

Request for Proposal COO-21-001

Assessment and Realignment of Human Services and Public Health: Redesign of Program and Service Delivery

November 18, 2020 – Respondent Questions and Agency Responses:

This document includes all questions that have been received by the Agency in accordance with the Request for Proposal (RFP) section 2.7, *Questions, Request for Clarification, and Suggested Changes*. The Agency response to these questions has also been provided

Respondent Questions and Agency Responses		
Question	Agency Response	RFP Section / Page(s)
1. The RFP notes that there are public health activities excluded from the redesign scope of work. Are there DHS activities excluded from the redesign scope of work? If so, can the State please provide them?	No, there are no specific DHS programs or services excluded at this time.	RFP Purpose, Pg. 2
2. We are asking if there is a state statute that may be in place that would preclude these for not being part of the scope? In reference especially to the emergency response and environmental seems relevant to the project.	No state statute specifically addresses the scope of work for this RFP. Regarding emergency response and environmental health, the scope of work is to address alignment and efficiency relative to the programs and services of the Agencies that serve the same or similar populations. While efficiencies in individual programs or services may develop through this effort, the scope it is not intended to independently review the respective work of each Agency in its entirety.	RFP Purpose, Pg. 2
3. Please clarify the objective to align individual provider and program level licensing, certification, and accreditation reviews in this RFP request. We see there may be conflicts	This is not a conflict. The construct and governance of Professional Licensure Boards and licensing of individuals e.g. EMS providers are excluded from the redesign scope.	RFP Purpose, Pg. 2

	with the noted exclusion of Professional Licensure Boards from the redesign scope.		
4.	What level of program redesign are you looking for with this rfp: Organizational and structural (high level) or at the delivery level?	Program and service redesign organizationally where appropriate and at the delivery level.	RFP Purpose, Pg. 2
5.	Given the level of detail required in the response, would the Departments consider granting a two-week extension?	An extension will not be granted <u>at this time</u> . Please monitor the State's Bid Opportunities website for updates to the RFP.	Procurement Timetable, Pg. 3
6.	Should the posting of the Q/A be delayed for any reason, would DHS consider extending the proposal due date to allow for at least five business days between receipt of answers to questions and the proposal submission date?	We do not anticipate a need for an extension as described. Please monitor the State's Bid Opportunities website for updates to the RFP.	Procurement Timetable, Pg. 3
7.	If the State is willing to accept alternative recommendations in the staffing approaches (please see question #27), will the State consider a three-week extension to the proposal due by date?	<p>The Agencies have defined a preferred staffing approach and minimum staffing expertise. Bidders may present alternative recommendations in staffing approach that present best value for the Agencies and the scope of work.</p> <p>An extension will not be granted <u>at this time</u>. Please monitor the State's Bid Opportunities website for updates to the RFP.</p>	Procurement Timetable, Pg. 3
8.	"No wrong door policy" is mentioned in the Purpose of the RFP section. Is it appropriate for bidders to interpret this objective to include all Enrollment and Eligibility processes and systems for services and supports provided by DPH and DHS?	No wrong door is intended to mean that individuals in need of the Agencies' programs and/or services are efficiently directed to the right services regardless of the individual's access point in reaching out to one of the Agencies. This may include enrollment and eligibility processes.	RFP Purpose, Pg. 3
9.	"Workload distribution" and "caseload management" are mentioned in the Purpose of the RFP section. Are we to assume that these references pertain to services and supports directly provided by DHS and DPH staff and do not include outside entities such as managed care network providers or direct	Workload distribution and caseload management as mentioned in the Purpose section of the RFP pertain to services and supports directly provided by IDHS and IDPH.	RFP Purpose, Pg. 3

