

## **REQUEST FOR PROPOSAL**

Department of Human Services

Med-QUEST Division

No. RFP-MQD-2022-002

### **Med-QUEST Timely Access Secret Shopper Services**

Pursuant to the Hawaii Public Procurement Code, Chapter 103D, Hawaii Revised Statutes, the State of Hawaii, Department of Human Services (DHS), Med-QUEST Division (MQD), is soliciting sealed proposals from a qualified organization to develop, implement, maintain, and report secret shopper surveys to assess the timely access standards required of health plans contracted with the State of Hawaii, Department of Human Services (DHS), Med-QUEST Division (MQD).

Request for Proposal Documents may be obtained from MQD through a written request on organization letterhead sent by email to Renee Souza, email: [rsouza2@dhs.hawaii.gov](mailto:rsouza2@dhs.hawaii.gov). This request shall include the name of the company, business address, contact person, telephone, email address and the RFP solicitation number.

Proposal submissions will be submitted to a DHS designated electronic submission site provided to each Offeror upon receipt by MQD of a Notice of Intent. The deadline for Notice of Intent is December 10, 2021, 2:00 p.m. Hawaii Standard Time (HST).

Sealed proposals must be received by the Department of Human Services, Med-QUEST Division on or before January 5, 2022, 2:00 p.m. HST. The designated electronic submission site can be reviewed or revised until 2:00 p.m. HST, on January 5, 2022. After this date and time, the DHS proposal designated electronic submission site will be closed to prevent further proposal submissions or revisions. Mailed or hand delivered proposals will not be accepted.

Offerors are encouraged to carefully read the entire RFP document. The deadline for submission of written questions is November 19, 2021, 2:00 p.m. HST. All written questions will receive a written response from the State by December 1, 2021.

Cathy Betts, Director  
Department of Human Services