed as part of the Technical Proposal and counts toward the 20-page Technical Proposal limit. Vendors may use a staffing subsection within the Technical Proposal to describe the proposed structure, assignments, roles, and approach; resumes and an organizational chart may be provided as supporting attachments. (RFP pp. 15 and 48-49.)

22. **Level of Detail for the Approach to Scope of Services Narrative**

Appendix B, Proposal Requirements requires an "Approach to Scope of Services" section describing the vendor's "overall approach to delivering consulting services within the proposed service category or categories." Given that Appendix B's "Requested Services" items (pages 46–47) do not clearly map one-to-one to the eight service categories (see Question 8 above), can DPH clarify whether this narrative should: (a) describe the vendor's approach generally, at the service-category level; (b) address each Requested Services item individually, regardless of which category it may fall under; or (c) address only the Requested Services items the vendor believes are applicable to its selected category or categories?

The Approach to Scope of Services should describe the vendor's overall approach and methodology for delivering the proposed services.

The Service Delivery Description should describe how the vendor will specifically deliver the services.

23. **Approach to Scope of Services / Service Delivery Description**

Can the State please provide clarification on the difference between the "Approach to Scope of Services" and "Service Delivery Description" categories required as part of the Technical Proposal response? Is "Approach to Scope of Services" intended to be a single high-level description of the vendor's overall project management approach for delivering consulting services and is the "Service Delivery Description" intended to be a more detailed approach/methodology for each individual service category?

The Approach to Scope of Services should describe the vendor's overall approach and methodology for delivering the proposed services.

The Service Delivery Description should describe how the vendor will specifically deliver the services.

24. **Staffing; III.A. Minimum Requirements / Appendix B Proposal Requirements, pg. 17**

The RFP requires vendors to clearly identify capabilities as presented in the General Evaluation Requirements. The Executive Summary must include an overview of key staff and organizational capacity, and the Technical Proposal must describe proposed service categories, approach, service delivery, and relevant experience.

For staffing, does the State expect vendors to name specific key personnel in the proposal, provide representative labor categories and qualifications, or provide both?

Provide both, as applicable. The proposal should identify key personnel/organizational capacity and explain the proposed staffing structure and roles; Appendix G should identify the labor categories/role titles and rates that may be used. Resumes for key personnel may be submitted as supporting attachments. (RFP pp. 15 and 48-49; Appendix G.)

25. **Staffing**

Are representative resumes to be submitted now - or - shall vendors wait to submit when responding to SOW task orders?

Please submit resume for key individuals at the time of your bid submission.

26. **Staffing; IV.C.2. Proposal Selection Criteria, pg. 15**

Staffing is scored based on "Proposed staffing structure and assignments, including clarity of roles, soundness of approach, and demonstrated understanding of the needs of DPH." If named staff are proposed, will substitutions after award be permitted for future SOWs if replacement personnel meet or exceed the qualifications proposed?

Please include the key staff at the time of your bid submission. We expect replacements/substitutions to have similar amount of experience and expertise when the work begins.

Substitutions are permitted when the SOW is sent for an awarded vendor to be given the project.

The replacement should have similar expertise and experiences as in the initial bid submission.

27. **Resume Evaluation and Alignment with Executive Summary Staff**

Appendix B, Proposal Requirements Item 2 (Executive Summary, limit 2 pages, page 48)

requires an "overview of key staff and organizational capacity," while Item 5 (Attachments, page 49) allows submission of "Resumes or CVs for key personnel" with no page limit. Can DPH confirm how resumes will be evaluated relative to the Executive Summary, specifically:

- Should submitted resumes correspond to the key staff identified in the Executive Summary?

Yes. Resumes submitted as supporting attachments should correspond to the key personnel identified or proposed in the response so the Evaluation Team can connect qualifications to the proposed staffing approach. (RFP pp. 15 and 48-49.)

- Are the key staff presented in the Executive Summary intended to represent high-level personnel supporting the contract as a whole, or staff assigned to each individual service category?

Vendors should identify the key personnel and roles they expect to use to support the service categories being proposed. The same key personnel may support multiple categories where appropriate; bidders should clearly identify any category-specific roles or expertise when relevant. (RFP pp. 15 and 48-49.)

- If key staff should be identified per service category, will DPH permit vendors to submit a separate Executive Summary (within the 2-page limit) for each proposed category?

No. Appendix B establishes one Executive Summary with a 2-page limit for the proposal. The RFP does not provide a separate Executive Summary or additional Executive Summary pages for each category. (RFP p. 48.)

Proposals/

28. Pg 48, Proposal Requirements

Should all required proposal components be combined into a single document for submission, or should the technical proposal, cost proposal, required forms, and other attachments be uploaded as separate files in Euna Procurement?

Please submit the appropriate slot where requested on Euna. If not listed, please upload along with your Proposal/Executive Summary.

29. Multiple Proposals

Page 10 under the heading “Multiple Proposals” indicates that “A primary vendor may not participate in more than one proposal in any form. Sub-contracting vendors may participate in multiple joint venture proposals”.

May a bidder serve as a subcontractor to one firm’s prime proposal while also submitting its own proposal as a prime contractor? Please clarify whether this restriction applies across all service areas, including areas that are not listed on Appendix E, but for which we are proposing as new service areas. For example, can a bidder be a subcontractor to a prime on service area Public Health Program Design, and also be a prime in the same service area?

No. A primary vendor may not participate in more than one proposal in any form. The exception in the RFP applies to subcontracting vendors participating in multiple joint-venture proposals; a firm submitting as the primary vendor should also not participate in a second proposal. (RFP, Multiple Proposals.)

30. Technical Proposal Format; IV.C.2. Proposal Selection Criteria, pg. 15

The RFP encourages vendors to “...review the evaluation criteria and to provide a response that addresses each of the scored items. Evaluators will not be able to make assumptions about a vendor’s capabilities so the responding vendor should be detailed in their proposal responses.”

Given that evaluators cannot make assumptions, will the State confirm that vendors may organize the Technical Proposal directly around the seven scoring criteria rather than the four listed required elements, without being deemed non-conforming?

Vendors may organize content within the required Appendix B sections to address the scored criteria, including use of additional subheadings. The required proposal-section order and applicable page limits must still be followed. (RFP pp. 15 and 48-49.)

31. **Samples of Expertise, Attachments , pg. 49**

Please provide more information regarding the expectation for samples of expertise? Are you expecting sample deliverables from similar engagements? Or detailed project descriptions of similar projects? Something else?

Samples should demonstrate the bidder's expertise in the focus area(s) proposed. Representative deliverables/work products from comparable engagements are appropriate; project descriptions may also be used to provide context. The bidder should identify which proposed service category or categories each sample supports. (RFP p. 49.)

32. **Realistic Proposals**

To support realistic proposals as required by Section IV.B.10, please provide an estimated annual contract value or an estimate of anticipated Statement of Work volume under this contract. If DPH has procured comparable consulting and support services under a predecessor contract, please identify that contract and its historical annual expenditure. Additionally, does DPH anticipate a target number of awards overall, or by service category?

The RFP does not provide an estimated annual contract value or SOW volume and expressly guarantees no minimum amount of work. This is a new DPH contracting vehicle. (RFP pp. 3 and 45.)

33. **Key personnel resumes**

Are you asking for us to identify and commit specific personnel for future engagements, or can staffing be proposed separately at the task order level?

Identify key personnel and organizational capacity at proposal stage and submit resumes for key individuals as requested. Future project-specific SOWs may identify the exact staffing mix and may include additional qualified personnel appropriate to the assignment. (RFP pp. 15 and 48-49.)

34. **Section III.B.2 (General Evaluation Requirements) and Appendix B (Proposal Requirements)**

Appendix B states vendors' are not required to respond to all service categories,' but the evaluation criteria score 'Familiarity with Services' and 'Experience...in matters related to the consulting services in the proposal' without distinguishing full- vs. partial-category bids.

For a vendor that proposes only a subset of the nine service categories, is the proposal evaluated on the same basis as a full-coverage proposal, or is category breadth itself a scoring factor?

The RFP does not award extra evaluation points merely for proposing more service categories. Vendors are expressly directed to focus on their area(s) of expertise. A bidder should select the categories it can support and clearly demonstrate the qualifications and experience relevant to those categories. (RFP p. 48.)

35. **Technology Related Solicitation**

Page 2 includes reference to Delaware Department of Technology and Information for technology related solicitations. Please clarify whether this is considered a technology related solicitation.

This is not limited to a technology-only solicitation; it is a broad DPH consulting and support services RFP. Technology/data-related terms, including DTI requirements, apply when the nature of a project/SOW requires them. (RFP pp. 2, 45-47; Appendix D.)

Technology related projects will include additional requirements relating to approval from DTI/IRM and will be outlined in the SOW when the project is needed.

36. **Technical proposal, p. 48**

Bids from vendors only seeking work in a single service category can be appreciably more detailed than proposals from vendors required to discuss their qualifications in up to 8 service categories. Will the need to spend less time discussing qualifications in multiple service categories reduce a vendor's chances of winning in any service category? Or is it expected that technical proposals from vendors only seeking qualification in a single service category will be appreciably shorter?

The 20-page Technical Proposal limit applies equally to single-category and multi-category bidders. Vendors should select the categories that match their expertise and use the available space to clearly demonstrate qualifications for the categories proposed. (RFP p. 48.)

37. **Written Narrative**

Please clarify whether you the DOH is expecting (or will accept) a written narrative as part of vendor responses. Or, should vendors only respond to the required attachments outlined in the solicitation?

A written narrative is required. Appendix B requires a Cover Letter, Executive Summary, Technical Proposal, and Budget and Budget Narrative in addition to the required appendices/forms/attachments. (RFP pp. 48-49; Addendum 2.)

38. Resumes

Can we submit resumes?

Yes, as part of your proposal or under a separate “attachment” as noted in a slot in Euna under “Requested information”.

Resumes can be submitted separately as noted in Appendix B.Proposal Requirements.5 Attachments or in your Technical Requirements.

39. Proposal Requirements

RFP section III. Required Information (page 4) notes, “The following information shall be provided in each proposal in the order listed below” and then lists items “A. Minimum Requirements” and “B. General Evaluation Requirements.”

- a. However, these requirements conflict with the requirements listed in Appendix A (RFP page 43) and Appendix B (page 48, “Proposal Requirements”).

The requested information will be updated in Euna (Bonfire) noted in the “Requested Information” from the requirements noted in Appendix A and Appendix B.

This will help the evaluators to gather the information outlined in those respective Appendices.

- b. Could DPH clarify which listed proposal requirements vendors should follow?

Follow the Appendix B Proposal Requirements on pp. 48-49 for the proposal narrative and page limits, together with the mandatory Appendix A forms/appendices. Addendum 2 specifically added the Appendix B pp. 48-49 requirements to Bonfire as "Requested Information" for submission. (Addendum 2.)

40. Two proposals one org?

If one or more people from our organization submits a proposal, can others from our organization lead or be involved in any projects that result? Are there any relevant restrictions or limitations?

Please submit a bid for one organization though you might propose services under different service categories.

41. Appendix E, Service Categories

Please confirm whether proposals will be evaluated and awards made separately by each service category selected in Appendix E, and whether a vendor may be awarded some but not all of its proposed categories.

DPH may make multiple and partial awards and may award by types/services when determined most advantageous to the State. A vendor may therefore be awarded for only a subset of the service categories it proposed. The RFP does not state that a separate numerical scorecard will necessarily be calculated for each category. (RFP pp. 12-15.)

42. **Pg. 49, "Demonstration and samples of expertise"**

May vendors include links to publicly available work products as evidence of relevant experience and expertise, or must all work samples be uploaded as attachments with the proposal?

Publicly available links may be used to supplement the proposal, but bidders should not rely on a link alone for material necessary to establish responsiveness or score a criterion. Include or upload the key representative sample(s) needed for evaluation and use links as supplemental evidence. (RFP pp. 15 and 49.)

43. **Service Category Scoring; Appendix B – Proposal Requirements, Technical Proposal, pg. 48**

The RFP states that “Vendors are not required to respond to all service categories and should focus their proposal on their area(s) of expertise.”

Will proposing a broader range of service categories be viewed favorably, or will evaluation focus only on the strength of the vendor’s demonstrated qualifications within each selected category?

Evaluation will focus on the strength of the vendor's demonstrated qualifications for the categories/services it proposes. The RFP does not assign additional points for selecting a broader number of categories and expressly directs vendors to focus on their area(s) of expertise. (RFP p. 48.)

Contractor/Contracting/

44. Attachment 7

Section V.G.23.c provides that only subcontractors identified in Attachment 7 are considered approved upon award and that changes require written State approval. Because project-specific Statement of Work requirements will not be known at proposal stage, should vendors submit Attachment 7 for all subcontractors they may potentially engage over the contract term, or only those proposed for immediate or near-term use? Please also confirm the process and expected timeline for adding a subcontractor after award.

If you know who you will be key subcontractor, please include Attachment 7 in your bid submission under Appendix C.

45. 12b, p. 9

Are bidders required to identify potential subcontractors in their initial response or may they propose specific subcontractors for individual procurement opportunities that are not necessarily identified in the initial submission?

No, but please refer to question 1 above relating to submitting Attachment 7.

46. Use of Subcontractors for Future Statements of Work

If a vendor does not propose a subcontractor as part of its response to this RFP, but is subsequently selected for the vendor pool and later determines that a subcontractor would provide specialized expertise needed to support a project-specific Statement of Work, would the vendor be permitted to engage and utilize a subcontractor at that time?

The vendor is permitted to engage and utilize subcontractor(s). DPH will have to approve what is being proposed at the time of the engagement.

47. Subcontractor Identification: Proposal vs. SOW Stage

The RFP requires "major" subcontractors to be named in the proposal. Since subcontractor needs are typically determined during SOW scoping, can vendors identify subcontractor capability areas at proposal stage rather than specific firms at this stage? What is the approval process for adding or changing subcontractors after award?

If you use a pool of contractor(s) at the time of your bid, please provide. Otherwise, you can submit when contracting and/or during the execution of the engagement.

The subcontractor(s) have to be approved by DPH.

The performance of the subcontractor(s) is the sole responsibility of the awarded vendor/primary vendor.

48. **Subcontractor Form**

As services under this contract will be requested on an as-needed basis through project-specific Statements of Work, the nature of the work to be performed has not yet been defined. As such, it is unclear whether we will use a sub-contractor, and if so, which organizations we would subcontract with. Would the Department allow vendors to submit an updated Subcontractor Form at the time Statements of Work are published? If not, please clarify how vendors should meet the requirements outlined within this RFP.

The awarded vendor can submit the subcontractor(s) they will use during the engagement.

The subcontractor(s) have to be approved by DPH.

The performance of the subcontractor(s) is the sole responsibility of the awarded vendor/primary vendor.

49. **Section C(3), General Information (p. 16)**

This section states that the State reserves the right to incorporate standard State contractual provisions during contract negotiations, and that vendors may be required to sign the contract for services as well as additional agreements. Please confirm whether all contractual terms, conditions, and agreements that may apply to the resulting contract are included in the RFP and/or the Sample Agreement. If not, please identify or provide copies of any additional State contractual provisions, forms, or agreements that may be required during negotiations or contract award for proposer review and evaluation.

The RFP and Sample Agreement identify the principal terms and conditions applicable to the resulting contract. The State reserves the right to incorporate applicable standard State contractual provisions during contract negotiations, as permitted by Delaware law and State requirements. Any additional provisions applicable to the resulting contract will be addressed during the contract negotiation and award process.

50. **Terms and Conditions**

To the extent permitted by applicable law, would the State be willing to negotiate a mutually acceptable limitation of liability provision?

I believe this would have to be reviewed by DAG.

51. **Terms and Conditions**

The RFP indicates that the final contract may include liquidated damages for non-

performance; however, the RFP does not specify the circumstances under which liquidated damages may apply, the methodology for calculating such damages, or any applicable limits. Would the State please provide additional details regarding any contemplated liquidated damages provisions and confirm whether such provisions will be subject to negotiation during contract discussions?

I believe this would have to be reviewed by DAG.

52. **Terms and Conditions**

The RFP permits vendors to identify minor exceptions to the terms and conditions. If a term in the RFP varies from the corresponding provision in the Sample Contract Template, should vendors submit exceptions to the RFP provision, the Sample Contract Template provision, or both?

Vendors should identify any proposed exception to the applicable requirement on Attachment 4, including the specific RFP or contract provision to which the exception applies. This will be reviewed by the state.

53. **Terms and Conditions**

Please confirm whether a proposal submitted in response to this RFP will be considered a binding offer upon submission and, if so, whether a vendor whose proposed exceptions are not accepted by the State would be required to accept the terms and conditions as issued in order to remain eligible for award?

Submission of a proposal does not, by itself, create a contractual relationship or contractual rights between the vendor and the State. A contract will not exist until the State has accepted the proposal and the contract has been fully executed. Proposed exceptions will be reviewed by the state. Vendors should identify any exceptions on Attachment 4.

54. **Subcontractor**

May subcontractors be added after award with State approval if needed for a future scope of work?

Yes, please note the subcontractor(s) have to be approved by the DHSS/DPH.

55. **Subcontracting**

Pages 10-1. Subcontracting: This contract allows subcontracting and bidders are asked to provide information on the use of subcontractors. As the specific assignments and deliverables over the period of performance are not yet known, will it be possible for selected vendors to include subcontractors in their responses to project-specific

Statements of Work if those subcontractors were not included in the response to this RFP? That is, if a vendor is qualified as a bidder through this RFP in one or more areas of requested services and later is given the opportunity to bid on a project-specific Statement of Work but is missing a technical or subject matter qualification that can be filled through a subcontracting arrangement, can a vendor propose to include a subcontractor at that time?

Your bid should include your experience and expertise in meeting the various service categories noted in Appendix E.

Since the requested information included in Appendix B, include actual key members of your team including resumes, business references, sample of your prior engagements, please only bid on services you currently can provide. If additional service can be provided in the future with added expertise, please note in your proposal.

56. **Consulting Question**

Can prime contractors award subcontractors after the award?

Yes.

The subcontractor(s) have to be approved by DPH.

The performance of the subcontractor(s) is the sole responsibility of the awarded vendor/primary vendor.

57. **Limits on an institution as a lead vendor**

Is a university limited to only one proposal as lead vendor or can each separate college within the university act a lead vendor and submit a proposal?

Submit one proposal.

58. **Past Experience**

May a subcontractor's qualifications, experience, and past performance be credited toward the prime vendor's scores under the Experience and Demonstrated Performance Record criteria?

The evaluation is based on the primary vendor who submitted the bid submission.

The subcontractor(s) have to be approved by DPH.

The performance of the subcontractor(s) is the sole responsibility of the awarded vendor/primary vendor.

59. **Only Named Individuals?**

The University of Delaware has a rich set of experts on a variety of content areas. If a project is awarded and other individuals may also have expertise, can they be brought in? Or is it only the specific individuals named in the proposal?

The bidder is designated as the primary bidder and if awarded will be solely responsible for any and all of its employees. Subcontractors can be brought in to help with meeting the needs of the services.

The subcontractor(s) have to be approved by DPH.

The performance of the subcontractor(s) is the sole responsibility of the awarded vendor/primary vendor.

