

Weekly SSAD County Director Meeting: Shared Services RFP Part II

February 3, 2026



COLORADO
Department of Health Care
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Agenda

- Welcome and SSAD Meeting Structure
 - Roles and Responsibilities
 - Meeting Shared Commitments
- Review of “Charter”
- Continue Requirements of the RFPs
 - MCI
 - Remaining Questions
- Open discussion
- Next steps



Welcome and SSAD Meeting Structure



Roles and Responsibilities

Facilitator (State):

- Manage calendar invite and the [Shared Services and Districts Weekly Meeting spreadsheet](#)
- Guide discussion, manage time, and ensure balanced participation with rollcall taken at each meeting.
- Identify known constraints, timelines, and decision points.
- Provide legislative updates, policy interpretation, and implementation considerations.
- Summarize key takeaways, decisions, and next steps.

County Participants:

- Share local perspectives, implementation considerations, and emerging impacts.
- Coordinate across regions to elevate questions, risks, and resource needs.
- Manage participation in weekly SSAD meetings and call attention to non-elected regional representatives' engagement if needed.
- If county representatives are not able to make a meeting or there is a staff person who may be better able to speak to a topic, the county representative may choose a designee to fill their seat.



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Meeting Shared Commitments

Participants agree to the following principles to ensure productive, respectful, and effective meetings:

1. Collaboration & Respect
2. Transparency & Accuracy
3. Preparation & Participation
4. Communication Norms
5. Time Management



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SSAD Charter





Overview of Shared Services RFP



Overview of the RFP Application Process

- An Informational Memo will be released on Monday, Feb 2 with additional details
- Applications can be made to the HCPF County Relations Email box with all included attachments.
 - hcpf_countyrelations@state.co.us
- Applications should include:
 - Letters of support from County Commissioners
 - Demonstration of Historical Experience, or Implementation Plan for future
 - Training Plan
 - Hiring Work Plan
- Applications will only be accepted from County Departments of Human Service
- Applications and accompanying documents will be pulled into a shared drive where Advisory Group members will have access.
- Advisory Group members will provide insight on support and/or concern with each application, and will submit those to the Evaluation Committee.



Overview of the RFP Evaluation Process

- An Advisory Group, made up of counties, advocates, providers, and members, will review all proposals received. This Advisory Group will provide feedback and recommendations to the evaluation committee. This Advisory Group will not make any final decisions.
- The Departments will conduct a comprehensive, thorough, complete and impartial evaluation of each proposal received.
- The Departments will select an Offeror in compliance with C.R.S. §24-103-203(7), which states, “The award shall be made to the responsible Offeror whose proposal is determined in writing to be the most advantageous to the state, taking into consideration the price and evaluation factors set forth in the request for proposal.

Overview of the RFP Selection Committee

- An Evaluation Committee, made up of only state representatives, will be established utilizing measures to ensure the integrity of the evaluation process. These measures include:
 - Selecting committee members who do not have a conflict of interest regarding this solicitation.
 - Facilitating the independent review of proposals.
 - Requiring the evaluation of the proposals to be based strictly on the content of the proposals.
 - Ensuring the fair and impartial treatment of all Offerors.
- The Evaluation Committee will evaluate proposals to determine if each Offeror met all mandatory qualification requirements. The mandatory qualification requirements are scored on a Met/Not Met basis and only those proposals found by the Evaluation Committee to meet all mandatory requirements can be considered for a Contract resulting from this solicitation.

Overview of the RFP Selection Committee

- The Evaluation Committee may, if it deems necessary, request clarifications, conduct discussions or oral presentations, or request best and final offers. The Evaluation Committee may adjust its scoring based on the results of such activities. However, proposals may be reviewed and determinations made without such activities. Offerors should be aware that the opportunity for further explanation might not exist; therefore, it is important that all proposal submissions are complete.
- If only one bid or proposal is received in response to a solicitation, an award may be made to the single bidder or offeror if the procurement official finds that other prospective bidders or offerors had reasonable opportunity to respond.