	state contracted providers?		
10.	Page four details specific core services and strategic goals for DHS. Please clarify which services/programs from the Iowa Department of Public Health would be included in the Redesign Implementation Plan?	All programs and services of the IDPH would be included in the Redesign Implementation Plan, excepting those identified as excluded from the redesign scope of work (see RFP Purpose).	Section 1.1, Pg. 4
11.	We anticipate development of the program and services connection points report and recommendations and options report to require considerable due diligence, including collection of information and – potentially – interviews with agency personnel and possibly other stakeholders. Given this, is the state amenable to a proposal that incorporates some degree of stakeholder engagement prior to when it is explicitly asking the Contractor to “lead a series of stakeholder engagement meetings”?	The Agencies request that bidders propose what they believe is the best approach to accomplishing the overall objectives of the Scope of Work.	Section 1.3, Pg. 5-6
12.	To what degree would the state find value in researching comparable program integration efforts in other states?	Bidders should propose what they believe is the best approach to accomplishing the overall objectives of the Scope of Work.	Section 1.3, Pg. 5
13.	Will you expect the chosen vendor to drive the implementation of the approved recommendations?	Per the RFP, Section 1.3, paragraph 6, “At the Agency’s option, the engagement could be extended for technical and project management assistance to support the implementation of redesign based on the approved Redesign Implementation Plan. If the Contractor provides these implementation services, the Contractor shall propose a fixed price for the implementation phase based on the proposed hourly rates.”	Section 1.3, Pg. 5
14.	Is the proposed fixed price for the implementation phase considered in the cost proposal for the creation and establishment of the redesign implementation plan?	The information in the cost proposal form tab 1 is specific to the scope of work in section 1.3 of the RFP. The information in the cost proposal form tab 2 is specific to the optional services to implement the	Section 1.3, Pg. 5

		redesign plan.	
15.	How many existing technology systems/applications will the contractor be expected to evaluate for the redesign efforts.	The selected Contractor is not expected to evaluate specific systems/applications. It is the expectation of the agency that the selected contractor shall identify opportunities for improved data collection and sharing across programs.	Section 1.3, Pg. 5
16.	Does the state currently have a data analytics platform to aggregate data across Department technology systems/applications? If so, what platform is being used?	The Agency uses a variety of data selection and analysis tools. A single, state-wide platform does not currently exist.	Section 1.3, Pg. 5
17.	Regarding the following statement: "Other: Throughout the project, the Departments may request additional Deliverables of the Contractor related to the project scope." How does the state want bidders to account for this in its cost proposals?	Bidders shall not include costs related to potential additional deliverables within their bid proposal response. In the event additional deliverables are identified during the life of the contract, the Agency shall negotiate pricing for the additional deliverables with the selected contractor.	Section 1.3, Pg. 5-6
18.	What additional deliverables does the State anticipate?	No additional deliverables are defined at this time. However, as the redesign effort progresses, additional deliverables may be defined. The Agency reserves the right to enter in to discussions with the selected vendor to provided additional deliverables as deemed appropriate.	Section 1.3, Pg. 6
19.	With consideration for safety to prevent the transmission of COVID-19, can the meetings for this project be conducted virtually as video calls? If so, does the Contractor have the ability to determine when to resume in-person meetings? Are there any meetings currently known that will require that Contractors appear in person?	Please refer to COO-21-001 Request for Proposal for Assessment and Realignment of Human Services and Public Health: Redesign of Program and Service Delivery, Second Amendment	Section 1.3.1.6, Page 7
20.	What additional information can be provided about the amount of meetings in person or other onsite requirements? Do they apply to	Please refer to COO-21-001 Request for Proposal for Assessment and Realignment of Human Services and Public Health: Redesign of Program and Service	Section 1.3.1.6, Page 7, Section 1.3.2.2, Page 8