Technical Proposal

60. Page Limit

Is the 20-page Technical Proposal limit a total, or does it apply per proposed service category?

The 20-page limit is a total limit for the Technical Proposal, not a per-category limit. (RFP p. 48.)

61. Proposal Requirements

Is the 20 page response limit equally applied if a vendor responds stating they will be able to do all categories versus just portions of the work?

Yes. The same 20-page Technical Proposal limit applies whether a bidder proposes one category or all categories. (RFP p. 48.)

62. General

If we are bidding on multiple categories, do you want a response for each item or a general process for all of them to keep to the 20 page response limit?

The Technical Proposal should address the bidder's selected categories within one 20-page response. Vendors may use an integrated approach where methods are common across categories, but should identify any category-specific differences and clearly demonstrate relevant experience for the categories proposed. (RFP p. 48.)

63. Appendix E, Appendix F

Appendix A requires submission of Appendix E (Service Category Selection Form), Appendix F (Sample Project Workplan), and Appendix G (Project Cost Template). Please confirm whether these appendices are uploaded as separate files in Euna Procurement and excluded from the 20-page Technical Proposal and 8-page Budget and Budget Narrative limits, or whether they count against those limits.

Yes. Appendices E, F, and G are separate required submission items and should be uploaded in their applicable Bonfire Requested Information slots. They are separate from the 20-page Technical Proposal and the 8-page Budget and Budget Narrative page limits. Addendum 2 added the Appendix B pp. 48-49 requirements to Bonfire as separate Requested Information. (Appendix A; RFP pp. 48-49; Addendum 2.)

Under "Requested Information" in Euna (Bonfire), please submit in the appropriate slots.

Please refer to Addendum 1 for some modifications/changes from the initial release of this RFP.

64. **Service Categories**

Page 48 Technical Proposal. Bidders are permitted to respond to the entire list of service categories included in Appendix E or a subset of these categories (and to propose additional categories). Can the state please confirm that the Technical Proposal response should be limited to 20 pages regardless of the number of service categories the bidder is proposing to respond to?

The 20-page limit applies to the Technical Proposal as a whole, regardless of the number of service categories proposed. The RFP does not provide an additional page allowance for multi-category proposals. (RFP p. 48.)

65. **Sample Workplan**

Given the 20-page limit on the Technical Proposal, please confirm the sample workplan or proposed workplan approach requested in Appendix F should be included as an attachment to the proposal. As attachments, please confirm these will have no page limits.

The Proposal noted in Appendix A and the Technical Proposal noted in Appendix B are the SAME document. The document should be uploaded in the appropriate slot within Euna (Bonfire).

66. **Page Limits**

According to Appendix B (pg. 48), the page limit for the Technical Proposal is 20 pages. Please confirm if the 20 page limit applies without regard to the number of categories bid by the bidder; that is, if the bidder is bidding on one category, the page limit is 20 pages and if the bidder is bidding on all 10 categories, the page limit is still 20 pages.

The Technical Proposal is limited to 20 pages total, regardless of whether the bidder proposes one category or multiple categories. (RFP p. 48.)

67. **Technical Proposal Format; Appendix B – Proposal Requirements, Technical Proposal, pg. 48.**

Proposed Service Categories, Approach to Scope of Services, Service Delivery Description, Relevant Experience.”

The phrase “at a minimum” suggests vendors may add content. Will vendors be penalized for adding subsections (e.g., staffing, education/training, performance record) to align the Technical Proposal with the scoring criteria, provided the 20-page limit is met?

Yes. Vendors may use additional headings/subsections to make the response easy to evaluate against the scoring criteria, provided the required Appendix B sections remain in the required order and the Technical Proposal stays within the 20-page limit. (RFP pp. 15 and 48.)

68. **Technical proposal, p. 48**

Please confirm that the technical proposal limit of 20 pages must include all service categories the vendor is proposing to provide.

Yes. The 20-page Technical Proposal must address all service categories the vendor proposes to provide; the limit is not multiplied by the number of categories. (RFP p. 48.)

69. **Technical Proposal Page Limit: Single vs. Multiple Categories**

Does the 20-page Technical Proposal limit apply equally whether a vendor proposes one service category or several? Is additional page allowance available for vendors proposing across multiple categories?

The 20-page Technical Proposal limit applies once to the entire Technical Proposal. No additional pages are provided based on the number of categories proposed. (RFP p. 48.)

70. **Page Limits for Multi-Category Responses**

Appendix B, Proposal Requirements (pages 48–49) sets a 20-page limit for the Technical Proposal and an 8-page limit for the Budget and Budget Narrative. For vendors proposing on multiple service categories (as selected on Appendix E), do these page limits apply once to the entire proposal, or separately per service category addressed?

The page limits apply once to the overall submission section, not separately for each service category. The Technical Proposal is limited to 20 pages total and the Budget and Budget Narrative is limited to 8 pages total. (RFP pp. 48-49.)

71. **Technical Proposal Page Limit for Multiple Service Categories**

For vendors proposing services in more than one service category, does the 20-page Technical Proposal limit apply separately to each selected service, or must the vendor address all selected categories within one combined 20-page Technical Proposal?

All selected service categories must be addressed within one combined 20-page Technical Proposal. The limit does not apply separately to each category. (RFP p. 48.)

72. **20-Page Limit**

For vendors who are bidding on all 9 of the services categories, it will be very difficult to include detailed methodologies for all 9 categories within the 20-page Technical Proposal

page limit. Would the State consider altering the overall 20-page limit to a maximum of 4 pages per proposed category?

The posted RFP establishes a single 20-page limit for the Technical Proposal. No per-category page allowance is provided. (RFP p. 48.)

73. **Category Page Limit**

The RFP notes that vendors may bid on any combination of categories in Appendix E, yet the Technical Proposal is capped at 20 pages regardless of how many categories are proposed. Does DPH intend a per-category page allowance, or should a multi-category proposal remain within the single 20-page limit?

A multi-category proposal remains subject to the single 20-page Technical Proposal limit. (RFP p. 48.)

74. **Staffing; IV.C.2. Proposal Selection Criteria vs. Appendix B Technical Proposal, pg. 15 / 48**

The RFP states that the “Proposed staffing structure and assignments, including clarity of roles, soundness of approach, and demonstrated understanding of the needs of DPH” – 10 points. The Technical Proposal required elements do not include a staffing section; only the Executive Summary references “key staff and organizational capacity,” and org charts/resumes are optional Attachments.

Should the proposed staffing structure be presented within the 20-page Technical Proposal even though it is not a listed required element, and if so, will that content count against the 20-page limit?

Staffing is an evaluation criterion for this RFP and should be addressed within the page-limited proposal, using the Technical Proposal to explain the proposed staffing structure, roles, assignments, and approach. The Executive Summary may identify key staff/organizational capacity, and resumes and an organizational chart may be included as supporting attachments with no page limit. (RFP pp. 15 and 48-49.)

75. **Appendix A, Items 10-11 vs. Appendix B (Proposal Requirements, page limits)**

Appendix A lists the Service Category Selection Form (Appendix E) and Sample Project Workplan (Appendix F) as separate mandatory submission items, while Appendix B sets a 20-page limit on the Technical Proposal without stating whether Appendix E/F count against it.

Are Appendix E (Service Category Selection Form) and Appendix F (Sample Project Workplan) excluded from the 20-page Technical Proposal limit?

Yes. Appendices E and F are listed as separate mandatory submission items in Appendix A and should be uploaded separately in the applicable Bonfire Requested Information slots. They do not count against the 20-page Technical Proposal limit. (Appendix A; Addendum 2.)

76. DE DPH Consulting and Support Q&A

- a. Is the page limit for the Technical Proposal 20 pages per service category, or is it limited to 20 pages total even if bidders are pursuing all categories?

The Technical Proposal is limited to 20 pages total, even if the bidder proposes all service categories. It is not 20 pages per category. (RFP p. 48.)

- b. Should we include a description of relevant experience for each service category selected? What about the service areas listing?

The proposal should demonstrate relevant experience for each service category selected, but a separate project example is not required for every detailed service bullet. Integrated examples may support multiple categories if the proposal clearly maps the example to the applicable categories/services. (RFP pp. 15 and 48.)

- c. RFP page 4, III. Required Information: This indicates the information should be provided in the order below – A. Minimum Requirements, and B. General Evaluation Requirements. Should we organize our proposals according to that section, or should we organize proposals according to Appendix A, Minimum Mandatory Submission Requirements, or should we organize proposals according to Proposal Requirements that begin on RFP page 48?

Organize the proposal narrative according to Appendix B, Proposal Requirements, pp. 48-49, and complete the separate mandatory Appendix A forms/appendices. Addendum 2 specifically added the Appendix B pp. 48-49 requirements to Bonfire as Requested Information. (Addendum 2.)

- d. Is the Delaware Business License required with the proposal, or upon award? If required, where should it be placed?

No. The Delaware Business License and your certificate of insurance with at least the limits noted under the Insurance section in the RFP document are required to begin services.

- e. RFP page 48 – The budget and budget narrative instructions indicate, for example, “detailed line-item for services being provided” and “alignment between proposed costs, staffing, activities, and the services proposed.” As this is for an open and continuous agreement rather than a finite project, the specific activities and services are not yet known, nor are ODCs or travel that may be required by a specific task/work order. Please confirm that the first four columns of Appendix G (service category, labor category/role title, description of role, and hourly rate fixed through 12/31/2027) are sufficient for this submission, and that the remainder of the information will be provided on a task/work order basis once there is a specific, known assignment. If not, please clarify what information is being requested in the other columns, and how it will be evaluated, considering there is not a specific task/work order at this time.

Because this is a master contract with future SOWs, provide the labor categories/roles and hourly rates that may be used, role responsibilities, and the assumptions underlying the proposed pricing. Project-specific hours, staffing levels, activities, and total dollar budgets will be developed when an SOW is issued. (RFP pp. 47-49; Appendix G.)

- f. In the evaluation, how will “Budget Approach and justification...” and “Pricing” be evaluated?

Budget Approach and Justification (10 points) evaluates the explanation and reasonableness of the cost/rate structure and its alignment with staffing/services and comparable prior work. Pricing (20 points) is the separate evaluation of the rates/prices submitted. The RFP does not publish a more detailed point formula for either criterion. (RFP p. 15; pp. 48-49; Appendix G.)

- g. In the evaluation, please confirm that the first criterion “experience, education, and training of the vendor...” relates to the proposed staff members, and that the second criterion “familiarity and experience creating and running similar projects...” relates to the company’s experience.

The first criterion should address the vendor team's relevant experience, education, and training - including the qualifications of proposed key personnel as appropriate. The second criterion focuses on the vendor organization's familiarity and experience creating/running comparable projects, including timely performance, oversight, and ongoing support. (RFP p. 15.)

- h. If we are proposing in multiple categories, please confirm whether you want a single, representative work plan for Appendix F, or if you require a work plan to be submitted for each category.

One representative/consolidated Appendix F workplan is acceptable for bidders proposing multiple categories. A separate workplan for each category is not required. (Appendix F.)

- i. For bidders proposing in multiple categories, please clarify how you would like us to approach the subsections in the technical proposal (subsections are: approach to scope of services, service delivery description, and relevant experience). Should we provide an overarching, generic approach that is universal to all categories (e.g., PMBOK)? An overall service delivery description that is generic vs. customized for each category (or a service delivery description for “Policy, regulation, and governance support,” and another service delivery description for “Grant application, grant management, and grant reporting support,” and another service delivery description for “Stakeholder Engagement, communications, facilitation, and training support,” and so on for each and every category being proposed)? Or is there supposed to be a service delivery description for “Case Management Services,” “Policy, mapping, Regulation, and Governance,” and so on for each of the service areas? For larger organizations pursuing multiple categories and service areas, how should we approach each of the subsections? Further, how will the relevant experience subsection be evaluated (should we include an example for every category and service area, such as an example of process improvement (category) for a program evaluation (service)? It could require dozens of project examples to demonstrate experience in every category and service area, but considering the 20-page limit it seems that you are specifically not wanting that volume of content, so we’d like to have more clarity in order to make it easier for you to navigate and review the content.

Use one integrated Technical Proposal within the 20-page limit. An overarching approach/methodology may be used where it applies across categories, but the proposal should identify category-specific methods, delivery differences, and experience where needed. The nine Appendix E categories - not every individual detailed-service bullet - are the primary categories to be addressed. Integrated project examples may demonstrate more than one category if the mapping is clear. (RFP pp. 45-48; Appendix E.)

Statement of Work

77. Process Mapping

For process mapping assignments, how many divisions/program areas and/or how many processes per assignment should vendors assume, and will each engagement cover a single department or multiple departments/programs?

Process mapping and process improvement assignments may involve one or multiple DPH programs depending on the requirements of the specific project. DPH does not prescribe a single process-mapping methodology and or standard. Vendors may propose the methodologies and tools they consider appropriate to the assignment. The SOW will identify any specific deliverables, standards, methodologies, or tools required.

78. Process Mapping

For process mapping and process improvement work, does DPH expect only current-state mapping with identified improvement opportunities, or also future-state mapping and supporting documentation such as SOPs, RACI, and implementation support?

See Question #77.

79. Process Mapping

Does DPH have a preferred process-mapping standard such as BPMN 2.0 and tools such as Visio, Lucidchart or Bizzydesign?

See Question #77.

80. Process Improvement

For process improvement assignments, is the vendor expected only to identify improvement opportunities, or also to support execution and follow-through on the improvements?

Each opportunity/project will be based on needs that will be contained in the SOW sent to awarded vendors. Their response will help the program determine which vendor will be assigned the work.

Note: The pricing for the engagement is based on the pricing you provided in your bid submission.

81. Program Management

For a standard project/program management engagement, how many concurrent workstreams or projects should be assumed?

DPH has not established a standard number of concurrent workstreams or projects.

82. **Stakeholder Engagement**

For stakeholder engagement, communications, facilitation, and training support, which stakeholder groups are in scope, and what types of engagement are expected: meetings, workshops, trainings, communication planning, change communications, or all of these?

All based on the needs at the time of engagement—contained in the SOW which can be any or all.

83. **SOW Bid Timeline**

Once accepted into the vendor pool, what is the estimated timeline before receiving the first opportunity to bid on an SOW?

Since this is a multi-awarded RFP, opportunities to provide services is on a as needed basis.

Technical Proposal/Appendix E--Service Categories

Appendix E contains the nine service categories that vendors select for award consideration. The longer list in Appendix B is a list of detailed/illustrative services that may fall within those categories, not a second set of award categories. Vendors should select all applicable Appendix E categories and use "Other" only for a DPH-specific service that does not reasonably fit one of the nine listed categories. The Technical Proposal should clearly explain the services and experience supporting each selected category. (RFP pp. 45-48; Appendix E.)

84. Technical Proposal Format; Appendix B – Proposal Requirements, pg. 48

The RFP states “Vendors must submit a complete proposal that includes the following sections in the order listed below. Page limits must be adhered to. Failure to submit required sections may result in disqualification.”

If a vendor reorganizes or adds headings within a required section to map to the scoring criteria, will that be considered a deviation from the required section order and structure?

The main proposal sections should remain the order of Appendix B. Vendors may organize content within those required sections using subheadings that map to the evaluation criteria, provided all required content is included and the applicable page limits are met. (RFP pp. 15 and 48-49.)

85. Appendix B vs. Appendix E

Appendix B lists nine service categories and then lists eighteen additional detailed services stated to fall within those categories. Appendix E provides nine corresponding checkboxes plus an 'Other DPH-specific consulting/support services' field. Where a vendor's capability corresponds to a detailed service listed in Appendix B but does not map cleanly to a single Appendix E checkbox, should the vendor select the closest checkbox category, select multiple checkboxes, or list the capability under 'Other'? Please also confirm whether the Appendix E selections, rather than the narrative in the Technical Proposal, are what determine the service categories for which a vendor is eligible to receive an award.

Please check the boxes for the service category/categories that you can fit under the umbrella services.

If your services do not fall under the listed categories, please use “Other” and list the services you can provide.

The more detail you can provide to demonstrate your expertise, the more we have to evaluate the services you can provide DPH going forward. Please include in your narrative these services.

86. **Vendor engagement process**

How will contracted vendors be assigned engagements if there is a need? For instance, will there be a task order/proposal sent to all vendors within a certain category when services are needed?

When a project is needed, the program will go to the list of Awarded Vendors who were awarded for that particular service category and will engage them (one or multiple) to determine if they can perform the work, ascertain a price (based on the hourly rate they provided in their bid to do the job), agree on the Scope of work and cost with one of those vendors, get a purchase order who will assign money to the contract and begin the work.

87. **APPENDIX E Services Category Selection Form**

Can the division of public health provide definitions or descriptions for each service category?

Appendix E contains the nine service categories that vendors select for award consideration. The longer list in Appendix B is a list of detailed/illustrative services that may fall within those categories, not a second set of award categories. Vendors should select all applicable Appendix E categories and use "Other" only for a DPH-specific service that does not reasonably fit one of the nine listed categories. The Technical Proposal should clearly explain the services and experience supporting each selected category. (RFP pp. 45-48; Appendix E.)

88. **Categories**

Within the submission platform (Bonfire) the scope of work lists 18 categories (all bullets), and a smaller number requested services (1, 2 with 2 including a-g). On Page 45 of the RFP, the document references 9 categories (bullets), with the larger list of 18 items but references to these as services. Please clarify what categories vendors should respond to.

Vendors should respond to the nine service categories listed in Appendix E. The 18 bullets on p. 45 are detailed/illustrative services that may be provided within those categories; they are not 18 additional service categories. Vendors may bid on any or all of the Appendix E categories. (RFP pp. 45-46; Appendix E.)

89. **Labor Categories**

Regarding Appendix G: does DPH prescribe the labor categories, or does the vendor define its own?

DPH does not prescribe a standard set of labor categories in the RFP. Appendix G asks each bidder to identify its own "Labor category / role title," describe the role, and provide the applicable hourly rate. (Appendix G.)

90. **Selected Activities within a Service Category**

May a vendor select a service category while proposing only those specific activities within that category that align with its demonstrated experience, or must the vendor be able to perform every activity associated with the selected category?

A vendor may propose the service category or categories that align with its experience, qualifications, and capacity and is not required to provide every activity listed in the RFP. The proposal should clearly identify the specific services/activities the vendor is offering within each selected category. (RFP pp. 45-48.)

91. **Difference between the listed "categories" vs. "detailed services"**

On page 45 of the RFP, there are broad categories listed, which are followed by a longer list of "detailed services" below. What is the difference between these two ?

The nine broad items are the service categories used for Appendix E selection. The longer list consists of examples of detailed services that may be performed within those categories. The detailed list is illustrative and does not create additional award categories. (RFP p. 45; Appendix E.)

92. **Process Improvement and Process Mapping Category**

The RFP identifies "Process Improvement and Process Mapping" as a service category. Can DPH clarify whether this category is intended to support specific programs or initiatives, or whether these services may be requested across any DPH program or operational area on an agency-wide basis?

Process improvement and process mapping services may be requested across DPH programs and initiatives. The Scope of Work is Division-wide and specifically includes assistance with mapping Division processes and developing programs, policies, procedures, and improvement activities. (RFP pp. 45-47.)

93. **General**

Is there a minimum number of categories to bid on?

