



Request for Quotes

PRINT & FULFILLMENT SERVICES

Parkland Community Health Plan (PCHP) is a mission-driven, provider-sponsored health plan serving approximately 165,000 members across seven counties in North Texas. As part of the Parkland Health system, PCHP offers health coverage through the Texas Medicaid managed care programs STAR, CHIP, and CHIP Perinate. We are committed to improving access to care and health outcomes for low-income families and children by delivering high-quality, culturally relevant services and community-based support.

PCHP is requesting pricing proposals from qualified vendors to support a range of services including print production, gift card fulfillment, and promotional item procurement and distribution. This RFQ outlines required capabilities and invites detailed pricing for sample deliverables and system functionality.

Please email responses to Sergio.Chapa@phhs.org by **5PM CST on August 28, 2025.**

Information and Required Qualifications:

Anticipated Contract Term:

- 2 Year Term

Project Timeline:

- Deadline for submission is August 28, 2025. Submissions to include the information listed above and the usual and customary information typical for requests such as this (e.g. company profile, pricing, individual bios, product offerings, etc.).
- Anticipated award decision date: 9/8/2025.
- All contractual documentations executed in time for official commencement of work as early as 9/15/2025.

Required Qualifications	Please confirm you meet the required qualification (Y/N):
Must satisfy all applicable laws and other requirements promulgated by the Texas Health and Human Services	

Commission (“HHSC”), the Texas Department of Insurance (“TDI”), the Centers for Medicare and Medicaid Services (“CMS”), and National Committee for Quality Assurance (“NCQA”).	
All work performed under the agreement must be performed onshore as outlined in the current version of the Uniform Managed Care Contract ; Section 4.11 Prohibition Against Performance Outside the United States	
Must comply with and agree to include the <i>Texas Medicaid & CHIP Mandatory Administrative Services Addendum</i> in potential services contract. (A copy can be provided upon request.)	
Must be able to maintain compliance with all vendor requirements as outlined in the HHSC Uniform Managed Care Contract .	
Must comply with and agree to include a Business Associate Agreement	

Scope of Work:

I. General Printing Services

Please provide unit pricing and estimated turnaround for the following sample print jobs:

Print Job A – Tri-Fold Brochure

- Size: 11” x 17” flat, tri-folded
- Stock: 100# gloss, 4/4, full bleed
- Quantity: 10,000
- Finish: Folded, shrink-wrapped or bulk packed

Print Job B – Oversized Postcard

- Size: 6” x 9”
- Stock: 100# matte cover, 4/4, full bleed

- Quantity: 25,000
- Finish: Shrink-wrapped in 500s

Also include:

- Setup fees (if applicable)
- Minimum order quantities
- Proofing options
- Color match capabilities

II. Fulfillment & Distribution Services

Standard Fulfillment Kit – Monthly Member Mailer

PCHP currently produces a standard welcome kit that is mailed monthly to new members. While we are not transitioning this fulfillment work at this time, we are including the following specifications as a representative example for pricing and comparison purposes. Vendors should treat this as a sample scenario to help us assess cost and capability for similar recurring fulfillment needs we may assign in the future. For quoting purposes, please assume materials would be stored at your facility and assembled/shipped monthly based on PCHP enrollment files. Give sample pricing per kit to print, store, assemble, and mail based on the following specifications.

Kit Components:

1. Booklet (Dual Language – Flip Format)

- Size: 9" x 12", 100 pages
- Layout: English on one side, flip over to Spanish on the other
- Cover: Full color, 100# gloss cover stock
- Inside pages: Black & white, 60# uncoated text
- Bind: Perfect bound or saddle stitch (specify options and cost difference)

2. Flyer Insert A

- Size: 8.5" x 11"
- Full color, 100# gloss text
- Single sheet, 2-sided

3. Flyer Insert B

- Size: 8.5" x 11"
- Full color, 100# gloss text
- Single sheet, 2-sided

4. Small Booklet Insert (VAS Guide)

- Size: 5.5" x 8.5", 12 pages
- Full color throughout
- 80# gloss, self-cover
- Saddle stitched