Overview of the RFP Selection Committee

Compliance

- It is the Offeror's responsibility to ensure that Offeror's proposal is complete in accordance with the direction provided within all solicitation documents. Failure of an Offeror to provide any required information and/or failure to follow the response format may result in the disqualification of that Offeror's proposal.

Evaluation Criteria

- The evaluation criteria to be used in evaluating the proposals are as follows:
 - Organizational Experience / Implementation Plan
 - Personnel
 - Hiring Work Plan (including milestones)
 - County Support
 - Documentation of support from County Commissioners Board
 - Documentation of support from other counties and/or organizations (optional)
 - Training Plan
 - Accessibility Requirements





Requirements for Tier 1 Call Center RFP



Requirements of the County for Tier 1 Call Center

- **Good Standing**
 - The Offeror must meet Department performance and compliance requirements related to this service.
- **Demonstrated Call Center Ability**
 - The Offeror must show consistent, timely handling of calls and member concerns, including average handling time, average speed to answer and abandon rate data.
- **Documentation of Experience / Implementation Plan**
 - The Offeror must provide proof of prior call center operations, including QA processes, or submit an Implementation Plan documenting how they will maintain the call center based on experience they do have.
- **Remote Work Capability**
 - The Offeror must offer remote/hybrid work options and provide all necessary equipment.
- **Organizational Experience**
 - The Department desires specific experience and skills for an Offeror to possess in order for the Offeror to be able to complete the work efficiently while meeting the demands and deadlines of the Department.

Personnel

251 FTE - Call Center Agents (Administrator III)

Minimum Requirements	Preferred Experience/Skills
<ul style="list-style-type: none">• High school diploma	<ul style="list-style-type: none">• 1-2 years of customer service or call center experience• 1-2 years processing eligibility at a county• 1-2 years of CBMS experience• Bilingual

20 FTE - Call Center Supervisors (Administrator IV)

Minimum Requirements	Preferred Experience/Skills
<ul style="list-style-type: none">• 3 years experience processing eligibility at a county• 3 years of customer service or call center experience	<ul style="list-style-type: none">• Leadership experience• Bilingual

20 FTE - Call Center Administration/Managers (Administrator V)

Minimum Requirements	Preferred Experience/Skills
<ul style="list-style-type: none">• 5 years of experience of supervision of eligibility at a county	<ul style="list-style-type: none">• 5 years of customer service or call center experience• Bilingual

Statement of Work for Tier 1 Call Center (Summary)

Training & Operational Readiness

Training Model

- Offeror completes Department-provided training for Tier 1 Call Center supervisors, managers, and trainers
- Training covers Tier 1 Call Center processes and the state platform
- Supervisors/managers/trainers then deliver training to Tier 1 staff using a **train-the-trainer** model

Ongoing Support

- Required use of SDD training resources
- SDD consulted for any additional or supplemental training needs

Statement of Work for Tier 1 Call Center

Performance Standards

- All case reviews conducted using Department-established criteria, workflows, and decision logic in the state platform
- Abandonment rate: **< 5% monthly**
- Average Speed to Answer (ASA): **≤ 5 minutes monthly**
- Average Handling Time (AHT): **≤ 15 minutes monthly**
- Customer satisfaction measured via **CSAT or NPS**, as determined by the Department
- Operational improvements driven by Department-provided data
- Must Implement a process to integrate and respond to, provider concerns through a dedicated provider line.

Statement of Work for Tier 1 Call Center

Quality, Oversight & Reporting

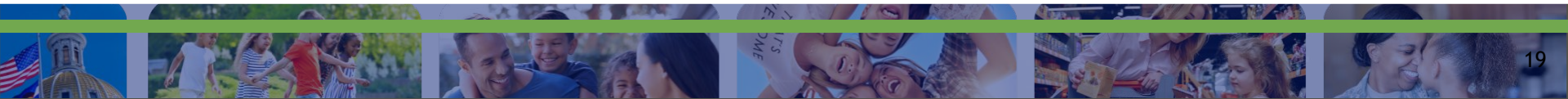
- Subject to the same Quality Assurance reviews as counties
- Monthly status report due by the **5th of each month** (staffing and other required updates)
- Continuity of Operations Plan required (aligned with CISP)
- Internal controls promulgated by the Department by **December 1, 2027**