No minimum number of service categories is stated. Vendors may bid on one, several, or all Appendix E categories and should focus on the areas that align with their expertise, qualifications, and capacity. (RFP pp. 45-48.)

94. **Task order award process**

Will task orders be awarded through a competitive mini-bid process among awarded vendors?

Yes, the programs can go to the list of the awarded vendors within a service category, send out a SOW and ask for a cost to perform the work before deciding on a particular vendor.

95. **SOW Engagement Process**

How will DPH assign specific SOWs to awarded vendors? Will the process be a competitive mini-bid among all awardees, category-based assignment, rotation, or direct selection based on expertise and availability?

It will be service category based.

The programs will go to a particular vendor/vendors who was awarded a contract for a particular service Category to ascertain the cost and availability before deciding which of one to select

96. **Section 17, p. 12**

Which of the 8 specified service categories is likely to have the highest and lowest number of contracts and dollar values?

Presently, DPH has not identified which of the service categories have with the highest or lowest contract dollars.

97. **Award Structure by Category**

Per Appendix B – Scope of Work, DPH "anticipates awarding multiple contracts so vendors may propose for the service category or categories that align with their experience, qualifications, and capacity," and vendors designate categories on Appendix E: Service Category Selection Form. Will DPH award contracts by individual service category, or issue a single overarching award covering all categories? If a vendor is awarded under only certain categories, will that vendor still be eligible to respond to task orders issued under categories for which it was not awarded?

DPH anticipate evaluating bid submissions based on the service categories outlined in a bidders' submission—thus having Appendix E to help in the selection process of the service type/category.

DPH is seeking a pool of vendors who have expertise and experience in performing work based on the service categories outlined in this RFP. The intent of this RFP is to have a deep bench of capable vendors who can meet any of the needs of DPH going forward

98. **Service Category Demand**

Among the nine service categories in Appendix E, does DPH anticipate stronger demand in specific categories during the initial contract period? Are there categories DPH is uncertain will generate sufficient SOW volume to justify an award?

This RFP is to award as many capable vendors as possible to provide a deep pool/bench to meet all current and future needs within DPH.

99. **Level of Detail for the Rate Structure and Assumptions Column**

Does the State have preferred labor categories that should be used for consistency across bidders?

No preferred or required labor-category titles are identified. Bidders should use labor categories/role titles that accurately describe the personnel they may use and provide the corresponding role description and hourly rate in Appendix G. (Appendix G.)

100. **Level of Detail for the Rate Structure and Assumptions Column**

Appendix G: Project Cost Template includes a column labeled "Budget narrative explaining the rate structure and any assumptions" and instructing vendors to "include description of responsibilities." Is DPH expecting this narrative to be completed separately for each labor category, consistent with the column's placement alongside each labor category's rate and cost data, or may vendors provide a single, consolidated narrative addressing rate structure, assumptions, and responsibilities for the cost proposal as a whole?

Appendix G's narrative column should explain the rate structure, assumptions, and responsibilities for the applicable labor category/role. A bidder may also explain common assumptions in its separate Budget and Budget Narrative, but Appendix G should contain enough row-level information to understand the role and rate being proposed. (RFP pp. 48-49; Appendix G.)

101. **Service Category Scoring; Appendix E – Services Category Selection Form, pg. 52**

The RFP states, "On Appendix E-Service Category Selection Form--please check all the services you are bidding on." The RFP also states that vendors may specify services not listed under "Other DPH-specific consulting/support services."

If a vendor selects multiple service categories, should the proposal provide separate qualifications and experience for each selected category, or may vendors use integrated examples that demonstrate experience across multiple categories?

Integrated examples may be used when one project or example demonstrates experience across multiple selected categories. The proposal should make a connection to each applicable category, so evaluators do not have to infer the vendor's qualifications. (RFP pp. 15 and 48.)

102. **Service Category Scoring; Appendix B – Proposal Requirements, Technical Proposal, pg. 48**

The RFP states that “Vendors are not required to respond to all service categories and should focus their proposal on their area(s) of expertise.”

Vendors can bid on a single category or as many categories as they wish. They will be evaluated based each category included in their bid. As such, they should include bids based on their area of expertise.

103. **Family/Client Support Logistics & Relocation Services**

“Family/client support logistics and relocation services” is listed as one of the service categories in Appendix E – Services Category Selection Form. Can the State provide more clarification on what this service category entails? Should vendors who are interested in applying for this service category still provide a full methodology/experience for “Family/client support logistics and relocation services” as part of our 20-page Technical Response?

This category may include family intake and case management, temporary housing and rehousing, moving and household logistics, storage, food and incidental support, pet relocation/temporary care, and move-back/closeout services. A vendor bidding on this category should describe its approach and relevant experience within the same 20-page Technical Proposal that covers its other selected categories. (RFP pp. 45-47.)

104. **Appendix B (Requested Services) and Section V, Item G., 14 Costs and Payment Schedules**

Appendix B states that consulting hours will be paid on an hourly rate basis. Appendix D provides that Delaware's obligation will not exceed a stated fixed fee amount and that it is the Vendor's responsibility to budget hours and tasks so that all services are completed for the agreed fixed fee. Section V.G.14 further requires a payment schedule based on defined and measurable milestones and permits holdback of as much as 25%. Please clarify which model governs project-specific Statements of Work:

- a. Statements of Work be issued on an hourly or time-and-materials basis against the awarded rate schedule;

Based on the SOW, the awarded vendor will provide a cost based on the rate they submitted in their bid submission. This will be part of the determining if a vendor will be selected—based on experience/expertise, cost and availability.

- b. fixed-price or not-to-exceed Statements of Work priced from the awarded rates. If fixed-price Statements of Work may be issued, will the Appendix D fixed-fee and Section V.G.14 holdback provisions both apply at the Statement of Work level?

For this procurement, consulting hours are priced on an hourly-rate basis using the awarded rate schedule. A project-specific SOW may establish the scope, estimated hours/not-to-exceed amount, deliverables, milestones, and payment schedule as applicable. The sample fixed-fee language in Appendix D does not replace the RFP requirement to submit hourly rates for this master contract. (RFP p. 47; Appendix D; Appendix G.)

Technical Proposal/Scope of Service Category

105. Scope

Vendor, Aug 03, 2026 4:04 PM EDT, Not Public - Pending

The cover letter requirement asks vendors to state readiness and commitment to deliver the full scope of services, while the technical proposal instructions state vendors are not required to respond to all service categories. Please confirm that “full scope of services” means the full scope of the service categories selected by the vendor, not all categories listed in the RFP.

The purpose of Appendix E is to help DPH determine your specialty in the evaluation process and obtain as many vendors as possible with that particular service category/expertise to choose from going forward.

106. Proposal Structure

If a vendor proposes multiple service categories, do the stated page limits apply collectively across the entire proposal or separately to each proposed service category?

Since we expect lots of responses to this solicitation, we want to have each bidder meet the page limits noted to allow us to meet our internal timeline.

107. Anticipated Projects

Could DPH share projects or scopes of work anticipated under the resulting contract? We are interested in learning about the more specific objectives and drivers for this contract.

Specific projects, objectives, deliverables, and level of effort have not been predetermined and will be defined through project-specific Statements of Work. DPH is not able to provide a definitive list of anticipated projects at this time.

108. Task Order / SOW Process; II. Scope of Services, pg. 3

The RFP states that “DPH seeks to establish a pool of qualified vendors... Services will be requested on an as-needed basis through project-specific Statements of Work. This solicitation does not guarantee a minimum amount of work, specific assignments, or deliverables.”

After award, will project-specific Statements of Work be competed among all awarded vendors, assigned to selected awarded vendors, or handled through another ordering process?

Correct, this solicitation does NOT guarantee work. DPH intent is to award as many capable vendors as possible that can meet present and future needs.

Based on your service category/categories, programs can go into the pool of awarded vendors to engage their services and will use their pricing to ascertain the cost associated with the respective job.

109. **Section IV., Professional Services RFP Administrative Information;
Section V. Contract Terms and Conditions**

Appendix B describes services supporting DPH programs and initiatives across the Division. Please identify which DPH sections or program areas are expected to be the principal users of this contract, and whether anticipated Statement of Work volume is expected to concentrate in particular program areas. Vendors would use this information to align proposed staffing, subject matter expertise, and relevant experience.

Services are on a “as needed basis” across DPH. As such, there is/are no concentration on a particular program area. Staffing and subject matter experts will be discussed when a program engages an awarded vendor with its scope of work to determine if the respective vendor will get the assignment/project.

110. **Estimate of work**

In Section Scope of Services, paragraph 1 on page 3 - This solicitation does not guarantee a minimum amount of work, specific assignments, or deliverables.

Can DPH provide an estimate of the anticipated number of Statements of Work, estimated annual dollar value, or historical spending under similar contracts?

An award does not guarantee work—intent is to award as many capable vendors who can meet the needs of DPH going forward—up to a potential term of up to 10 years.

111. **II.Scope of Services**

In Section II, the solicitation "does not guarantee a minimum amount of work, specific assignments, or deliverables." Recognizing that no minimum amount of work is guaranteed, please provide the Department’s best available estimate of the anticipated volume of work under this contract, including the expected number and approximate aggregate value or value range of assignments issued annually. If this contract replaces or is similar to a prior contracting vehicle, please also provide the number and aggregate value of assignments issued under that vehicle during the past ordering period.

If a vendor have an existing contract with DHSS/DPH, if their contract expires--reaching its full term and the total spend is over \$150,000, they will need to bid on the new RFP for those services. Having a current contract does not necessarily guarantee continued service once a contract has ended.

The pool of awarded vendors will allow DPH to have the best vendors with the expertise needed to do the job and help out constituents.

112. **Requested services, pp. 46-47**

Will the majority of procurements fall within one of the eight identified areas or will most involve work in two or more of the categories?

Can be any and all service categories. All based on needs.

113. **Estimated Utilization and Annual Level of Effort**

Can DPH provide an estimated historical or anticipated annual level of effort, number of project-specific Statement of Work, and spending range for each service category? If not for all service categories, could this information be provided for the Grant Application, Grant Management, and Grant Reporting Support service category?

The need for services will depend on program requirements, available funding, priorities, and projects that arise during the contract term. DPH is not currently providing program-specific or service-category-specific volume estimates.

114. **Stakeholder Engagement**

For stakeholder engagement and communications support, does the scope include designing the communication plan as part of any change-impact analysis to be done, or is the vendor expected to only support the execution of DPH-directed communication plans?

All based on the needs at the time of engagement—contained in the SOW which can be any or all.

115. **Scope**

For work requested after award through project-specific Statements of Work, please describe the process DPH will use to select among awarded vendors, including whether each SOW will be competed among pool vendors, directly assigned, or evaluated using additional technical and/or price criteria.

The selection will be based on the response of the awarded vendors which would include: timing, expertise, costs, etc.

The program will provide the SOW and requirements and expect the awarded vendors to respond with a reply that they can do the work and the associated cost based on the pricing in the bid submission.

116. Scope

Please clarify how vendors should map the expanded service areas listed in Appendix B to the checkboxes in Appendix E and the service category field in Appendix G. Should vendors use only the Appendix E checkbox categories, or may vendors list the more detailed Appendix B service areas in Appendix E “Other” and Appendix G?

To help the evaluators determine who to award based on the service categories we provided in Appendix E, we prefer you to select the most appropriate one(s). If you do NOT feel your services fall into one of them please put the services under “Other”.

The intent is to evaluate each Service Category to award vendors who have the expertise to help DPH get the needed help going in that service category going forward.

117. Proposal Clarifications

Please provide the following information about the previous contract:

- Number of Statements of Work assigned under this contract

Not applicable to this procurement as a prior HSS-27-006 contract. As stated elsewhere in this Q&A, this is a new DPH contract vehicle; therefore there is no prior HSS-27-006 SOW count to report. (See Contract History response.)

- Divisions that assigned Statements of Work under this contract

Not applicable to a prior HSS-27-006 contract because this is a new DPH contracting vehicle. Future SOWs may support DPH programs across the Division. (See Contract History response; RFP Scope of Work.)

- Total spent under this contract

Not applicable to a prior HSS-27-006 contract because this is a new DPH contracting vehicle. The RFP does not publish historical spend for other existing/expiring agreements. (See Contract History response.)

- a. How are projects assigned to the contract?

When there is a new project, the program will go to the list of awarded vendors under a particular service category and engage them by providing a SOW and request pricing (based on the pricing submitted in their bid) to make a final determination of the vendor who will do the work.

- b. What is the anticipated size of the Statements of Work expected to be assigned under this contract?

Based on the services needed.

- c. Does the contract allow for pricing changes for each annual renewal?

The proposal rates are fixed through at least December 31, 2027. The RFP does not establish an automatic annual pricing-change formula for later optional extensions; any later-year adjustment would need to be addressed with the applicable renewal/extension. (RFP p. 8.)

- d. Who will be the contact persons for the divisions using this contract? If awarded, may we arrange appointments with the contacts?

Project/program contacts will be identified as appropriate for each SOW after award. During the procurement process, bidders must use only the designated procurement contact/Bonfire channel and may not contact other State employees about the RFP without authorization. (RFP, Designated Contact and Contact with State Employees.)

Location of Service(s)

118. Location of services

- a. Does the DPH have expectations/requirements for performing work onsite or remotely?

The RFP does not establish a fixed onsite requirement. The State retains discretion over the location of work, and the Scope of Work contemplates both in-person and Teams meetings. The expected delivery model will depend on the project-specific SOW. (RFP pp. 19 and 47.)

- b. Or may the offeror use discretion (e.g., working onsite and offsite when it makes the most sense)?

The delivery model should be based on the requirements of the project-specific SOW and DPH direction; it is not solely at the vendor's discretion. The RFP permits the State to determine location of work. (RFP p. 19.)

119. Section V, Item G.1. Independent Contractors

Section V.G.1 states that location of work may be at the State's discretion. Will project-specific Statements of Work specify required onsite presence at DPH facilities, and if so, is there a typical expectation vendors should assume for staffing and pricing purposes?

Work location requirements will be determined based on the needs of each project-specific Statement of Work.

120. Geographic presence

Are vendors expected to maintain personnel physically located in Delaware or perform services onsite? What percentage of work is anticipated onsite? Can services be performed remotely?

Vendors are not required by the RFP to maintain Delaware-based personnel, and no fixed onsite percentage is stated. The State retains discretion over the location of work, and assignments may be onsite, remote, or hybrid depending on the project-specific SOW. (RFP pp. 19 and 47.)

121. Work Location

Does DPH have a preference for remote or on-site work?

No blanket preference is established. The State may determine location of work, and the Scope of Work contemplates both in-person and Teams meetings. The project-specific SOW will establish the appropriate delivery model. (RFP pp. 19 and 47.)

122. **Onsite versus Offsite Work**

Do you expect onsite work will be required and if so what amount of time do you expect the vendor to work onsite?

Onsite work may be required for some assignments, but the RFP does not specify a percentage or fixed amount. The requirement will depend on the project-specific SOW and DPH direction. (RFP pp. 19 and 47.)

123. **Delivery Model**

What delivery model should vendors assume for these services — on-site, remote, hybrid, or a project-specific mix — and are there any location or travel expectations?

Vendors should assume a project-specific mix of remote, onsite, or hybrid delivery. The State retains discretion over work location, and any required onsite attendance or travel should be defined in the SOW. (RFP pp. 19 and 47.)

124. **Remote, Onsite Requirements, and Travel Costs**

Will each project-specific Statement of Work identify whether services may be performed remotely or require onsite attendance, and may vendors propose reimbursable travel costs for onsite assignments if applicable?

The RFP allows the State to determine the location of work and contemplates both in-person and Teams meetings. Project-specific SOWs should identify the expected delivery model and any required onsite presence. Separately reimbursed travel must be identified/authorized as an applicable SOW cost. (RFP pp. 19 and 47; Appendix G.)

125. **Travel Logistics**

Can the state please clarify any assumptions associated with travel that could be included in the budget sheet?

No standard travel quantity or frequency is specified because future assignments are not yet known. Bidders may state that travel is project/SOW-specific and subject to prior State authorization, and identify any pricing assumptions in Appendix G. (Appendix G.)

Appendix A – Minimum Mandatory Requirement

126. Submission Structure; Appendix A – Minimum Mandatory Submission Requirements vs. Appendix B – Proposal Requirements, pg. 43 / 48–49

Appendix A lists 11 mandatory submission items (transmittal letter, pricing/Appendix G, Attachments 2–7, Appendix E, Appendix F), while Appendix B defines the proposal sections (Cover Letter, Executive Summary, Technical Proposal, Budget and Budget Narrative, Attachments).

Should vendors organize the submission as separate volumes, and if so, how many? Please confirm whether the State expects a single combined proposal document following the Appendix B section order, or separate uploads (e.g., proposal body, cost/Appendix G, and required forms) as distinct files in the Euna/Bonfire portal.

The requirements in Appendix B will supersede similar requirements noted in the rest of the RFP document. As such,

- (a) Transmittal Letter and Cover letter represent the same document;
- (b) Proposal/Executive Summary are same requirement as Technical Proposal;
- (c) Budget and Budget Narrative;
- (d) Attachments for
 - (1) Organizational chart - can be included in your Proposal/Executive Summary or submitted separately and include in the upload with your Proposal/Executive summary
 - (2) Resumes or CVs for key personnel – can be included in your Proposal/Executive Summary or submitted separately and include in the upload with your Proposal/Executive summary
 - (3) Business references – to be included in Appendix C-Attachment 5
 - (4) Letters of commitments or memoranda of understanding from partners (if applicable)
 - (5) Demonstration and samples of expertise in consulting on specified focus area(s) identified

127. Submission Structure; Appendix A / Euna Procurement portal, pg. 44

The RFP states that "Vendors shall provide proposal packages in the following formats: 1. Proposals shall be submitted online at <https://dhss.bonfirehub.com/>."

Will the Euna/Bonfire portal provide predefined document upload slots that dictate how the proposal, cost, and forms must be separated, and if so, can the State publish the list of required upload fields?

Slots will be noted in Euna (Bonfire) for your bid submission.

Please refer to Addendum 1 for the updates and the updated "Requested Information" will be in place right after the Pre-bid Meeting.

128. **Minimum Mandatory Requirements on Submission Portal**

The online submission portal notes the below minimum mandatory requirements that are not explained in the RFP. Would DPH expand on exactly what these requirements are so bidders can accurately respond to them?

- a. Does the Bidder have a supplier diversity plan currently in place?

The supplier diversity plan is NOT a requirement but is for informational purposes for DHSS/DPH.

- b. Does the Bidder have a written inclusion policy in place? If yes, please attach a clearly identifiable copy of the inclusion plan to your proposal?

No, but if you have one in place, can you please include your policy in the uploaded slot for your Proposal/Executive Summary.

129. **Submission via Bonfire, Supplier diversity plan**

The portal asks, "Does the Bidder have a supplier diversity plan in place?" Can the State clarify what you mean by a "supplier diversity plan"? Specifically, are you asking whether we have a supplier diversity policy in place, or are you asking whether we intend to utilize subcontractors? If either scenario applies, do you require any supporting documentation outlining our approach or intent?