5. Outer Envelope

- 9" x 12" window envelope
- White wove, 24#
- PCHP logo and return address printed
- Standard seal or peel-and-seal

Vendor Requirements for Kit Fulfillment:

Please provide:

- Per-kit pricing based on specs above (including materials, print, assembly, postage handling—pass through or markup)

- Monthly storage fees for kit components
- Fulfillment timeline once monthly member file is received
- Typical costs for ingesting and managing member data files for fulfillment purposes (based on three kit variations)
- Estimated turnaround time for:
 - Annual reprints/updates of kit components
 - Off-cycle or mid-year reprints/stock replacement
 - Stock replenishment after print approval
- Minimum print runs (if applicable)
- Whether materials can be held on-site until exhausted, or must be reprinted monthly; please give recommendations based on your experience with other health plan clients
- Whether you offer automated alerts for low inventory thresholds
- Whether you print and fulfill in-house or offer these services through a third party

III. Gift Card Fulfillment

PCHP currently partners with a designated gift card vendor to support our Value-Added Services (VAS) program, including catalog-based items and member incentives tied directly to approved VAS benefits. However, we also have ongoing needs for ad hoc gift card fulfillment to support outreach events, member engagement initiatives, and other activities that fall outside of the VAS program. As such, we are seeking information and pricing for flexible, on-demand fulfillment of physical and/or digital gift cards for these non-VAS use cases.

Please describe and provide pricing for:

- Fulfillment of physical (hard copy) gift cards
- Fulfillment of digital gift cards

- Whether you offer a gift card mall or selection platform for members/staff (if yes, describe how it works and attach demo link if possible)
- Packaging and mailing options for physical cards
- Per-card fulfillment/handling fees (not including card value)
- Activation/processing fees per card
- Shipping costs
- Order tracking and inventory reporting capabilities
- Setup fees (one-time and/or recurring) for gift card programs or portals

Indicate whether you support:

- Batch and one-off fulfillment requests
- Custom insert or envelope options

IV. Promotional Item Procurement & Fulfillment

PCHP participates in over 100 community events each year to engage members and promote awareness of our health plan and services. These events include baby showers, health fairs, back-to-school fairs, and large-scale community events. To support smaller-scale member events, we regularly distribute branded promotional items, typically valued at \$15 or less, that are both functional and culturally appropriate. For broader community engagement, we seek inexpensive but unique giveaways that help draw attention to our table and encourage interaction with our team. We are seeking a vendor to source, warehouse, and manage the distribution of these items on our behalf, while providing a user-friendly portal for ordering and inventory tracking.

Indicate your ability to:

- Procure custom-branded promotional items (e.g., apparel, bags, water bottles, wellness kits)
- Provide a branded promo item “shopping experience” or catalog (include demo link or screenshots if available)

- Imprint items with PCHP-approved branding
- Warehouse and manage inventory of items on our behalf
- Provide a secure portal for tracking inventory and placing orders

Indicate whether you provide these services in-house or through a third party.

Please include pricing and details for:

- Item sourcing and procurement (markup structure, sample items if possible)
- Setup fees for online catalog/shopping interface
- Monthly portal maintenance/hosting fees
- Inventory triggers (e.g., low stock alerts, reorder thresholds)
- Warehousing/storage (monthly or by volume)
- Shipping rates to deliver items to PCHP offices or events

Be very specific about:

- Whether we pay inbound shipping to your warehouse and outbound shipping again when items are released, and if you offer any alternatives to this cost-prohibitive arrangement
- If procurement and warehousing are bundled or billed separately
- Typical turnaround times for new promotional item sourcing and production

V. Technology Capabilities

If you offer ordering or fulfillment platforms, describe:

- System access levels (e.g., role-based permissions)
- Real-time tracking features
- Custom reporting capabilities
- Uptime guarantees and technical support

- Any associated one-time or recurring platform fees

If you have a test/demo site, please include a link.