



*Delaware Health  
And Social Services*

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**DIVISION OF MANAGEMENT SERVICES**

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PROCUREMENT

DATE: April 3, 2007

PSC#744

WEB-BASED SMOKING CESSATION SERVICES

FOR

DIVISION OF PUBLIC HEALTH

Date Due: May 4, 2007  
11:00 AM

ADDENDUM # 1

Please Note:

THE ATTACHED SHEETS HEREBY BECOME A PART OF  
THE ABOVE MENTIONED BID.

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SANDRA S. SKELLEY, CPPO  
PROCUREMENT ADMINISTRATOR  
(302) 255-9291

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LISA K. MCKENZIE  
(302) 741-2900

REQUEST FOR PROPOSAL PSC 744  
WEB-BASED SMOKING CESSATION SERVICES  
QUESTIONS AND ANSWERS  
Questions were due April 4, 2007

Q: Could you please briefly explain the counselor set up and how you would see them responding to participants. Would we need to address a continued one-on-one support or will you expect questions and answers to come in to any counselor for response.

A: Questions and answers could come in to any counselor for response. They would respond to the participants e-mail directly. Unless it is a type of forum where Q and A are posted.

Q: do we need to maintain a profile of the participant for review by any counselor, if so, what information might that include?

A: Profiles of the participant should be kept anyway for evaluation purposes- including demographics, quit status etc. You can determine if it is necessary for your counselors to review the profile.

Q: do we need to do any verification of the user being a DE resident?

A: Zip Code

Q: Will this site have an exemption from DTI 'look-and-feel' standards. Do we need to follow DTI standards for the hosting platform?

A: All websites using the delaware.gov portal must use common look & feel (CLF) standards. Since this site is going to be third-party hosted (NOT on delaware.gov) the CLF standards do not apply.

Q: Are there other smoking cessation programs in the state that this needs to connect with from a visual or content perspective?

A: We would like to have a reference to the Delaware Quitline (1-866-409-1858)

Q: What format would you require your online reporting to be in?

A: We can easily read Excel and Access but other formats can be considered if we are able to access them with our software.

Q: If we have additional ideas for the site which are not outlined in the RFP, should we include them?

A: As long as the items listed under the scope of services in the RFP are addressed other items can be included.

Q: #4 under scope of services asks the applicant to state how they will "help promote and evaluate the cessation QuitLine as well as other cessation services undertaken." I am checking to make sure that this meant to ask how the web-based cessation service can help evaluate the phone-based quitline.

A: Promote and evaluate. "Promote" can include having the Quitline information on the website and "evaluate" includes keeping information on referrals (from Quitline/ to Quitline etc).