Please refer to most recent executive order for supplier diversity initiative:

<https://governor.delaware.gov/wp-content/uploads/sites/219/2026/05/EO0022-Supplier-Diversity-Initiatives.pdf>

If you have a diversity plan/policy, we are requesting you to include your policy to be uploaded in the slot along with your Proposal/Technical Proposal.

130. **Submission via Bonfire, Diverse Sub-Contractor(s)**

The portal asks, "Does the bidder have any diverse Sub-Contractor(s) as outlined in Attachment 8 Tier II Sub-Contractor(s)?" Can you clarify what you mean? For bidders that do not intend to use subcontractors, do you require any documentation stating such?

Please refer to the reply in question 24.

The diversity questions are for informational purposes and does NOT impact your bid submission. As such, if you have policy and/or plan, please include for our information.

131. Business Associate Agreement

Appendix D includes a HIPAA Business Associate Agreement. Please clarify whether vendors will be required to execute the BAA as part of the base contract execution for all awarded vendors, or when project-specific Statements of work involves protected health information.

This can be requested when the project is initiated for services requiring a BAA and/or DTI T&Cs.

132. Small business and diversity considerations

Are there evaluation preferences or reporting expectations beyond the reporting requirements related to OSD-certified diversity suppliers? The RFP discusses supplier diversity reporting but does not identify evaluation points for diversity participation.

No separate evaluation preference or scoring points for supplier-diversity status are stated in the RFP. The OSD certification application is expressly optional and does not influence the award decision; applicable supplier-diversity/subcontracting reporting requirements apply as stated after award. (RFP Attachment 10 and reporting provisions.)

133. DTI Terms

Appendix D includes the State of Delaware DTI Terms and Conditions Governing Cloud Services and Data Usage (which require an election between the 1-3 Public Data and 1-11 Non-Public Data term sets). Please clarify whether public data and non-public data usage will be defined at base contract execution for all awarded vendors, or only where a project-specific Statement of Work involves the triggering condition.

Requested when project require the DTI T&Cs

DTI requirements are determined by the project-specific SOW and will be included with any amendments to be signed at that time.

134. DTI Terms / Background Checks

Section V.G.35 applies IRS Publication 1075 requirements 'if applicable,' and Section V.G.25 refers to additional background checks or security clearances depending on the nature of services. Please clarify whether background checks apply to all staff, only staff accessing non-public data, or only where a project-specific Statement of Work applies.

The Program may also want to review if this will be applicable and consult IRM, but in general if V.G.25 applies to a specific project where federal tax information is accessed, stored, or transmitted as part of the contract, all employees with potential to access non-public data for the project are covered.

135. **Security Clearance**

The state's contract terms and conditions require additional background checks and security clearances. Please provide additional information on which service categories of Statement of Work types are expected to require clearances.

The RFP does not assign specific background-check/security-clearance requirements by service category. The requirement depends on the nature of the assignment, including access to State property, systems/data, or vulnerable populations. Project-specific requirements will be identified when applicable. (RFP, Background Checks/Security Clearances.)

136. **Applicability of HIPAA, DTI, IRS 1075, and Security Requirements**

Will the HIPAA Business Associate Agreement, DTI nonpublic-data requirements, IRS Publication 1075 requirements, background checks, and related security provisions apply only when specific Statement of Work involves the corresponding protected data?

The specific project requirements will determine the need for these documents.

These provisions apply when the project/SOW involves the type of data, access, or activity that triggers the requirement. They are not automatically applicable to every consulting assignment solely because a vendor is in the master-contract pool. (RFP Section V.G; Appendix D; see BAA and DTI responses.)

Business License/Certificate of Insurance

137. General Business License

Is an out-of-state vendor with no business operations in Delaware other than this contract required to apply for a Delaware business license to receive this contract?

Out of state bidders are welcome to bid on these services. In order to begin services if awarded, you will be required to have a Delaware Business license or IRS 501c3 and your Certificate of Insurance with at least the Insurance Coverage noted in the RFP document.

138. Minimum Requirements

Please confirm if the division requires the vendor to submit their Delaware license and/or certification with the submission OR upon award. 1. 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.

You can submit your Delaware Business license upon Award and before starting service(s).

You will also need to submit a Certificate of Insurance with at least the limits noted in the RFP document before service can begin.

Insurance (including Automobile, ACA Safe Harbor; Cyber Liability)

139. Automobile Liability Requirement for Remote Grant Services

Does the automobile-liability requirement apply to vendors performing grant writing and reporting services remotely and not transporting State personnel, clients, or property? If so, will hire and non-owned automobile coverage satisfy the requirement?

Only applicable if transporting clients.

140. Insurance

Vendor, Aug 03, 2026 7:34 PM EDT, Not Public - Pending

Please confirm that a bidder does not need to have Automotive Liability if we are not planning on using any vehicle to perform this work?

Correct, no Auto Liability Insurance is needed if not applicable.

141. Section V.G.4 – ACA Safe Harbor (Additional Fee)

Section V.G.4 requires vendors to identify an "Additional Fee" charged to employees electing health coverage through the Vendor, to support the Common-law Employer Safe Harbor Exception. Our company offers ACA-compliant coverage to all employees at no separate cost. Can the State confirm whether an explicit \$0.00 Additional Fee (with stated basis, e.g., "per employee, no additional charge") is acceptable and still satisfies this requirement, or whether a fee greater than \$0.00 is required?

If it is \$0.00 then list \$0.00.

142. Insurance Requirements

Can a bidder's umbrella insurance used to cover any gaps in Commercial General Liability coverage as required by the RFP?

Yes, a bidder needs to have at least the coverage noted for Insurance in the RFP document.

143. Section V, Item G., 8 Insurance c. and d.

Section V.G.8.c and V.G.8.d state per-occurrence and aggregate limits for the required coverages. Will DPH accept a combination of primary and umbrella or excess liability coverage to satisfy the stated aggregate limits, provided the combined limits meet or exceed the stated requirement? Please also confirm that Section V.G.8.d requires only one of the three listed coverages, selected based on the scope of work being performed.

Yes, an umbrella to meet or exceed the coverage noted in the noted section in the RFP document.

144. **Cyber Insurance**

Appendix D refers to cyber Security insurance. Please clarify at what point in the procurement or contracting process should contractors provide this evidence.

Cyber Security insurance may be required for a specific project and depends on the nature of the data and transfer.

Workers' Compensation

145. Workers' Compensation Requirements for Owner-Only Firms

For a vendor with no employees other than its owner, how should we address this requirement?

Vendor should determine Worker's Compensation and Employer's Liability Insurance requirements in accordance with applicable law(s).

Organization Chart/

146. Organizational Chart, Attachments , pg. 49

What organizational chart do you require? A corporate organizational chart or a project organizational chart of a representative/sample project team?

The RFP does not prescribe a specific organizational-chart format. A bidder may provide an organizational/project-team chart that clearly shows the key personnel/roles and reporting structure proposed to support this contract; corporate context may also be shown if helpful. (RFP p. 49.)

147. Organizational Chart Requirements

Appendix B, Proposal Requirements Item 5 (Attachments, page 49) lists "Organizational chart" among the required attachments. Can DPH confirm it is acceptable for vendors to submit a single organizational chart representing the overall team structure supporting the contract?

Yes. One organizational chart may cover the overall proposed contract/team structure and all selected service categories. The bidder may show category-specific teams or roles within the same chart if needed. Attachments have no page limit. (RFP p. 49.)

148. Organizational Chart Requirements

Please clarify the expectations for the organizational chart. Should specific individuals be included, or representative roles?

Identify specific key personnel where they are known/proposed, and show representative roles for the broader staffing structure as appropriate. The purpose is to help evaluators understand the proposed organization, roles, and reporting relationships. (RFP pp. 15 and 48-49.)

Appendix C-Vendor Information

149. Exceptions Form

Section I requires the transmittal letter to state and justify any exceptions to the RFP, and Section IV.B.22 requires exceptions to be recorded on Attachment 4, with acceptance at the sole discretion of the evaluation committee. Please clarify whether clarifying assumptions underlying a vendor's technical or cost approach - for example, assumptions regarding level of effort, State-provided resources, data availability, or the basis of proposed rates - should be recorded as formal exceptions on Attachment 4, or whether Attachment 4 is intended only for requested changes to the State's contract terms and conditions.

The RFP and all requirements are noted for the public and potential bidders. As such, we do NOT accept exceptions to the RFP document.

Attachment 4 – Exceptions form is for changes to the PSA, BAA and the DTI T&Cs noted in Appendix D.

150. Section IV.B.23 (Business References)

The RFP requires at least three business references 'of similar scope and value' and states personal references and State of Delaware contacts cannot be used.

Is there a stated recency window (e.g., within the last 3 years) for qualifying business references, or any minimum/maximum number beyond the stated minimum of three? Please also clarify whether references need to encompass contract types in each service category we are proposing to do work in.

No requirements for references except they cannot be an employee for the State of Delaware.

151. criteria weight section, p. 15

Are references from 3 prior clients required in each area the proposer is attempting to qualify in?

References are not needed for each category of services.

152. References; IV.B.23. Business References / IV.C.4. References, pg. 12 / 15

The RFP requires at least three business references of similar scope and value. It also states the Evaluation Team may contact any customer of the vendor, whether or not they are included in the reference list.

Will reference scoring be based only on the submitted Business References form, or may the State consider feedback from other vendor customers contacted during evaluation?

The Evaluation Team is not limited to the submitted reference list. The RFP expressly states that it may contact any customer of the vendor, whether or not it is included in the vendor's reference list, and use that information in the evaluation. (RFP p. 15.)

153. References

Can DOH provide additional detail regarding the reference check process, including whether references will be contacted by phone, email questionnaire, survey, or another method? Will all submitted references be contacted, or only those for shortlisted/finalist bidders?

The RFP does not prescribe a particular phone/email/survey method or require that every submitted reference be contacted. It states that the Evaluation Team may contact any customer of the vendor, whether or not listed, and may use that information in the evaluation. (RFP p. 15.)

154. References Requirement

Item 23. Business References on page 12 of the RFP notes that bidders are to “provide at least three (3) business references.” Is there a maximum number of references that bidders can include?

We require a minimum of 3 references. If you want to include additional references, please make a copy of the Attachment 6 – Business References tab and label as “Athmt6 Business References2”, etc.

155. Scope of the State-Employee Reference Restriction

Appendix A (Item 8) and Attachment 6: Business References (in Appendix C) instruct vendors to "provide references other than State of Delaware contacts." Could DPH confirm this restriction is limited to Delaware state government employees/contacts?

Yes, you should NOT use Delaware State employee(s) as reference(s).

156. Business References

Attachment 6 requests vendors to ...”not list any State Employee(s) as business references.” Please confirm that the state in the instructions is Delaware and that vendors can submit state employees from other states as references.

Please refer to the reply to question 7 above.

157. **Number of References Required**

Section IV.B.23 (Business References) and Attachment 6 (Appendix C) require "at least three (3) business references... of similar scope and value." Is this a minimum of three references for the entire proposal, or three references required per each service category being pursued?

Three references for your bid submission.

You can submit more than 3 if you want, please refer to question 6 above in this section.

158. **Attachment 6 - Business References**

For Attachment 6 (Business References), will DPH accept references from other Delaware State agencies, departments, divisions, or authorities that have contracted with the vendor for consulting or professional services similar in scope to the services proposed under this RFP?

No. The minimum submission requirements instruct vendors to provide references other than State of Delaware contacts, and this Q&A has clarified that Delaware State employees should not be used as references. References from government entities outside the State of Delaware may be used if they otherwise meet the similar-scope/value requirement. (Appendix A; Business References.)

159. **Appendix C/Attachment 6 - Business References**

If subcontractors are proposed, can the State of Delaware confirm that offerors can add an additional tab in the excel file Appendix C to reflect subcontractor references?

Yes, please copy and add the table for additional subcontractors and label as "Athmt7 Subcontractor Form2", etc.

160. **Appendix C, Attachment 3 Non-Collusion Stmt**

Attachment 3 makes NOTE about the signature of the authorized representative, but there is no field for signature. Should the signature of the authorized representative be provided on the cover letter instead?

The "updated" version of Appendix C – Vendor Forms has a box to put an electronic signature or if manually sign, please print, sign and submit a PDF form and upload in the appropriate slot in Euna (Bonfire).

161. **Federal Certification**

On the Vendor Information Sheet (Attachment 2) there is a question specific to federal certification. Please provide additional information about what type of certifications the Department is requesting information about.

For Federal, this would be a Small Business Administration designation like 8(a) certified, HUBZONE certified, Small Disadvantaged Business, Women Owned Small Business, Veteran Owned Small Business, etc. These allow the vendors to participate in some set-aside contract opportunities.

It looks like they don't have to specify which program just answer Yes or No if one applies.

162. **State Certification**

On the Vendor Information Sheet (Attachment 2) there is a question specific to state certification and if certified, which states. Please provide additional information about what type of certifications the Department is requesting information about.

For the State, it would be registering with our Office of Supplier Diversity, other states have similar programs. Hope this helps.

It looks like they don't have to specify which program just answer Yes or No if one applies.

163. **Stakeholder Engagement**

There is a reference to stakeholder engagement. Please clarify whether this includes state and federal agency stakeholders, contracted provider stakeholders, and community organization stakeholders.

Yes, potentially. The scope expressly includes Federal partners and coordination with other divisions, departments, agencies, and supporting vendors. Depending on the project, stakeholder engagement may also include contracted providers and community organizations relevant to the program/SOW. (RFP pp. 46-47.)

164. **Exceptions**

In lieu of submitting exceptions on Attachment 4, would the Department allow vendors to submit a redlined copy of its terms and conditions, to include all information requested in Attachment 4?

The State prefer you to submit the "red line" version and submit Attachment 4 with the exceptions. This will help control all the items to be negotiated between the parties, especially when we have to see the guidance of our legal team.

165. **Business References, Appendix C & Attachments , pg. 49**

Are business references to be provided as an attachment (as indicated on RFP pg. 49) or in on Attachment 6 in Appendix B/C?

Please reply to each Attachment noted in Appendix C and upload in the slot noted in EUNA (Bonfire) under Requested Information.

Workplan/Page Limits/Appendix F

166. Resumes

Are there any limitations on page length for resumes?

As noted in Appendix B page 49, you can attach “resumes or CVs for key personnel” as an attachment outside of your Proposal/Technical Proposal. This will have its own slot to upload and is “optional” if you did NOT include that information as part of your Proposal/Technical Proposal.

167. Resumes, Attachments , pg. 49

Please be more specific about the resumes you are requiring? Are these resumes of representative staff provided in the sample project team org chart? How many resumes do you want? Is there a page limit for the resumes?

We are requesting the “resumes or CVs for key personnel” for “key personnel”.

Please refer to the reply to question 8 above.

168. Application of Evaluation Criteria/Weighting

Page 15 sets out the Proposal Selection Criteria and Criteria Weight table, assigning point values across seven factors (Experience/Education/Training – 20, Familiarity/Experience with Similar Projects – 20, Staffing Structure – 10, Demonstrated Performance Record – 10, Budget Approach – 10, References – 10, Pricing – 20, totaling 100%). Can DPH confirm whether this evaluation criteria and associated weighting will be applied once to the vendor's overall submission (covering all proposed service categories collectively), or applied individually to each service category the vendor is proposing on, with separate scoring per category?

Presently, DPH will be evaluating based on each service category noted in Appendix E.

DPH wants a deep pool of vendors for each category to be able to meet any and all current and future needs.

169. Sample Workplan

Please confirm whether Appendix F sample work plan requires:

- a. one representative workplan or a separate workplan for each proposed service category;

One representative/consolidated sample workplan or proposed workplan approach is acceptable. Appendix F does not require a separate sample workplan

for each service category. The sample should be representative of the category or categories the bidder proposes to provide. (Appendix F.)

- b. a generic service-category workplan or one based on a hypothetical project; and Either a representative hypothetical workplan or a proposed workplan approach may be used. Appendix F expressly permits a "sample workplan or proposed workplan approach," so no specific DPH project is required at proposal stage. (Appendix F.)
- c. completion of the Baseline and Target columns in the Appendix F template at proposal stage, or whether these may be defined at Statement of Work initiation

Where a proposal-stage sample does not have a real project baseline or target, the bidder may identify those fields as TBD/to be established during SOW initiation and explain how they would be established. The final project workplan must include applicable performance indicators and monitoring/data collection methods before work begins. (Appendix F.)

170. **Workplan / Appendix F; Appendix F – Sample Workplan Template, pg. 53**

The RFP states "Bidders shall submit a sample workplan or proposed workplan approach for the service category or categories they are proposing to provide." The final workplan after award must identify activities, deliverables, responsible staff, timeframes, performance indicators, and data collection or monitoring methods, as applicable.

For Appendix F, does the State prefer a completed sample workplan for a hypothetical engagement, a proposed workplan approach, or one sample workplan for each selected service category?

DPH will accept either a completed representative sample workplan or a proposed workplan approach. A single workplan may demonstrate the bidder's approach across multiple proposed service categories; a separate sample for each category is not required. (Appendix F.)

171. **Workplan / Appendix F; HSS27006-OCCSS_appF, pg. Appendix F template**

The separate Appendix F template states applicants may use a different template, but it must include activities, deliverables, responsible staff, timeframes, performance indicators, and data collection methods.

If a vendor uses its own workplan format instead of the Appendix F template, will that be considered fully responsive if it includes the required workplan elements?

Yes. Appendix F permits a bidder to use a different workplan as long as it includes the required elements: activities, deliverables, responsible staff, timeframes, performance indicators, and data collection/monitoring methods, as applicable. (Appendix F.)

172. Sample Workplan

Appendix F states that bidders shall submit a sample workplan or proposed workplan approach for the service category or categories they are proposing to provide. Given that no project-specific Statement of Work exists at proposal stage, please confirm whether vendors are expected to populate the Baseline and Target columns of the Appendix F template, or whether those may be identified as determined at Statement of Work initiation.

Baseline and Target may be identified as TBD/to be established at SOW initiation when they cannot reasonably be known before a project-specific SOW exists. The bidder should still describe the proposed monitoring approach and how performance measures would be established. (Appendix F.)

173. Appendix F, p 53

Please clarify whether a bidder should submit one Appendix F sample workplan that encompasses all the service categories they are bidding on or whether separate work plans should be submitted for each area?

One representative/consolidated Appendix F workplan may encompass multiple service categories. Separate workplans for each category are not required. (Appendix F.)

174. Work Product / Source Code

Section 5 of the Professional Services Agreement includes a source code delivery provision. Please confirm this requirement applies only when a project specific Statement of Work requires custom software development.

The source-code delivery provision applies to source code developed in connection with services performed under the agreement. If a project-specific SOW does not involve development of source code/custom software, there would be no source code deliverable for that SOW. (Appendix D, Professional Services Agreement, Work Product/Source Code provision.)

175. Appendix F - Sample Project Workplan Requirement

For the required document Appendix F - Sample Project Workplan, does DPH have a sample project in mind for which to create a workplan?

No specific DPH sample project is prescribed. A bidder may submit a representative workplan or proposed workplan approach that reasonably demonstrates how it would manage work in the service category or categories being proposed. (Appendix F.)

176. Appendix F Workplan

Appendix F requires the submission of a “sample workplan or proposed workplan approach for the service category or categories” being proposed.