Accessibility & Subcontracting

- Must meet all county accessibility requirements
- Contract with approved translation service provider for language access
- Subcontracts with counties require Department approval and ongoing monitoring under **2 CFR 200**



Requirements for MCI RFP



Requirements of the County for Member Case Integrity (MCI)

- **Good Standing**
 - The Offeror must meet Department performance and compliance requirements related to this service.
- **Demonstrated Member Case Integrity Practices**
 - The Offeror must show consistent, timely handling of fraud investigations, and successful pursuance of reported fraud following state and federal expectations.
- **Documentation of Experience / Implementation Plan**
 - The Offeror must provide proof of prior case integrity operations following outlined fraud rules, or submit an Implementation Plan documenting how they will implement a case integrity process based on experience they do have.
- **Remote Work Capability**
 - The Offeror must offer remote/hybrid work options and provide all necessary equipment.
- **Organizational Experience**
 - The Department desires specific experience and skills for an Offeror to possess in order for the Offeror to be able to complete the work efficiently while meeting the demands and deadlines of the Department.

40 FTE - Fraud Investigators (Administrator III)**Minimum Requirements**

- 2 years experience within Medical and Public Assistance benefit processing eligibility or investigating fraud at a Department of Human/Social Services (county).

Preferred Experience/Skills

- 3-4 years of Member Case Integrity or fraud investigation experience; bilingual proficiency preferred.
- Bilingual

4 FTE - Member Case Integrity Unit Trainers & Judicial Liaisons (Administrator IV)**Minimum Requirements**

- 3 years experience within Medical Assistance processing eligibility at a Department of Human/Social Services (county)
- 2 years experience training at a Department of Human/Social Services (county)

Preferred Experience/Skills

- 3-5 years of Member Case Integrity/Fraud experience
- Bilingual

6 FTE - Supervisors (Administrator IV)**Minimum Requirements**

- 3 years experience within Medical Assistance processing eligibility at a Department of Human/Social Services (county)

Preferred Experience/Skills

- 3-5 years of Member Case Integrity/Fraud experience
- Preferred leadership experience
- Bilingual

5 FTE - Member Case Integrity Unit Administration/Managers (Administrator V)**Minimum Requirements**

- More than 5 years experience within Medical Assistance processing eligibility at a Department of Human/Social Services (county)

Preferred Experience/Skills

- 5 years of Member Case Integrity/Fraud experience
- Bilingual

Statement of Work for Member Case Integrity (MCI) (Summary)

Training

- The Offeror will complete the required training provided by the Department to the Member Case Integrity Unit's process and the state's platform, Onspring.

Technical Assistance & Support

- The Offeror will utilize the data within the platform, Onspring, to work with counties to document investigations.
- The Offeror will work with the Department's contract administrator should additional clarity on policy be needed and the contract administrator will provide final

Statement of Work for Member Case Integrity (MCI) (Summary)

Performance Standards

- The Offeror will demonstrate a clear understanding of performance measurement principles and the ability to establish, track and report on key performance indicators relevant to the services described in this solicitation. The Offeror's proposal shall include:
 - A description of its approach to monitoring and reporting performance outcomes.
 - Examples of performance metrics used in comparable contracts
 - Methods of identifying trends, root causes of underperformance, and opportunities for process improvement.
- The Offeror will complete a Fraud Case review of a total of 7,500 case reviews annually, no less than 625 case reviews monthly.
 - The Offeror shall ensure that all completed case reviews are completed within the platform, Onspring, by the last business day of each month. Delays in these data entries could result in corrective actions.
- The Offeror will provide quarterly status reports that include the internal quality control to ensure consistency and that the process is being followed.
- By December 1, 2027, each of the shared services has promulgated internal controls by the Department.

