

## REQUEST FOR PROPOSAL

Department of Human Services  
Med-QUEST Division

No. DHS-RFP 2020-001

Kokua Services for the Med-QUEST Division

The State of Hawaii, through its Medicaid Agency, the Department of Human Services (DHS), Med-QUEST Division (MQD), is requesting proposals from qualified organizations to provide Kokua services that includes performing outreach and application assistance for uninsured or underinsured Hawaii residents who may be eligible for health insurance coverage options available through the Medicaid program or the federal health insurance marketplace. The initial contract term will be from July 1, 2019 through June 30, 2020.

Sealed proposals shall be mailed, postmarked by the United States Postal Service on or before May 15, 2019, and received no later than 10 days from the submittal deadline. Hand delivered proposals shall be received no later than 2:00 p.m., Hawaii Standard Time (HST), on May 15, 2019. Proposals shall be delivered to the Department of Human Services, Med-QUEST Division at 1001 Kamokila Blvd., Suite 317 Kapolei, Hawaii 96707. Proposals postmarked or hand delivered after the submittal deadline shall be considered late and rejected. There are no exceptions to this requirement.

The MQD will conduct an orientation on April 10, 2019, from 1:00-2:00 p.m. (HST), at the MQD Office, Kakuhihewa Building at 601 Kamokila Boulevard, #577A, Kapolei, Hawaii. All prospective Offerors are encouraged to attend the orientation.

The deadline for submission of written questions is 2:00 p.m. (HST), on April 17, 2019. All written questions will receive a written response from the State on or about April 24, 2019.

You may download a copy of the RFP at:

<https://hands.ehawaii.gov/hands/>

Inquiries regarding this RFP should be directed to Meredith Nichols c/o Puanani Crabbe-Parker at [pcrabbe-parker@dhs.hawaii.gov](mailto:pcrabbe-parker@dhs.hawaii.gov)

Pankaj Bhanot, Director  
Department of Human Services