- a. Please confirm or clarify that an existing work plan from another engagement with similar services to those being proposed can be submitted.

Yes. An existing workplan from a comparable engagement may be used as the sample if it is relevant to the services being proposed and demonstrates the required Appendix F workplan elements. (Appendix F.)

- b. Is changing the name of the state/organizations/specifics to protect confidentiality of our client acceptable, or would the State prefer we mark this document confidential?

A bidder may redact or de-identify client-identifying information in a sample as long as the sample remains understandable and accurate. If a bidder submits material it considers confidential business information, it must follow the RFP's confidentiality instructions, including separate identification of confidential material and the applicable Confidentiality Form. (RFP, Confidentiality of Documents; Appendix C.)

- c. Is one workplan, representative of our workplan approach, acceptable, or is a workplan specific to each category required?

One representative workplan is acceptable and may cover multiple proposed categories. A separate workplan for each selected category is not required. (Appendix F.)

177. Single vs. Category-Specific Workplan

Appendix F: Sample Project Workplan instructs bidders to "submit a sample workplan or proposed workplan approach for the service category or categories they are proposing to provide." Does DPH expect one consolidated workplan covering all proposed categories, or a distinct workplan for each individual category?

DPH will accept one consolidated/representative workplan covering the bidder's proposed service categories. Separate workplans for every individual category are not required. (Appendix F.)

178. **Samples of Work**

Can the sample(s) of work be for multiple service areas?

Yes. A sample of expertise/work product may demonstrate capability in more than one service area. The bidder should identify which proposed categories or services the sample supports. (RFP p. 49.)

179. **Workplans**

Can the sample(s) workplan cover multiple service areas?

Yes. A representative sample workplan may cover multiple proposed service areas/categories. (Appendix F.)

180. **Sample Workplans**

Can the State confirm that vendors must submit a sample workplan for each of the service categories they are proposing to provide (submission of up to 9 sample workplans)?

No. The RFP does not require up to nine separate sample workplans. One representative workplan or proposed workplan approach may cover the category or categories the bidder proposes to provide. (Appendix F.)

181. **Appendix F, Sample Workplan**

Appendix F requests project-specific information, including activities, deliverables, staff, timeframes, and performance indicators. Should the sample workplan be based on a hypothetical DPH assignment selected by the vendor, or should it describe the vendor's general contract-level approach?

Either approach is acceptable: the bidder may use a representative hypothetical engagement or provide a proposed workplan approach. The purpose is to demonstrate how the bidder would address the required workplan elements when a project-specific SOW is issued. (Appendix F.)

182. **Appendix F, Sample Workplan**

Should Appendix F include one sample workplan that applies across all proposed service categories, or a separate sample workplan for each service category selected by the vendor?

One representative/consolidated Appendix F workplan may apply across the bidder's selected categories. A separate workplan for each category is not required. (Appendix F.)

183. **Appendix F, Sample Project Workplan**

The instructions in Appendix F permit vendors to use an alternative workplan template, but the components listed in the instructions, such as deliverables and timeframes, do not directly align with the components listed in the accompanying table. Could the State list the required components of the work plan?

A responsive workplan or alternative workplan format should include, as applicable, activities, deliverables, responsible staff, timeframes, performance indicators, and data collection or monitoring methods. If baseline and target information is not known at proposal stage, it may be identified as TBD/to be established at SOW initiation. (Appendix F.)

184. **Appendix F, Sample Project Workplan**

The instructions in Appendix F permit vendors to use an alternative workplan template. Please confirm whether a narrative would be an acceptable format instead of a table.

Yes. A narrative format may be used if it clearly and completely addresses all required Appendix F workplan elements. Appendix F permits use of an alternative template/format. (Appendix F.)

185. **Sample Workplan**

Appendix F Sample Workplan Template. Bidders are permitted to respond to the entire list of service categories included in Appendix E or a subset of these categories (and to propose additional categories). Should bidders submit a separate workplan for each service category they are proposing, or just one workplan in their response? In addition, can the state plan clarify whether Appendix F has a page limit and whether it counts toward the 20-page Technical Proposal limit, or if it may be submitted as an attachment with no page limit?

Submit one representative/consolidated workplan or proposed workplan approach; a separate workplan for every selected category is not required. Appendix F is a separate mandatory submission item, and no separate page limit is stated for it, so it should be uploaded in its Bonfire slot and excluded from the 20-page Technical Proposal limit. (Appendix A; Appendix F; Addendum 2.)

186. **General Evaluation Requirements Page Limit**

Is there a separate page limit for the “General Evaluation Requirements” mentioned on page 4, which includes the vendor’s staffing plan? Or are vendors expected to address the “General Evaluation Requirements” within the 20-page limit for the Technical Proposal?

There is no separate page allowance for the General Evaluation Requirements. Bidders should address the scoring criteria within the applicable proposal sections - particularly the Executive Summary and 20-page Technical Proposal - and may use the no-page-limit

attachments to support items such as resumes and the organizational chart. (RFP pp. 4, 15, 48-49.)

187. **Assignment Process for Project-Specific Statements of Work**

Will vendors awarded under a service category compete for each project-specific Statement of Work, or will DPH assign work directly based on qualifications, availability, pricing, rotation, or another selection process?

When a project is needed, programs will go to the list of awarded vendors with expertise in a particular service category and will engage them with a SOW and request a price based on the pricing submitted. The program will select the one they want from that outreach of awarded vendors to do the work.

It will be based on qualifications, availability, and pricing.

188. **Service Requests - Process and Timeline**

- a. If selected, what is the process and lead time for service requests to vendors? For example, how and when would a vendor be contacted for service requests in relation to the start time of the services needed/requested?

The list of awarded vendors for a particular service category will be contacted with a SOW—which include timeline and milestones, request for pricing and availability. The work is based on the needed of the program within DPH at that point in time.

- b. What is the overall timeline/duration for vendors selected (months, years)?

The base contract term is one year, with nine optional one-year extensions. (RFP, General Information, Contract Term.)

189. **General**

Given the variety of service categories and potential types of assistance requested in this RFP, should Appendix F consist of (1) a project-specific sample workplan for a representative engagement, or (2) a general workplan approach and methodology demonstrating how the bidder will develop project-specific workplans after award?

Either a representative project-specific sample workplan or a general proposed workplan approach is acceptable. A single representative submission may address multiple selected categories. (Appendix F.)

190. **Appendix F**

If a bidder proposes multiple service categories in Appendix F, should the bidder submit:

- a. One consolidated Sample Workplan covering all proposed service categories; or
b. Separate Workplans for each service category?

One consolidated/representative Sample Workplan may cover multiple proposed service categories. Separate workplans for each service category are not required. (Appendix F.)

Appendix G--Budget/Pricing

191. Budget Approach Scoring

Please provide additional information about how vendors' budget approach and justification will be scored for this RFP, particularly given the likelihood that vendors will submit different (maybe multiple) labor categories and hourly rates by service category.

"Budget Approach and Justification" is a separate 10-point criterion from "Pricing," which is worth 20 points. For the budget-approach criterion, bidders should explain the proposed rate/staffing structure, assumptions, responsibilities, and how the cost approach aligns with the services and prior work of similar scope/complexity. The RFP does not publish a more detailed sub-formula for allocating those 10 points. (RFP p. 15; pp. 48-49; Appendix G.)

192. Appendix G

Without a specific Statement of Work, vendors are unable to propose a budget that aligns labor category and roles with the hourly fixed rate. In addition, vendors will also not be able to estimate travel/reimbursement costs (or determine them not applicable) until the nature of the work is defined. Please provide additional instructions as to how the Department would like vendors to complete Appendix G.

Because project-specific scope and hours are not known at proposal stage, Appendix G should function as the bidder's rate card. Provide the service category, labor category/role, role description, fixed hourly rate through 12/31/2027, and any known/applicable direct-cost or travel assumptions. Project-specific staffing levels, hours, travel, and not-to-exceed budgets will be established when an SOW is developed. (RFP pp. 47-49; Appendix G.)

193. Section IV, Item B., 5 and Section V, Item C., 1; Appendix G

Section IV.B.5 and Appendix G require proposed rates to remain fixed through December 31, 2027, while Section V.C.1 provides for a one-year term with nine optional one-year extensions. Please describe the mechanism, if any, for rate adjustment in contract years beginning on or after January 1, 2028. Should vendors propose an escalation methodology in the budget narrative, or will rates be renegotiated at each extension?

The RFP requires submitted rates to remain fixed and binding at least through December 31, 2027 and does not establish a CPI or other automatic escalation formula after that date. Bidders should submit the rates requested in Appendix G through 12/31/2027; pricing for any later optional extension period would need to be addressed as part of the applicable extension/renewal. (RFP p. 8; Contract Term; Appendix G.)

194. **Rates for Multi-Year Engagements**

For SOW engagements that cross contract years, are the engagement rates in any year updated to the master contract rates in effect for that year? If they must be the rates in effect at the start of the engagement, what is the maximum SOW term?

Please note this RFP will award contracts on an annual basis--a contract period of one (1) year with nine (9) optional one year extensions.

If a project is beyond a year, amendment to the contract will be renewed so the work can be completed.

195. **Budget / Cost Template**

Appendix B, Proposal Requirement 4, requires a detailed line item for services being provided showing role and associated cost, and alignment between proposed costs, staffing, activities and services. Appendix G provides columns for labor category and hourly rate but not for estimated hours or level of effort. Should vendors submit hourly rates by labor category only, or also provide estimated labor hours or level of effort by service category? If estimated hours are expected, please indicate the basis on which vendors should develop them given that no Statement of Work volume or anticipated contract value has been provided.

At proposal stage, bidders should provide hourly rates by labor category/role and the associated pricing assumptions rather than inventing project hours or a total project budget. Project-specific hours/level of effort and total budget will be determined through future SOWs. (RFP pp. 47-49; Appendix G.)

196. **Program design and project planning**

Are you looking for a bundled cost to design and plan the program or an hourly rate?

An hourly rate is required. The RFP states that consulting hours will be paid on an hourly-rate basis, and Appendix G requests hourly rates by labor category/role. (RFP p. 47; Appendix G.)

197. **Category-Differentiated Hourly Rates**

Can vendors propose different hourly rates by service category where specialized expertise commands a higher market rate than general consulting work?

Yes. Appendix G is structured by service category and labor category/role, so bidders may propose different rates where different roles or specialized expertise apply. Each applicable rate should be clearly identified and remain fixed through 12/31/2027. (Appendix G.)

198. Expenses

Additionally, Appendix D (Professional Services Agreement, Section 2) provides that unless an appendix specifically provides otherwise, all expenses incurred in performance are to be paid by the Vendor, while Appendix G includes a column for travel and reimbursement costs. Please clarify which categories of other direct cost DPH anticipates will be reimbursable as separate direct costs under project-specific Statements of Work, and which **should** be incorporated into proposed hourly rates.

Appendix G permits bidders to identify other direct costs and travel/reimbursement costs if applicable. Under the sample agreement, expenses are otherwise the vendor's responsibility unless an applicable appendix/SOW provides for reimbursement. Accordingly, separately billed direct or travel costs must be identified and authorized in the applicable contract/SOW; otherwise they should be incorporated into the vendor's rate(s)/cost structure. (Appendix D; Appendix G.)

199. Travel and Direct Expense

Are travel and other direct expenses expected to be embedded in hourly rates, or may they be billed separately?

Travel and other direct expenses may be shown separately in Appendix G when applicable, but separate reimbursement must be authorized in the applicable contract/SOW. Costs not separately authorized should be treated as part of the vendor's proposed rate/cost structure. (Appendix D; Appendix G.)

200. Other Direct Costs and Travel

Appendix G - Project Cost Template; Column E

Since the nature of the work is unknown at this point, how should the bidder provide information for these two sections? Other direct costs and travel can vary significantly depending on the nature of work assigned.

If no project-specific direct cost or travel amount can reasonably be identified at proposal stage, the bidder may indicate N/A or "SOW-specific/subject to prior State approval" and explain the assumption. Do not invent travel or direct costs for an unknown assignment. (Appendix G.)

201. Appendix G, Project Cost Template

What travel reimbursement guidelines apply (State rates, federal GSA rates, actual cost, etc.)?

The RFP does not prescribe a specific State, GSA, or actual-cost travel reimbursement schedule for this master contract. Any separately reimbursable travel and the applicable

reimbursement basis should be established in the project-specific SOW/contract before the travel is incurred. (Appendix G; Appendix D.)

202. **Pricing**

Pricing is weighted at 20 of 100 points. Given that vendors may propose different numbers of service categories and will define their own labor categories in Appendix G, please describe how pricing will be evaluated and scored comparably across proposals. Will pricing be scored per service category, on a blended or average rate basis, or against the vendor's total proposed rate schedule?

Pricing is worth 20 points, but the RFP does not publish a mathematical low-price formula, blended-rate formula, or per-category pricing formula. The Evaluation Team assigns points under the stated criteria, and the ultimate award is based on the proposal(s) most advantageous to the State, not necessarily the lowest price or highest total score. (RFP pp. 13-15.)

203. **Section G(14) p. 24**

This section states that the State may require a holdback of up to 25% of contract monies until acceptable performance is demonstrated. Would the State consider reducing the maximum holdback to another commercially reasonable amount, or limiting any holdback to specific deliverables requiring performance validation?

That can be discussed during contract negotiations.

204. **General**

Is there an estimated annual budget for all the work related to this contract?

The solicitation does not establish an annual budget or guaranteed spend. It expressly states that there is no guaranteed minimum amount of work, specific assignments, or deliverables. (RFP pp. 3 and 45.)

205. **General**

Generally, we have seen with these types of contracts that budgets are set once we know the specific project(s). Can we provide hourly rates as our budget and then work on dollar budgets at a later date when the full scope would be discussed?

Yes. At proposal stage, provide the required hourly rates/rate card and pricing narrative. Project-specific hours, staffing mix, total dollar budget, and deliverables will be developed when the applicable SOW is defined. (RFP pp. 47-49; Appendix G.)

206. Task order award process

Will hourly rates be the primary factor of each task?

DPH prefers the pricing submitted in your bid be on an hourly basis. This way, when DPH needs your services, you can submit the cost based on the hourly rate noted in your bid submission.

207. Estimated volume of work

Can DPH provide historical or anticipated annual spending by service category? Including: Audit and compliance support, Grant management support, Fiscal support, Process improvement, Project management

That information is not currently available at this time.

208. Expected labor categories

Does DPH anticipate standard labor categories for future task orders? Appendix G appears to require labor category pricing, but labor classifications are not defined in the RFP. For example:

- Partner/Principal
- Project Director
- Senior Consultant
- Consultant
- Analyst
- Subject Matter Expert

DPH has not prescribed standard labor classifications for the future SOWs. Vendors should define labor categories/roles appropriate to their proposed services and include a clear role description and hourly rate for each in Appendix G. (Appendix G.)

209. Pricing

Will hourly rates submitted in Appendix G serve as:

- a. Not-to-exceed ceiling rates?
- b. Fixed rates for the duration of the contract?, or
- c. Negotiable rates at the task-order level?

Appendix G rates are fixed through December 31, 2027. The RFP also states that vendors are not restricted from offering lower pricing during the contract term, so an awarded vendor may offer a lower project-specific rate. The RFP does not establish an automatic rate-escalation mechanism for periods after 12/31/2027. (RFP pp. 8 and 17; Appendix G.)

210. **SOW Basis of Payment**

Will individual SOWs be structured on an hourly rate against a not-to-exceed ceiling, deliverable-based milestone payments, or another basis?

The RFP establishes hourly-rate pricing for consulting hours. Each SOW may then define the scope, estimated hours/not-to-exceed budget, deliverables, milestones, and payment schedule needed for that assignment. (RFP p. 47; RFP Costs and Payment Schedules; Appendix G.)

211. **Escalation of labor rates**

Given the one-year base term plus nine optional one-year extensions, will awarded vendors be permitted to adjust hourly rates at renewal periods?

Rates are fixed and binding at least through December 31, 2027. The RFP does not state a CPI or other automatic escalation formula for later option years; any later-year rate change would need to be addressed in connection with an optional contract extension. (RFP p. 8; Contract Term.)

212. **Project Cost Template**

Are you looking for a bundled or total cost for the program or an hourly rate?

Hourly rates are required rather than a bundled total program price at proposal stage. Future SOWs will establish the project-specific level of effort and budget. (RFP p. 47; Appendix G.)

213. **Federal funding impacting DPH**

What are the primary federal funding streams supporting the programs anticipated to utilize these consulting services? (CDC, HRSA, CMS, FEMA, USDA, etc.)

It will depend on the program. DPH is supported by state, federal funding.

214. **If selected process for project awards/timeline?**

How will projects funded through this opportunity be awarded to vendors that are selected? What is a typical lead time, process (e.g.) and range of funding for each project?

Statements of Work will be issued on an as-needed basis.

215. **Cost Information**

In C.14 General Contract Terms Costs and Payment Schedules, paragraph 1, pg. 24 - All contract costs must be as detailed specifically in the Vendor's cost proposal.

Since this is an open and continuous proposal, what cost information should be included? Specific assignments, deliverables, and quantities are unknown at this point.

The proposal should include the bidder's hourly rate structure by service category/labor role, role descriptions, known/applicable direct-cost and travel assumptions, and the required budget narrative. Specific assignment quantities and total project budgets should be established later through project-specific SOWs. (RFP pp. 47-49; Appendix G.)

216. Fixed Hourly Rates

In Appendix G - Project Cost Template; Column D "Hourly rate fixed through 12/31/2027"

Since this contract is for a one year term, with nine option years, should the bidder only provide rates for the first year or provide rates for all years?

Appendix G asks for rates fixed through December 31, 2027. Bidders should provide the rates requested for that fixed-price period; the RFP does not require option-year rate tables for all nine potential extensions. (RFP p. 8; Appendix G.)

217. Detailed Line Item Budget

In Proposal Requirements – 4. Budget and Budget Narrative on page 48.

Clarify the need for a detailed line item budget since the specifics of the work is unknown at this point. What should the bidder provide for this section?

Because no project-specific SOW exists yet, the line-item budget should identify the proposed labor roles and associated hourly costs/rate structure rather than estimated project hours that cannot be known. The narrative should explain each role/rate, assumptions, and alignment to the proposed services; project-specific level of effort will be determined at SOW stage. (RFP pp. 48-49; Appendix G.)

218. Budget and Budget Narrative

Does the State require the Budget and Budget Narrative in both the Technical response document and Appendix G, or may we provide pricing/budget/budget narrative only in Appendix G?

The Budget and Budget Narrative is a required proposal section with an 8-page limit, and Appendix G is also a required pricing template. They are separate submission components; Appendix G does not replace the Budget and Budget Narrative. (RFP pp. 48-49; Addendum 2.)

219. Appendix G Pricing

If a labor category applies to more than one service category, may Vendors include the

labor category/role title only once and list all applicable service categories together in a single cell under Column A? Or does the Division require Vendors to provide a separate row for each labor category/service category combination, even when the role title, description, rate, and narrative are identical across service categories?

For example, if the same role applies to multiple service categories, may Vendors enter those service categories together in Column A for a single row, rather than repeating the same labor category information on multiple rows?