Statement of Work for Member Case Integrity (MCI) (Summary)

Reporting Requirements

- The Offeror will provide a detailed internal control process to ensure they are following the process established by the Department.
- The Department will conduct reviews of the Member Case Integrity data acquired by the Offeror on a monthly basis. These reviews may result in the Department requiring the Offeror to change their process or additional program requirements based on identified data trends.
- The Offeror will provide a monthly status report by the 5th of each month which will include staffing updates, and anything else determined by the Department.

Accessibility Requirements

- The Offeror is required to meet the same accessibility requirements as the counties.

Subcontracts

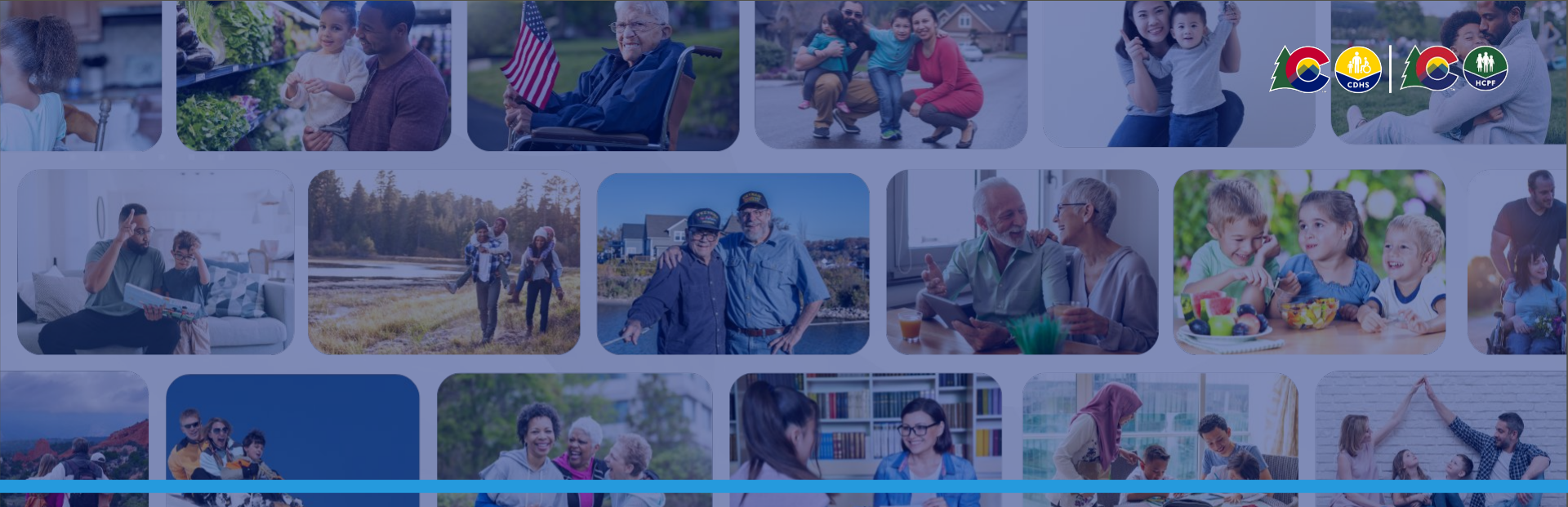
- If the Offeror subcontracts with additional Department of Human/Social Services offices (counties) then they must:
 - Submit any plans or proposals, prior to execution, to the Department for review. The Department will have final decision over the approval or denial of the subrecipient determination.
 - The Department will be required to monitor the subrecipient in accordance with 2 CFR 200.
 - The Offeror must be able to offer a remote/hybrid work option for employees

Timeline for the RFP

Anticipated release of RFP = Feb 1.

Based on county feedback, revised to:

- Released in January 2026
- County bid period = Feb 1 - April 30
- Bids reviewed = May 2026
- Awards by May 30, 2026
- July 1, 2026 contract execution date
- Oct 1, 2026 Implementation date
- July 1, 2027 Full funding and program ramp up
- Jan 1, 2028 Implementation Complete



Remaining Questions



Questions?



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