If the same labor role, description, rate, and assumptions apply identically to multiple service categories, the applicable categories may be identified together for that role. If the role, rate, or assumptions differ by category, use separate rows so the pricing is unambiguous. (Appendix G.)

220. Appendix G

Appendix G, column G, asks for a "Budget narrative explaining the rate structure.." Can the State clarify what level of detail is requested with regard to the rate structure?

Column G should explain the basis of the hourly rate and any assumptions and should describe the responsibilities associated with that labor category/role. The goal is to let the Evaluation Team understand what the role does, what is included in the rate, and any conditions underlying the proposed pricing. (Appendix G.)

221. Pricing Evaluation and Scoring

How will DPH evaluate and score pricing in the proposal review? Rate structures will vary across vendors and service categories, and understanding how pricing is weighted relative to technical merit is important for structuring a competitive proposal.

The RFP assigns 20 points to Pricing but does not publish a separate mathematical pricing formula. Pricing will be evaluated as part of the overall stated evaluation process, and the State is not required to select the lowest-priced or highest-scoring proposal; award is based on the proposal(s) determined most advantageous to the State. (RFP pp. 13-15.)

222. Possible spend

What is the anticipated expenditure off this contract for this procurement?

The RFP does not state an anticipated expenditure amount. It expressly provides that the solicitation guarantees no minimum amount of work, specific assignments, or deliverables. (RFP pp. 3 and 45.)

223. Appendix G

Appendix G, columns E and F, ask for "Other direct costs, if any/applicable" and

"Travel/Reimbursement costs, if any/applicable." As actual services will be determined in the future, on an as-needed basis through project-specific Statements of Work, these costs would be estimated when such project-specific Statements of Work are known. Please clarify what information the State would like to be included in these columns.

For proposal purposes, bidders may identify these items as N/A or SOW-specific/subject to prior State approval when the cost cannot be known without a project-specific SOW. If a bidder has a standard or known direct-cost/travel assumption, it should be stated in Appendix G rather than estimated without a factual basis. (Appendix G.)

224. Consulting Question

What has been the annual historical spend?

Historical annual spend for this new DPH contracting vehicle is not stated in the RFP. The solicitation does not guarantee any minimum volume or dollar value. (RFP pp. 3 and 45.)

225. Anticipated Grant Types and Application Volume

Under the Grant Application, Grant Management, and Grant Reporting Support category, what types of funding sources and approximate volume of application and reports does DPH anticipate, such as federal formula grants, discretionary federal grants, state grants, private foundations, or cooperative agreements?

Specific grant-related requirements, deliverables, and level of effort will be identified in the applicable Statement of Work.

226. Administrative Fee

Is there an administrative fee on the resulting contract?

The RFP does not identify a separate administrative fee for the resulting contract. Any vendor administrative/overhead cost should be reflected in the bidder's proposed rate structure unless a specific direct cost is separately identified and authorized. (RFP pp. 47-49; Appendix G.)

227. Budget and Budget Narrative Requirements

Appendix B (page 48 of the RFP) notes that a budget and budget narrative are required with submission. Because the RFP does not include specific projects/scopes of work, can DPH clarify what costs and activities are to be included in the budget and budget narrative?

At this stage, bidders should submit labor roles and hourly rates, explain the rate structure and responsibilities, and identify any known/applicable direct-cost or travel assumptions.

Project-specific hours, activities, staffing mix, deliverables, and total budgets will be established through future SOWs. (RFP pp. 47-49; Appendix G.)

228. **Appendix G, Project Cost Template**

Should ODCs be estimated or only included if specifically identified as needed at proposal submission?

ODCs should be included only if they are known/applicable at proposal stage. If they depend on a future project, the bidder may identify them as N/A or SOW-specific/subject to prior State approval rather than estimating unsupported costs. (Appendix G.)

229. **Appendix G, Budget Narrative**

We are requesting multiple service areas. Are we requested to submit a corresponding budget narrative and pricing approach for each service area requested?

One Budget and Budget Narrative, within the 8-page limit, may address all service categories being proposed. The bidder should clearly identify any category-specific pricing assumptions where they differ. (RFP pp. 48-49.)

230. **Appendix G, Budget Narrative**

Appendix G, Column G requests Budget Narrative information. Page 48, Item 4 of the Proposal Requirements identifies a limit of 8 pages for the Budget and Budget Narrative. Is the 8-page limit in addition to Appendix G or should all budget Narrative information be included only in Appendix G?

The 8-page limit applies to the Budget and Budget Narrative section. Appendix G is a separate required spreadsheet/template and should be uploaded separately in the applicable Bonfire Requested Information slot. (RFP pp. 48-49; Addendum 2.)

231. **Budget and Budget Narrative**

Do we need to submit a word document that is separate from Appendix G for the budget and budget narrative? Or is Appendix G what we should be submitting?

Yes. Submit the Budget and Budget Narrative as its own required proposal section and also complete Appendix G as the separate Project Cost Template. Appendix G does not replace the written Budget and Budget Narrative. (RFP pp. 48-49; Addendum 2.)

232. **How to budget**

Without knowing what specific services will be requested, it is difficult to provide a budget, since an applicant doesn't know which staff member will be working on a future project and for how long. Should applicants provide a range of potential costs?

Please provide an hourly rate per individuals who might be engaged in a project (e.g. analyst, manager, support staff, etc.) or a blended hourly rate for all staff.

233. **Appendix G Hourly Rates**

Appendix G (Project Cost Template) calls for fixed hourly rates by “Labor Category/Role Title.” Is it acceptable to include a blended hourly rate across all proposed labor categories?

Yes. As already clarified above, bidders may provide hourly rates for the individual roles that might be engaged or may provide a blended hourly rate for staff. The pricing structure should be clearly described so DPH understands which roles/services the rate covers. (See response to "How to budget"; Appendix G.)

234. **Rate Adjustment Mechanism for Contract Extensions**

Hourly rates are fixed through December 31, 2027. For contract extensions beyond that date, what mechanism will govern rate adjustments: CPI-based escalation, renegotiation at each extension, or another approach?

The RFP does not establish an automatic CPI-based or other escalation mechanism. Rates are fixed and binding at least through December 31, 2027; any pricing for a later optional extension would need to be addressed as part of that extension. (RFP p. 8; Contract Term.)

235. **Budget Narrative Pricing**

In the RFP, the Proposal Expiration Date (pg. 8) is December 31, 2027, and there are nine optional extension periods of one year each (General Information, pg. 16). Appendix G (Project Cost Template) calls for pricing through 12/31/2027. Should bidders note any price escalations for the extension years in the Budget Narrative (RFP pg. 48-49)? If not, how will pricing for the extension years be handled?

Bidders are not required to price all nine optional extension years in Appendix G. Submit rates fixed through 12/31/2027 as requested. The RFP does not prescribe an escalation formula for later option years; any later pricing would be addressed with the applicable extension. (RFP p. 8; Appendix G.)

236. **Budget Narrative**

The RFP requires submission of a “Budget and Budget Narrative” (pg. 48-49). This includes a “detailed line-item for services being provided – role and associated cost,” and explanation of “each cost, its purpose and necessity,” and “alignment between proposed costs, staffing, activities, and the services proposed.”

Given this is an RFP for a master contract under which individual task orders and scopes of work will be requested, the detail being requested is largely unknown at this time. A budget narrative seems to be more appropriate once a specific task is identified and a scope of work is requested. If a budget narrative is desired with this submission, can the State clarify how the bidders should consider these unknowns?

The proposal-stage narrative should explain the proposed rate structure, labor roles/responsibilities, assumptions, and how the pricing approach aligns with the categories/services proposed. Because no SOW exists yet, project-specific hours, staffing mix, activities, and total cost may be identified as items to be finalized through the applicable SOW. (RFP pp. 48-49; Appendix G.)

237. Consulting hourly rate

Is there a targeted or expected hourly rate range?

No targeted or expected hourly-rate range is stated in the RFP. Bidders should submit their proposed competitive rates in Appendix G. (Appendix G.)

238. Indirect cost

Can indirect cost or administrative overhead be included? If so, how should it be represented? Is there an approved percentage?

No separate approved indirect-cost or administrative-overhead percentage is stated. Bidders should account for ordinary overhead in their proposed hourly rate structure unless a cost is specifically identified as an allowable direct cost and authorized for separate reimbursement. (RFP pp. 47-49; Appendix G.)

239. Pricing

For Appendix G, may we assume that vendor's providing a rate card by service category and labor category is sufficient for pricing submissions? Please confirm.

A rate card by service category and labor category/role is the required basis of pricing for this master contract, together with the required Budget and Budget Narrative and any applicable direct-cost/travel assumptions. Project-specific total budgets will be developed later through SOWs. (RFP pp. 47-49; Appendix G.)

240. Pricing

Please clarify whether work under project-specific SOWs will be performed and paid on a time-and-materials/hourly-rate basis, a fixed-fee deliverables basis, milestone payment basis, or some combination. The Scope of Work states that consulting hours will be paid on an hourly rate basis, while the sample agreement references fixed fee, payment schedules, measurable milestones, and possible holdbacks.

Consulting hours under this RFP are priced on an hourly-rate basis. A project-specific SOW may establish a not-to-exceed amount, deliverables, milestones, and a payment schedule appropriate to that assignment, but the proposal must provide the hourly-rate structure required by the RFP. (RFP p. 47; Costs and Payment Schedules; Appendix G.)

241. **Pricing**

Appendix G requests an hourly rate fixed through December 31, 2027, and the RFP states prices remain fixed and binding at least through December 31, 2027, while the contract term is one year with nine optional one-year extensions. Please clarify how rate adjustments will be handled after December 31, 2027.

Rates are fixed through at least December 31, 2027. The RFP does not specify an automatic escalation method after that date; any later-year rates would need to be addressed in connection with an optional extension. (RFP p. 8; Contract Term.)

242. **Term**

The term is one year with nine optional one-year extensions, while proposal pricing is binding through December 31, 2027. Is there an escalation mechanism (CPI-based or negotiated) for rates in the option years?

No CPI-based or other automatic escalation mechanism is stated in the RFP. Rates are fixed through at least 12/31/2027; any adjustment for a later optional extension would need to be addressed at the time of the extension. (RFP p. 8; Contract Term.)

243. **Pricing**

Vendor, Aug 03, 2026 4:06 PM EDT, Not Public - Pending

May we assume that travel, onsite meeting costs, and other direct costs will be reimbursed only when specifically authorized in a project-specific SOW?

Yes.

244. **Duplication Between Budget and Budget Narrative**

Appendix B, Proposal Requirements Item 4 (pages 48–49) requires both a line-item budget (via Appendix G: Project Cost Template) and a "budget narrative explaining each cost, its purpose, and necessity." Appendix G itself also includes its own column, "Budget narrative explaining the rate structure and any assumptions; please include description of responsibilities." Since both the main proposal and Appendix G separately request a budget narrative, should the content differ, or may it be duplicated across the two locations?

It is up to you to determine how best to reply to the request. DPH want to know about your costs and how best to provide the narrative of what it would cost to engage in a future project.

245. Resource Requirements

Does this program have any citizenship, residency, or nationality requirement/restrictions for consultants proposed under the hourly-rate pricing structure?

None.

Consultants/subcontractors are the sole responsibility of the award vendor.

Data is NOT to be transferred or stored outside the United States.

246. Budget and Budget Narrative Requirements

Because this solicitation establishes a pool of qualified vendors and specific projects will be defined through future Statements of Work, can DPH provide additional guidance regarding the Budget and Budget Narrative requirements? In particular, how should vendors develop the required detailed line-item budget and associated staffing costs when the specific scope, level of effort, and deliverables for future assignments are not yet defined? Should vendors provide hourly rates and labor categories only, or does DPH expect estimated staffing levels and anticipated hours by role despite the absence of project-specific Statements of Work?

No restrictions. However, any DPH data cannot be stored outside the United States.

This should be estimated service level based on staff needed to meet the needs of a particular project. The program will provide a SOW and it will be up to the awarded vendor to provide a cost (which is the hourly rate submitted in their bid) to arrive at a cost) to finish the project.

247. Section II - Scope of Services and Appendix G

"Regarding Appendix G:

- a. If a vendor is awarded multiple service categories, will DPH consider portfolio- or volume-based pricing?

Yes.

- b. If portfolio- or volume-based pricing is permitted, how should it be submitted (e.g., within Appendix G, within the 8-page Budget and Budget Narrative, or as a separate attachment)?

You can use past experience/engagement to present a budget and a narrative.

- c. May vendors modify Appendix G to include subcontractor rates, labor category definitions, and pricing assumptions, or must the template be submitted exactly as provided?"

Yes, to give DPH a view of what an engagement would involve and the associated costs.

248. **Anticipated Annual Spend and SOW Volume**

While the RFP guarantees no minimum work, can DPH share an estimated annual spend range and approximate number of SOWs anticipated across all awarded vendors? What is the typical project duration and budget?

We cannot provide this information since it is on a need's basis.

249. **Project Cost Template**

Appendix G Project Cost Template. Please confirm whether Appendix G is included within the 8-page Budget and Budget Narrative limit or may be submitted separately outside that limit.

They can be submitted separately.

250. **Appendix G**

Does the eight-page limit for the budget narrative, referenced on page 48 of the RFP, include the Appendix G budget spreadsheet, or does the page limit apply only to the narrative portion?

Appendix G is a separate document for the budget narrative which has the 8-page limit.

251. **Evaluation & Oral Presentations; IV.C.5. Oral Presentations, pg. 16**

The RFP directs vendors to Appendix B for Budget and Budget Narrative requirements and to a separate Appendix G file.

Appendix G includes fields for service category, labor category/role title, role description, hourly rate fixed through 12/31/2027, other direct costs, travel/reimbursement costs, and budget narrative assumptions.

For Appendix G, should vendors list all labor categories that may be used under the contract, or only labor categories tied to an example staffing model or anticipated initial engagement?

Budget Narrative and Appendix G are separate documents.

Please be as descriptive as you can to help us evaluate your expertise and experience in our evaluation base on your service category/categories.

252. **Pricing & Appendix G; Appendix G – Project Cost Template, Appendix G worksheet**

Appendix G includes "Other direct costs, if any/applicable," "Travel/Reimbursement costs,

if any/applicable,” and “Budget narrative explaining the rate structure and any assumptions.”

Should travel, reimbursement, and other direct costs be included as separate not-to-exceed assumptions in Appendix G, or should vendors describe them as future SOW-specific costs subject to State approval?

Direct and indirect cost should be included in appendix G. This will give us insight into the possible cost associated with an engagement.

Final cost of the project will be done during negotiations.

253. **Pricing & Budget; B. General Evaluation Requirements, pg. 4**

“General Evaluation Requirements” include “Budget approach” and “Pricing.”

Please clarify how the State will evaluate Budget approach versus Pricing. Will Budget approach be scored based on the written cost justification and alignment to services, while Pricing is scored separately based on the rates submitted in Appendix G?

DPH prefer the submission of hourly rate of those included in your pricing sheet or a blended hourly rate. This will help us understand how a project might cost and we can budget accordingly.

The particular engagement—based on a needed/project, will determine the cost if awarded.

254. **Pricing & Budget; IV.C.2. Proposal Selection Criteria, pg. 15**

Please describe the scoring methodology for the 20-point Pricing criterion. Will pricing be evaluated based on lowest proposed rates, relative price competitiveness, reasonableness, best value, or another methodology?

Pricing should be at hourly rate(s) included in your pricing sheet.

The intent of this RFP is to get a pool of vendors who have expertise in the service categories noted. Pricing is important, but it is not the final determinant for selecting and awarding bidder. We will have plenty of needs/projects going forward.

255. **Pricing & Budget; Appendix B – Proposal Requirements, Budget and Budget Narrative, pg. 48–49**

The budget submission must include a detailed line-item for services by role and associated cost, a budget narrative explaining each cost, alignment between costs, staffing, activities, and services, and Appendix G with service category, labor category, and associated costs.

Should Appendix G rates be interpreted as maximum hourly ceiling rates fixed through

December 31, 2027, or may project-specific rates, discounts, or alternate pricing structures be proposed in response to future SOWs?

Please submit your bid with rate(s) that you plan to charge if given a contract.

When a project is needed, if you are awarded for a particular service category, the cost based on your pricing included in your bid submission will be one determinant in the selection process.

256. **Pricing & Budget; V.C. General Information, pg. 17**

Procurement materials state, "Vendors are not restricted from offering lower pricing at any time during the contract term."

Please confirm whether awarded vendors may offer discounted rates or lower project-specific pricing for future SOWs without formally amending the Appendix G rate schedule.

If a DPH program provides you with a SOW and request pricing, that will be on factor in selecting the vendors it reaches out to and select for the job.

A discount can be included in your initial bid or at the time of the engagement for a particular job/project.

257. **Pricing & Payment Terms; V.G.14. Costs and Payment Schedules, pg. 24**

Procurement materials state, "All contract costs must be as detailed specifically in the Vendor's cost proposal. No charges other than as specified in the proposal shall be allowed without written consent of the State of Delaware." The RFP also states payment schedules will be based on defined and measurable milestones and that payments will not be made in advance of work performed.

Because future work will be requested through project-specific SOWs, should vendors describe milestone-based, fixed-price, or deliverable-based pricing options in the proposal, or should all pricing be presented only as hourly labor rates?

It will be easiest for DPH to evaluate based on an hourly rate.

258. **Pricing & Payment Terms; II. Scope of Services / Requested Services, pg. 47**

The RFP states, "Consulting hours will be paid on an hourly rate basis. The vendor must provide an hourly rate and full response to this RFP."

Please confirm whether all future work under this contract must be billed strictly on an hourly basis, or whether fixed-price or milestone-based SOWs may be used if agreed to by the State.

When given a SOW to request a price from the list of awarded vendor(s), we will use the hourly rate you provided to determine how you are pricing the job.

The SOW should include milestones to help in the estimation of the cost.

259. **Pricing & Rate Escalation; IV.B.5. Proposal Expiration Date, pg. 8**

The RFP states, “Prices quoted in the proposal shall remain fixed and binding on the bidder at least through December 31, 2027.”

Please confirm whether the fixed pricing period applies only to the initial contract year through December 31, 2027, or whether proposed rates may be adjusted during optional extension years.

Price should be fixed to December 31, 2027. The state may request an extension of that pricing.

Contracts are renewed annually (after the initial year, the contract can be renewed annually for up to 9 times—nine (9) optional renewal of one (1) year each).

Rate adjustments will be negotiated

260. **Pricing & Rate Escalation; V.C. General Information, pg. 17**

The RFP states, “The term of the contract... shall be for one (1) year with nine (9) optional extensions for a period of one (1) year for each extension.”

For optional extension years after the initial fixed-price period, will the State allow annual rate adjustments, and if so, should vendors identify the proposed adjustment basis in their cost proposal?

That can be negotiated on renewal.

261. **Appendix G - Project Cost Template**

Can the State of Delaware confirm whether offerors can submit a separate document for the budget narrative, rather than including the narrative in Appendix G – Project Cost Template excel sheet?

The Budget Narrative noted in Appendix B and the Appendix G are separate documents.

262. **Appendix G - Project Cost Template**

Can the State of Delaware confirm if offerors can edit the pricing template to show the rates for each option year after the base period in Appendix G – Project Cost Template excel sheet?

You can modify the pricing template—Appendix G. Please update the “Excel” file so that we can still compare your bid submission to other bidders.

263. **Budget**

Page 48 of the RFP states that the budget submission must include: (1) a detailed line-item budget for services being provided, including roles and associated costs; (2) a budget narrative explaining each cost, its purpose, and necessity; and (3) alignment between proposed costs, staffing, activities, and the services proposed. Given that this procurement will establish a pool of qualified vendors and the specific services to be requested under future task orders are not yet known, will the State accept an explanation of hourly rates for each proposed Labor Category / Role Title?

Please provide hourly rates for each labor category/by role or a blended rate.

The more detail you provide the better we can have an idea of your pricing for a particular engagement if awarded.

Scoring

264. Appendix G, Project Cost Template

Can the State please clarify how the 20 points for pricing will be awarded?

Pricing is worth 20 points, but the RFP does not publish a separate mathematical scoring formula. The Evaluation Team will assign points under the stated evaluation criteria, and the ultimate award is based on the proposal(s) most advantageous to the State, not necessarily the lowest price or highest total point score. (RFP pp. 13-15.)

265. Appendix G, Budget Narrative

Could the State please clarify the amount of detail required in the Budget Narrative and how the points will be awarded?

The Budget Narrative should explain each proposed cost/rate, its purpose and necessity, the role/responsibilities associated with the pricing, key assumptions, and alignment among costs, staffing, activities, and proposed services. "Budget Approach and Justification" is worth 10 points; the RFP does not publish a more detailed sub-allocation of those points. (RFP pp. 15 and 48-49; Appendix G.)

266. Technical Scoring; IV.C.2. Proposal Selection Criteria vs. Appendix B Proposal Requirements, pg. 15 / 48–49

The Selection Criteria score seven items (Experience/education/training – 20; Familiarity/similar projects – 20; Staffing – 10; Demonstrated performance – 10; Budget approach – 10; References – 10; Pricing – 20), but the Technical Proposal required format lists only Proposed Service Categories, Approach to Scope of Services, Service Delivery Description, and Relevant Experience.

The required Technical Proposal format does not map one-to-one to the seven scored criteria. Can the State provide a crosswalk identifying which proposal section(s) each scoring criterion will be evaluated against?

The scored criteria may be addressed across the required proposal components. As a practical crosswalk: Experience/education/training - Technical Proposal Relevant Experience plus resumes; Similar-project familiarity - Relevant Experience/Approach/Service Delivery examples; Staffing - Executive Summary and Technical Proposal supported by org chart/resumes; Demonstrated performance - Relevant Experience/work samples and references; Budget Approach - Budget and Budget Narrative; References - Appendix C Business References; Pricing - Appendix G. Vendors should make each scored item easy for evaluators to locate. (RFP pp. 15 and 48-49.)

267. **Technical Scoring; IV.C.2. Proposal Selection Criteria, pg. 15**

The RFP state that “Experience, education, and training of the vendor in matters related to consulting services included in the proposal” – 20 points.

The Technical Proposal format requests “Relevant Experience” but does not list education or training as a required element, and resumes are listed only as optional Attachments. Where should vendors address education and training so they are scored — within the Technical Proposal, in the Attachments, or both?

Education and training may be described within the Technical Proposal where relevant to the proposed services and supported by resumes/CVs in the Attachments. Vendors should not rely solely on attachments if the information is material to a scored criterion; make the connection clear in the proposal narrative. (RFP pp. 15 and 48-49.)

268. **Technical Scoring; IV.C.2. Proposal 1Selection Criteria, pg. 15**

The RFP states “Familiarity and experience creating and running similar projects, including the ability to perform the work in a timely manner, company oversight and on-going project support and maintenance.” – 20 points.

This 20-point criterion includes timely performance, company oversight, and ongoing project support/maintenance, none of which are named elements in the Technical Proposal format. In which section should vendors address these components?

Address these components within the Technical Proposal, particularly the Approach to Scope of Services, Service Delivery Description, and Relevant Experience sections. Describe how prior work demonstrates timely delivery, company oversight, and ongoing project support, and explain how those practices will be used for DPH. (RFP pp. 15 and 48.)

269. **Technical Scoring; IV.C.2. Proposal Selection Criteria, pg. 15**

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The RFP states “Familiarity and experience creating and running similar projects” (20) and “Demonstrated performance record, including ability to effectively manage projects and deliver services of similar scope and complexity” (10) are scored as separate criteria. How does the State distinguish between the “Familiarity and experience with similar projects” criterion and the separate “Demonstrated performance record” criterion, and where should each be addressed to avoid redundancy?

"Familiarity and experience with similar projects" addresses the vendor's experience creating/running comparable work and its ability to support that work timely and effectively. "Demonstrated performance record" addresses evidence of successful delivery

- for example, results, management of scope/complexity, quality, and successful completion. Vendors may use the same project example for both if they clearly distinguish the experience from the demonstrated outcome/performance. (RFP p. 15.)

270. **Technical Scoring; IV.C.2. Proposal Selection Criteria, pg. 15**

The RFP states “All proposals shall be evaluated using the same criteria and scoring process... all instructions contained in this RFP shall be met in order to qualify as a responsive and responsible contractor.”

Will the Evaluation Team score each criterion holistically across the entire proposal (including Executive Summary and Attachments), or only against specifically designated sections?

The Evaluation Team may consider the complete responsive proposal, including the required proposal sections and supporting attachments. Vendors should nevertheless place or cross-reference scored information where it is easy to locate because the RFP states evaluators will not make assumptions about a vendor's capabilities. (RFP p. 15; pp. 48-49.)

271. **Relevant Experience; Appendix B – Proposal Requirements, Technical Proposal, pg. 48**

The Technical Proposal must identify proposed service categories and describe the vendor’s approach, service delivery methods, and relevant experience, including public health, healthcare, or government-related work.

For relevant experience, will the State consider broader health and human services, government consulting, compliance, project management, and modernization work as responsive, or is DPH seeking examples specifically tied to public health programs?

Yes. Appendix B expressly states that Relevant Experience may include public health, healthcare, or government-related work. Broader government/health and human services consulting may therefore be responsive when it is relevant to the proposed service category and demonstrates comparable scope/complexity. (RFP p. 48.)

272. **Task order award process**

Will vendors be ranked within each service category?

Once awarded a contract, the vendors will be on a list/a pool of vendors within that service category that a DPH program can select to provide the needed services.

273. **criteria weight section, p. 15**

If an applicant's qualifications in one area are very strong but in a second area they are

weaker, will the lower scores in the second area reduce the applicant's overall score or will each area be scored separately?

DPH is planning to evaluate by each service category so that it will award those vendors with the most expertise in that service category.

274. **Evaluation**

Will proposals be evaluated and scored separately for each proposed service category, or will each vendor receive one overall score regardless of the number of categories proposed?

DPH is planning to evaluate by each service category so that it will award those vendors with the most expertise in that service category.

275. **Evaluation**

Can DPH award a vendor for only a subset of the service categories included in its proposal?

Yes. The RFP reserves the State's right to make partial awards and to award by types/services as may be most advantageous. A bidder may therefore be awarded for a subset of the categories included in its proposal. (RFP, Potential Contract Overlap/Multiple Awards provisions.)

276. **Scoring**

Page 15. Criteria Weight. The RFP states that proposals will be evaluated in part based on the staffing structure and assignments, including clarity of roles, soundness of approach, and demonstrated understanding of the needs of DPH. Given that there is no specific Statement of Work included in this RFP and vendors only asked to submit a brief overview of key staff and attach resumes, can the state provide more guidance on how bidders should address staffing structure, assignments, and roles or clarify whether these evaluation criteria will be used during the evaluation of this RFP or only later Statements of Work?

The staffing criterion will be used in evaluating this RFP, not deferred entirely to future SOWs. Because no specific project exists yet, bidders should present a reasonable master-contract staffing structure: key roles/personnel, responsibilities, how assignments would be staffed, how resources would scale across selected categories, and how DPH needs would be supported. Project-specific staffing can then be refined in each SOW. (RFP pp. 15 and 48-49.)

277. Scoring

Page 15. Criteria Weight, Page 48 Budget and Budget Narrative, and Appendix G, Project Cost Template. The RFP states that proposals will be evaluated in part based on budget approach and justification, including alignment with prior project experience of similar scope and complexity. The Proposal Requirement/Budget Narrative asks for a budget narrative explaining each cost, its purpose, and necessity and [a description of] alignment between proposed costs, staffing, activities, and the services proposed. Appendix G asks for information on costs associated with each service category including description of role, other direct costs, and travel costs. It also asks bidders to provide their hourly rate fixed through 12/31/2027. Given that there is no specific Statement of Work included in this RFP, can the state provide more guidance on how bidders should address the budget justification and budget narrative? How should bidders submit information on rates that will apply to periods of performance after 12/31/2027?

For this proposal, explain the hourly-rate structure, labor roles/responsibilities, assumptions, and how the proposed pricing aligns with the services and with experience on projects of similar scope/complexity. Do not invent project-specific hours where no SOW exists. Appendix G rates are fixed through 12/31/2027; the RFP does not provide an automatic escalation formula for later extension years. (RFP pp. 8, 15, 48-49; Appendix G.)

278. Evaluation Criteria

For the evaluation criteria weight on page 15 of the RFP, can the State provide additional guidance on what should be included in the response to the 'Budget Approach and Justification' criterion? Specifically, how should bidders address the alignment of the Budget approach and justification 'with prior project experience of similar scope and complexity'?

Describe why the proposed rate/staffing approach is reasonable based on the bidder's experience delivering comparable work. This may include the typical role mix, level of expertise, rate structure, responsibilities, and assumptions used on work of similar scope/complexity, without estimating hours for an unknown future SOW. (RFP p. 15; pp. 48-49; Appendix G.)

279. Appendix B – Proposal Requirements, Attachments, pg. 49

Will content placed in the unlimited Attachments (e.g., resumes, org chart, expertise samples) be scored toward the relevant criteria such as Experience/education/training and Staffing, or will scoring be based only on the page-limited proposal sections?

Supporting attachments may be considered as part of the complete proposal and can support criteria such as experience and staffing. However, vendors should make the relevant scored information and cross-references clear in the page-limited proposal

because evaluators are instructed not to make assumptions about a vendor's capabilities. (RFP p. 15; pp. 48-49.)

280. Evaluation & Award; IV.B.24.a. RFP Award Notifications, pg. 13

Please clarify how the State will reconcile the numerical scoring criteria with the “most advantageous” award standard. Will the highest-scoring vendors be selected for award unless the State determines another proposal is more advantageous?

The numerical scores inform the evaluation, but they do not automatically determine the award. The RFP expressly states that the State is not obligated to award to the lowest-priced vendor or the vendor with the highest total point score; the award will be made to the proposal(s) determined most advantageous to the State, subject to approvals and successful negotiations. (RFP pp. 13-15.)

281. Evaluation & Award; IV.C. RFP Evaluation Process, pg. 13

Please clarify whether the State anticipates awarding contracts to all vendors that meet a minimum qualification threshold, only the highest-ranked vendors, or another subset of responsive and responsible vendors.

The RFP does not establish a fixed number of vendors or a published minimum-score threshold that guarantees an award. DPH anticipates multiple awards and retains discretion to select the responsive/responsible vendor(s) whose proposals are most advantageous to the State. (RFP pp. 12-15.)

282. Evaluation & Award; IV.B.17. State’s Right to Award Multiple Source Contracting. Pg. 12

The RFP states, “The State of Delaware may award a contract for a particular professional service to two or more vendors if the agency head makes a determination that such an award is in the best interest of the State of Delaware.”

Will awards be made by individual professional service category, by overall proposal score, or by another approach?

The State may make multiple or partial awards and may award by types/services when that is most advantageous. Accordingly, awards may be limited to the service categories/services for which a vendor demonstrates qualifications; the RFP does not require one all-or-nothing award covering every category in a proposal. (RFP pp. 12-15.)

283. Service Category Scoring; II. Scope of Services, pg. 3

The RFP states DPH anticipates awarding multiple contracts so vendors may propose for the service category or categories that align with their experience, qualifications, and

capacity.”

Will vendors be evaluated separately for each proposed service category, or will each vendor receive one overall evaluation score regardless of the number of categories proposed?

DPH is planning to evaluate by each service category so that it will award those vendors with the most expertise in that service category.

284. **Service Category Scoring; II. Scope of Services / IV.B.17. Multiple Source Contracting, pg. 3 / 12**

The RFP states that “DPH anticipates awarding multiple contracts so vendors may propose for the service category or categories that align with their experience.” The State may award to multiple vendors by category.

Yes, will award multiple vendors based on their expertise within the various service categories.

Will the technical scoring criteria be applied separately to each proposed service category, or will one overall technical score be assigned regardless of the number of categories proposed?

DPH intends to reward based on the respective service categories—thus we have a pool of vendors with the respective expertise.

AWARD

285. Contract History

Is this a new contract or a re-bid of a previous contract?

New contract relating to services needed by Division of Public Health.

If it is a re-bid:

- How many vendors were on the previous contract?
- How many projects were conducted through the previous contract? Would DPH describe or list the projects that resulted from the previous contract?
- What is the total dollar value of the projects conducted through the previous contract?

There are existing and expiring contracts but this RFP will be for services going forward for DPH.

286. Public Health Initiatives

Are there immediate public health initiatives or specific projects already planned for the anticipated January 2, 2027 start date that vendors should be prepared to support?

We do not have that information at this time. DPH wants to have a pool of vendors with specific expertise before it engages the awarded vendors to do the work.

287. Multiple Vendors

In RFP Submissions, Paragraph 17 on page 12 - 17. State's Right to Award Multiple Source Contracting....

Once vendors are awarded contracts, what process will DPH use to select vendors for individual Statements of Work? Will projects be competitively bid among the awarded vendors, assigned directly, or rotated?

With the pool of awarded vendors with expertise in a particular service category, the program will send SOW to vendors to ascertain, ability to meet the need, cost and ability to meet the timeline. The program will then tell the selected vendor they have been chosen, assign money via a purchase order and begin work.

288. Section 17, p. 12

Approximately how many vendors does the Division of Public Health intend to select for each of the specified areas?

DPH has not established a fixed number of awards for each service area. This is a multi-award RFP, and the State may make multiple and partial awards based on DPH needs and the proposals determined most advantageous. (RFP pp. 12-15; see Multiple Vendors/Anticipated Number of Vendors responses.)

289. **Consulting Question**

How many firms will you award?

This will be a multi-awarded RFP.

290. **Already approved vendor?**

The University of Delaware is already an approved vendor for some people see and we wondered if that also applied here?

This RFP is for services targeted for DPH's needs. DPH will award those bidders specifically for this RFP, even if vendors are awarded for consulting services for other divisions withing DHSS/State of Delaware.

291. **How exhaustive does an applicants' list of possible service providers need to be?**

If our organization is selected for the eventual list of vendors for this opportunity, would everyone at the organization be eligible to provide the services, even if they were not initially included in the proposal? Or does our proposal need to list all possible service providers at our organization? Is it possible to add additional staff in the future?

Please provide as much detail as possible to ensure the evaluators understand your expertise in the service category/categories.

DPH expected a large interest in this RFP and thus want to control the information they will review with the noted page limits and requested documents.

This RFP is to award as many vendors as possible to meet all our present and future needs. Amendments to contracts could

292. **Cooperative Use of Contract**

- a. Section V. Contract Terms and Conditions, item B. Cooperative Use of Award (page 16 of the RFP) notes that, "this contract is available for use by other states and/or governmental entities through a participating addendum."

Once vendors are awarded this RFP, other State departments and/or divisions can leverage off of this contract. This also include other States who might want to use these services and the awarded vendor(s).

The breadth of the service categories might be services that other organization might want to leverage off of our contract(s).

- b. Would DPH clarify if other entities have submitted a participating addendum at this time? Does DPH anticipate other entities using this contract?

Cooperative use is a post-award option. The RFP permits other states/governmental entities to use the contract through a participating addendum, but does not identify any participating addendum currently in place for this not-yet-awarded contract. Any future cooperative use would require the applicable participating addendum and agreement of the parties. (RFP, Cooperative Use of Award.)

293. Anticipated Number of Vendors

Would DPH clarify how many vendors they anticipate adding to this contract vehicle?

This RFP will be multi-awarded to as many capable bidders who can meet the needs of DPH.

294. Vendor Pool

Is there a maximum number of vendors the Division intends to admit into this qualified vendor pool?

No maximum number of vendors is stated. DPH anticipates a multi-award vendor pool and may award to multiple responsive/responsible vendors that meet DPH's needs. (RFP pp. 3 and 12-15.)

295. Number of awards

Approximately how many awards are you looking to make?

No fixed number of awards is stated. The RFP anticipates multiple contracts, and DPH may make multiple and partial awards as determined to be in the State's best interest. (RFP pp. 3 and 12-15.)

296. Previous awardees

Are there any current vendors doing the work outlined in the RFP? If so, who are they or where can their information be found?

As stated in the Contract History response, this is a new DPH contracting vehicle. DPH has existing/expiring contracts for some services, but those arrangements do not constitute prior awards under HSS-27-006. (See Contract History response.)

297. **Number of Awards Per Service Category**

How many vendors does DPH plan to award per service category, and will that number vary by category?

DPH has not established a fixed number of awards per service category. The RFP permits multiple and partial awards, and the number may vary based on DPH needs and the qualifications of responsive vendors. (RFP pp. 12-15.)

298. **HSS-22-036**

Appendix B lists Data Collection and Analysis, Program Evaluations and Needs Assessments, and Research and Data Analytics as available service categories, while the NOTE indicates certain evaluation and research work may be directed to HSS-22-036. Can DPH provide examples of research, data collection, and stakeholder-input tasks that would be procured under HSS-27-006? Is award under this RFP affected by whether a vendor also holds HSS-22-036?

No. HSS-22-036 is a “department wide” RFP that applies to ALL divisions within DHSS. This RFP, HSS-27-006, will be specific to DPH.

299. **Contract Scope: HSS-27-006 vs. HSS-22-036**

Appendix B states this contract is not intended to duplicate the Program Evaluation Services contract (HSS-22-036). Can DPH provide specific examples of work directed to each vehicle, particularly for program assessment, data analysis, and performance improvement where scope may overlap?

HSS-22-036 is a “department wide” RFP. HSS-27-006 will be specific to DPH’s needs and might include additional vendors that will be awarded—thus providing a wide range of awarded vendors to meet their needs and volume of needed services.

300. **Conflict of Interest**

General Question.

The RFP includes 'Project/Program Management and Vendor Oversight' as a service category. For a vendor that holds active DPH contracts in other program areas, how will DPH determine whether assigning that vendor an oversight or program management role under this contract creates a conflict of interest with their existing work? Is there a task-order-level screening process, or is this evaluated only at initial award?

There are other RFPs relating to “Consulting Services”, i.e.:

HSS-22-036 - PROGRAM EVALUATION SERVICES,

HSS-25-002 - ACTUARIAL CONSULTING SERVICES,

HSS-25-012 - AUDITING AND CONSULTING SERVICES FOR DIVISION OF MEDICAID AND MEDICAL ASSISTANCE, and

HSS-25-013 - CONSULTING SERVICES FOR DIVISION OF SOCIAL SERVICES

DPH want their own pool of awarded vendors so they can meet their current and future needs.

Each bid submission for this RFP is evaluated based on what the vendor can offer DPH and their particular needs, regardless of award to other RFP which are specific for other Divisions in DHSS.

301. Section II - Scope of Services

Section II states that DPH anticipates awarding multiple contracts. Once the vendor pool is established, how will DPH issue project-specific SOWs and select among awarded vendors within the same service category?

The purpose of the list of service categories will enable DPH to have a list of vendors with particular expertise.

When work/project is needed, the program will go to the list of “awarded vendor”, send the vendor(s) their SOW and requirements, and request for pricing (based on the rates submitted in your bid) to determine who they might want to use. Once selected, the program will get a purchase order (PO) to assign funds to the engagement.

302. Oral Presentations

Page 16 refers to the fact that there “may be” an oral presentation and which may be scored.

Will the potential bidder be provided in advance of the oral presentation, the questions or topics for the presentation?

If there are Oral presentations requested, the bidder will be notified before the presentation. Questions in writing will also be provided prior to the presentation.

Audits

303. Audit and compliance expectations

Can DPH clarify the anticipated types of audit and compliance engagements? For example:

- Uniform Guidance monitoring
- Subrecipient monitoring
- Internal control reviews
- Program integrity reviews
- Medicaid-related compliance assessments
- Grant compliance testing
- Corrective action plan development
- Monitoring of federal cooperative agreements

The category may include audit/compliance staffing and support, communication with regulatory agencies, development of audit plans and resource coordination, review of results/reporting, and review of financial/programmatic compliance with federal law and other applicable requirements. The specific type of monitoring or compliance review will be defined in the project-specific SOW; the RFP does not limit the category to the examples listed in the question. (RFP p. 47.)

304. Type of Audit Support and GAGAS Applicability

Appendix B: Scope of Work identifies "Audit, compliance, and program integrity support" as a service category (page 45) and further describes "program integrity subject matter expertise and staffing support for auditing and compliance requirements" under Requested Services Item 8 (page 47). Can DPH specify the type(s) of audit support needed (e.g., financial, compliance, performance), and confirm whether the work must be performed in accordance with Generally Accepted Government Auditing Standards (GAGAS)?

GAGAS is not identified as a blanket requirement for every assignment in this category. The applicable audit/compliance standard will depend on the specific SOW, funding source, and regulatory requirements. If a project requires GAGAS or another standard, that requirement will be identified for that assignment. (RFP p. 47.)

305. Audit, Compliance, and Program Integrity Support Category

The RFP includes "Audit, Compliance, and Program Integrity Support" as a service category. Can DPH provide additional clarification regarding the scope of services anticipated under this category? Specifically, is DPH seeking support related primarily to

financial and fiscal audits, programmatic and operational compliance reviews, healthcare quality and performance audits, or a combination of these activities?

This category includes program-integrity subject matter expertise and staffing for auditing/compliance requirements, including regulatory-agency communications, audit support/staffing, audit-plan development/resource coordination, review of results/reporting, and financial/programmatic compliance support. Exact tasks will be defined in each SOW. (RFP p. 47.)

306. Internal audit function

Page 46-47 (Requested Services):

Questions:

- a. Does DPH currently have an in-house audit/internal audit/inspector general function/function?

The need for audit or internal audit functions may vary depending on the DPH program, the nature of the work, and the applicable program funding requirements. DPH has a contract audit process, and projects involving federal funding may also be subject to applicable federal audit requirements or audit functions. Specific audit requirements, if applicable, will be identified based on the program and funding source and may be addressed in the applicable Statement of Work.

- b. Would potential scope of services under the “Audit, compliance, and program integrity support” category/services or others include performing work with them/for them?

Potentially yes. The Audit, Compliance, and Program Integrity category may include audit staffing/support, regulatory-agency communications, audit planning, resource coordination, compliance review, and reporting. The specific DPH unit(s), internal functions, and external partners involved will be identified in the applicable project-specific SOW. (RFP p. 47.)

Questions received at the Pre-bid meeting:

307. Evaluate each service category

Will vendors be evaluated and selected independently for each service category identified in Appendix E, or will DPH make an overall vendor-level award that encompasses all service categories for which the vendor is qualified?

Please refer to question 273.

308. DPH anticipate assigning project

Once the vendor pool is established, how does DPH anticipate assigning project-specific Statements of Work? Will SOW opportunities be competed among all qualified vendors within the applicable service category, rotated among vendors, or assigned using another selection process?

Vendor pool, please refer to questions 284,

Competition based on opportunity, please refer to 287

309. Separate sample workplan for each service category?

For Appendix F, if a vendor is proposing services across multiple categories, does DPH expect a separate sample workplan for each service category, or is one representative workplan demonstrating the vendor's delivery approach across the proposed categories sufficient?

Please refer to question 76 h; 169; 170.

310. Separate Labor-category and rates?

For Appendix G, should vendors provide separate labor-category and rate entries for each proposed service category, even when the same labor categories and hourly rates apply across multiple categories, or may vendors provide a consolidated rate structure applicable across the proposed services?

Yes, this will help in our review if applicable to multiple categories.

311. Price fixed until December 31, 2027?

The RFP states that proposed prices must remain fixed and binding through December 31, 2027. For work performed after that date, will the contract provide a mechanism for annual rate adjustments, and if so, what adjustment methodology or limitation does DPH anticipate?

That can be negotiated upon the renewal/amendment to the contract when the original term has expired.

The State has a right to reject the proposal.

312. **Budget and Budget Narrative limit**

For the eight-page Budget and Budget Narrative limit, does Appendix G count toward that eight-page limit, or is Appendix G treated as a required attachment outside the page limit?

Appendix G is a separate document you will submit for the budget, separate from the Narrative.

313. **What do you mean “full scope”?**

The cover-letter instructions request a commitment to deliver the ‘full scope of services,’ while the RFP also states that vendors are not required to propose all service categories. Can DPH confirm that ‘full scope’ means the full scope of the service categories selected by the vendor in Appendix E?

Full scope per the service categories. Bidders can note all the service categories in Appendix E they are bidding on.

314. **Subcontractors**

Will respondents who utilize MWBE/DVBE subcontractors be given priority/extra points during evaluation?

No, since this is a procurement via a Request For Proposal, MWBE/DVBE subcontractors will not be given a priority or earn extra points during evaluation.

315. **Process improvement**

Regarding “Process improvement” in the SOW – is that for vendors/grantees or process improvement within the department?

Process improvement services may apply to both DPH programs and internal departmental or operational processes. The specific focus, including the program, division, or operational area involved, will be identified in the applicable project-specific Statement of Work.

316. **Develop and launch RFPs**

How much, if any, do you anticipate the need for a vendor/contractor to develop and launch RFPs, manage vendor/grantee selection, and distribute and monitor funds (e.g. Third-Party Administrator (TPA) or intermediary grant-coordination capabilities.)

The specific scope, responsibilities, level of authority, and deliverables would be defined in the applicable Statement of Work.

317. **Budget: how to present**

How should we present a budget if we don't know that SOW? Should we provide a wide range of job titles and hourly rates? Should those be "loaded rates"?

Please provide us with your hourly rates, either by individual team members or a blended/loaded rate.

When a project is needed, the program will go to the list of awarded vendors for a particular service category to ascertain if they can perform the task, the cost, timeline and whatever requirements are needed. The cost should align with the cost you submit in the bid for this RFP.

318. **Physically Based**

Will respondents a) physically based and/or b) with staff members in DE be given preference

Based on the needs of a project.

319. **Q&A to be posted?**

Will you be adding this document online to the Bonfire portal so that we can have on hand when completing our application?

The official response to ALL questions should be published by September 29, 2026.

320. **DPH Methodology or framework**

Does DPH currently follow a preferred change management (Stakeholder Engagement, Communications, Federal Communications, and Training) methodology or framework that the vendor should align to?

Vendors may propose the methodology, tools, and approaches they consider appropriate for the services being offered. Any project specific requirements or DPH-preferred approaches, if applicable, will be identified in the applicable Statement of Work.

321. **Program Offerings**

Can you give an idea of the type of programs offered by DPH these services will be used?

Presently we do not have any current needs, and as such, when a need arises, we will go to the list of awarded vendors for the service category question and provide the details.

322. **Relocation**

For relocation units, are these short term or long term stays?

Cannot answer since that will be determined when a project/need arises.

323. **Property**

Do you require the property to be fully furnished?

Furnishing requirements will depend on the specific relocation assignment and will be identified in the applicable Statement of Work. The RFP does not establish a universal requirement that all units be fully furnished.

Will the vendor be required to clean the unit after each move in and move out?

Cleaning requirements will depend on the specific relocation assignment and will be identified in the applicable Statement of Work. The RFP does not establish a universal cleaning requirement for every relocation assignment.

Will DPH lease or reserve the unit for the duration of at least 1 year to designate this unit specifically for its use?

There isn't a standard requirement for DPH to lease or reserve a property for a minimum one-year period. Any project specific requirements or DPH-preferred approaches, if applicable, will be identified in the applicable Statement of Work.

324. Budget Narrative

Can you please clarify the level of detail expected in the Budget Narrative, including how detailed cost assumptions and budget justifications should be? Is the intent for offerors to provide high-level cost justifications, or detailed descriptions of assumptions, methodologies, staffing allocations, and cost calculations for each budget line item?

Please refer to questions 37, 70, 253, 277

- a. Category Scoring: How will proposals selecting multiple service categories be scored? Are vendors evaluated and approved on a category-by-category basis, or is the 100-point evaluation matrix applied to the proposal as a single holistic entity? (p. 15)

Please refer to section on Scoring—questions 264 to 284.

- b. Oral Presentations: The RFP states that selected vendors "may" be invited to oral presentations (p. 16). Does DPH intend to hold orals for all competitive pool finalists, or will they only be utilized to resolve close scoring ties?

Please refer to questions 251 and 302

- c. Pool Competition: Will future project-specific Statements of Work (SOWs) be competed among the entire awarded vendor pool, or will they be restricted to vendors who checked specific service categories in Appendix E? (p. 1)

Award is based on a particular service category. When a specific project is needed, the program will go to the list of those awarded vendors within that service category, provide the SOW and request a price.

- d. Turnaround Expectations: What is the anticipated standard turnaround time (e.g., 5 business days, 10 business days) for a vendor to submit a proposal response once an SOW task order is issued?

All based on the need. An SOW will be sent to those select awarded vendors with the expertise in that service category.

- e. Direct Awards: Under what circumstances, if any, does DPH anticipate issuing sole-source or direct task orders to a specific vendor in the pool based on specialized expertise?

There should be no sole source or direct task orders because you're responding to this RFP. DPH has the ability to go out to any vendor and ask for what they will, how they can provide those services.

That is not specifically a sole source.

DPH can select whomever they select to award once they make their awards to multiple vendors.

They can select from any of those vendors who they want to utilize.

325. How services are provided

A blast request to multiple vendors to see how they can provide those services to them or for them.

- a. Inflation Safeguards: Hourly rates must remain fixed through December 31, 2027 (p. 8). If the State exercises its options to extend the contract beyond this initial date, what is the formal mechanism and timeline for vendors to request cost-of-living or inflationary rate adjustments?

Hourly rates must remain fixed through December 30th, 31st, 2027. If a state exercise its option to extend the contract beyond this initial date.

That date listed in the RFP is just to hold your pricing until a contract is executed. Once that contract is executed, it will be in place for the period of that contract upon renewal. That's when vendors can request additional funding/cost of living adjustment

- b. Pool Competition: Will future project-specific Statements of Work (SOWs) be competed among the entire awarded vendor pool, or will they be restricted to vendors who checked specific service categories in Appendix E? (p. 1)

By service categories of the awarded vendors.

- c. Turnaround Expectations: What is the anticipated standard turnaround time (e.g., 5 business days, 10 business days) for a vendor to submit a proposal response once an SOW task order is issued?

Please refer to question 324 d.

- d. Direct Awards: Under what circumstances, if any, does DPH anticipate issuing sole-source or direct task orders to a specific vendor in the pool based on specialized expertise?

DPH plans to award as many vendors in each service categories as it can to be able to meet current and future needs. We don't anticipate any "sole-source" or "direct task orders"

326. New services on Appendix E

Can you provide the criteria for considering new service categories on Appendix E?

The present service categories are as noted. Vendors can submit other categories which they feel are not included in our list--Appendix E. If a new service category arises as a consequence of future needs, we will amend this RFP to obtain vendors with that specialization/expertise.

327. Procurement consulting service category for this RFP

Will DPH consider procurement consulting as an eligible service area under this RFP, either as a standalone service category or within the existing categories? If not, should vendors offering procurement consulting services submit under the applicable categories, such as policy, regulation, and governance; process improvement and process mapping; audit, compliance, and program integrity; and project/program management?

Yes, if it is needed.

DHSS and the State of Delaware (Government Support Services) have departments/divisions that are responsible for the procurement process of the State.

328. Appendix E categories as Ultimate bidding categories

The RFP Appendix E notes 9 Service Categories, while the verbal reading of and use of the word Categories at the beginning of the call included twice as many. Can you please clarify whether Appendix E categories are the ultimate bidding categories for which the proposer should align their technical responses and that the additional use of the word category at the beginning of the call, and as noted on bonfire, are actually technical functions, and which Service Category should these functions fall into for purposes of technical responses and filling out Appendix E?

Please do your best to align to the respective service categories. We anticipate Devaluating by each service category to award vendors with those specific expertise and experience.

329. **Questions from Chat**

Will questions in the chat be added to the Q&A after this call? Can you just type a response to this question?

Yes. As you can see in this document on the heading on page 96.

330. **Review of pricing narrative**

Could you share more details about what specifics you are expecting to review in the 8 page pricing narrative? Do you prefer a narrative to what is written in the pricing template in Appendix G?

Please refer to question 236 (and also refer to questions 76 f, 202, 205, 208, 209, 210, 219, 220, 221, 229, 233-235 to help with your narrative)

Appendix G is more of a schedule but can include narrative for each line item.

331. **Workplan**

Since there is no Task or Work Order to reference, is the state expecting a generalized workplan that encompasses all selected service categories?

Please refer to questions 20, 65, 75, 76 h, 169-185 to provide your sample workplan.

332. **Work by Diverse Suppliers**

Can you please confirm if there is a specific percentage of the work that will be required to be performed by Diversity Suppliers?

Cannot provide at this time.

333. **How to fill out Appendix F**

Regarding the work plan template requirement (Appendix F), since we don't have an actual project to put in, how does the State expect vendors to fill this out?

Please refer to question 331.

334. **Recording/transcript of this call be available on Bonfire**

Will the recording/transcript of this call be available on Bonfire?

No, the recording is for internal purposes to ensure we captured all questions to be posted by 9/29/2026.

335. **Rate by labor category or fully loaded**

Please clarify the response regarding hourly rates. Should the rates be by labor category/personnel and can they be fully loaded?

Can be either. This will be the pricing we will expect when you are presented a SOW to respond to.

336. **Services throughout year?**

Does DPH provide a list of services they expect to utilize throughout the year?

Not at this time.

337. **Certificate of Insurance**

Is the certificate holder name on the Certificates of Insurance be under the name of the agency?

No.

338. **Vendor with contracts use as input to contract for this RFP**

If a company has existing contracts or contract vehicles with Delaware, can these be considered or used as inputs to contract negotiations if down selected? Should they be referenced in our response

Yes, we expect your acceptance to the negotiated language included in existing contracts with the State of Delaware to apply to this contract/RFP. (The State will review your current contracts to see if you have accepted the changes note as exceptions in your bid submission.)

This will help us speed up our award/contracting.

339. **Can you extend the due date for bids?**

Is there any chance that you would extend the deadline since the answers for questions will not leave much time to work on a response to the RFP?

The response to questions is still anticipated on 9/29/2026.

As a consequences of so many questions and needed changes in the requirements of your bid submission, we issued Addendum 5 to push the timeline back for:

Deadline for Receipt of Proposals October 30, 2026 at 1:00 PM EDT

Estimated Notification of Award March 31, 2027

Estimated Project Start Date July 1, 2027

340. **Preference for Delaware companies?**

Do you give preference to Delaware based companies?

No, all bids are welcome.

341. **References from Delaware Agencies**

For Attachment 6 (Business References), will DPH accept references from other Delaware State agencies, departments, divisions, or authorities that have contracted with the vendor for consulting or professional services similar in scope to the services proposed under this RFP?

We do not accept references from Delaware State employees with a “.delaware.gov” email.

342. **Q&A posted by 9/29, chance of extending timeline**

Given that additional questions were received prior to and during today's meeting and the official responses to the Q&A are not anticipated to be published until Sep 29, would you consider extending the Oct 13 due date. The current schedule provides approx. 2 weeks for offerors to review the official responses, assess their impact, and incorporate any necessary changes into their tech approach, staffing, pricing and other proposal elements

Please refer to question 339 – also refer to Addendum 5 (link to RFP <https://dhss.bonfirehub.com/opportunities/239810>).

343. **Sharing recording?**

Will this recording be available before the end of the month?

Please refer to question 334.

344. **Questions due**

When are additional questions due?

Please refer to question 339.

345. **Additional references make proposal more competitive?**

Would additional references make for a more competitive proposal? Or is 3 the ideal number since that is what is requested?

No, we require a minimum of 3 references. Also refer to reply for question 341.

346. **Preference for workplan**

Do you have a preference for the example workplan?

Please refer to question 331.

347. **Each category scored individually?**

Please confirm that each category will be scored individually.

Yes, that is our intent to get as many vendors as possible with particular expertise/experience for each of the service categories.

348. **Use fully loaded rate?**

So as opposed to like you have rates and then you have an indirect and operation cost and etc., you use fully loaded rates so that all of your costs are built into your rates.

Please refer to 317.

349. **Rates**

And then what I'm asking is, should those rates be broken out by individual team members, per labor category, or are you looking for a composite rate?

You can submit a fully loaded rate or by team member by labor category.

The pricing you submit in your bid will be used when you are given and SOW and you provide a price for the project.

350. **If already have contract with the State of Delaware**

If we already have a contract with the state of Delaware for purposes of negotiations later on with the contract, can you know (1) it sounds like you already answered that we can refer to that as a part of our negotiations, and (2) I was just asking if these should be referenced in our response that we have say a contract vehicle with the state or with another agency in Delaware.

And that would indicate that we've already been able to successfully contract with Delaware. And possibly if down selected maybe save some time.

Please refer to question 338.

351. **Q&A to be published**

The response was that you guys would answer at a later time, but then somebody asked if these questions and answers were going to be published.

And the answer was no.

So I just wanted to clarify, are we expecting to get written responses to some of these in the chat?

We will provide the official reply to ALL questions by 9/29/2026.

352. References in Vendor Information Appendix C

An attachment, I thought, was attachment 6.

I'm on the references.

It stated that if we have more than three references to copy and cut and paste, and when I tried to do that, it said that it was locked and the only role I was able to get into, I think I don't know, was row 8.

So I'm just trying to figure out what should I do.

I'm able to create additional pages. I was able to.

Please copy the tab for references and inset a new tab and label as "Athmt6B Business References", etc.

353. Additional Tabs for references

Create additional pages, but I wasn't able to cut and paste beyond 38.

You will need to copy and paste new tab as noted in question 353.