	specific activities or deliverables? Specifically, will Stakeholder Engagement Meetings be conducted in person? What health and safety protocols may be required for such meetings?	Delivery, Second Amendment	
21.	While the number of meetings is to be established, can the Department offer additional details such as a not to exceed number of stakeholder meetings and the anticipated format of the meetings (i.e., virtual versus in-person) so bidders can offer an informed and competitive price proposal?	Please refer to COO-21-001 Request for Proposal for Assessment and Realignment of Human Services and Public Health: Redesign of Program and Service Delivery, Second Amendment	Section 1.3.1.6, Pg. 7
22.	Section 1.3.1.6 (p. 7) describes the stakeholder engagement meetings to occur after the Connections Point Report and Recommendations and Options Report. In similar projects, we have found the greatest stakeholder buy-in occurs when stakeholder input is gathered as part of the assessment process. Does DHS anticipate engaging stakeholders in earlier stages of the work such as during the assessment period described in Section 1. 3.1.5? If not, would DHS be willing to consider targeted phases of stakeholder engagement during the project?	Bidders should propose what they believe is the best approach to accomplishing the overall objectives of the Scope of Work.	Section 1.3.1.6, Pg. 7
23.	Will DHS clarify the use of "contract" in the phrase "stakeholder engagement contract meetings"?	Please refer to COO-21-001 Request for Proposal for Assessment and Realignment of Human Services and Public Health: Redesign of Program and Service Delivery, Second Amendment	Section 1.3.1.6, Pg. 7
24.	Can the State provide an estimate of the number of internal and external stakeholders?	The Agency will work with the selected contractor to identify stakeholder participants. A set number of stakeholders has not yet been defined.	Section 1.3.1.6, Pg. 7
25.	Can the State provide other performance outcome measures it would like included in the implementation plan?	Performance measures should be dependent on final recommendations and therefore cannot be identified at this time.	Section 1.3.1.8, Pg. 7

26.	Section 1.3.2.2. states that " The Contractor shall assign a Project Manager, a Public Health project lead and a Human Services project lead" – could the Project Manager be the same person as either the Public Health or Human Services lead, or are these requested to be three different individuals?	The Agencies have defined a preferred staffing approach and minimum staffing expertise. Bidders may present alternative recommendations in staffing approach that present best value for the Agencies and the scope of work.	Section 1.3.2.2, Pg. 8, Section 3.2.5.3, Pg. 19
27.	DHS describes three Key Person roles. We can offer DHS the most diversified and experienced team by using a team-approach to completing the deliverables (while still maintaining a key contact person for the Department). Would DHS consider allowing more flexibility in a Bidder's staffing proposal? Would DHS permit Bidders to assign a small team of individuals to execute the Scope of Work and who collectively meet the demonstrated work experience for the Project Manager, Public Health Lead, and Human Services Lead?	The Agencies have defined a preferred staffing approach and minimum staffing expertise. Bidders may present alternative recommendations in staffing approach that present best value for the Agencies and the scope of work.	Section 1.3.2.2, Pg. 8, Section 3.2.5.3, Pg. 19
28.	Will the State view alternative qualifications or recommendations for staffing approaches as unfavorable in the scoring process?	The Agencies have defined a preferred staffing approach and minimum staffing expertise. Bidders may present alternative recommendations in staffing approach that present best value for the Agencies and the scope of work.	Section 1.3.2.2, Pg. 8, Section 3.2.5.3, Pg. 19
29.	Is there a process for changing assignments for Contractor Key Positions once the work has commenced? If so, what is the process to accomplish that, should the need arise?	Per the RFP, Section 1.3.2.2, <i>Contractor Key Positions</i> , are "subject to Departments' review and ongoing approval."	Section 1.3.2.2, Page 8
30.	Deliverables Summary/Timeline (1.3.1.10) denotes that most deliverables are "no later than", but section 2.13.2 states, "Bidder's response materially changes Scope of Work specifications" as a reason that a proposal	Yes; confirmed.	Section 1.3.1.10, Pg.8,

	may be disqualified. To clarify, as long as we meet the deliverable(s) BEFORE or "no later than" their specified date, we will not be deemed as, "materially changing the scope of work specifications"? Therefore, if we accelerate deliverable completion, we will still remain compliant?		
31.	Does the State intend for the Contractor to commence implementation after month 9, when all the deliverables will have been submitted?	Contractor support of implementation is an optional service subject to the discretion of the Agencies.	Section 1.3.1.10, Pg. 8
32.	Can the State provide examples of other periodic reports and presentations that may be requested?	Examples of other periodic reports and presentations may include periodic progress reports to Agency leadership. Selected contractor may also, for example, be requested to participate in legislative meetings.	Section 1.3.2.1, Pg. 8
33.	Would the State consider virtual attendance at meetings acceptable?	Please refer to COO-21-001 Request for Proposal for Assessment and Realignment of Human Services and Public Health: Redesign of Program and Service Delivery, Second Amendment	Section 1.3.2.2, Pg. 8
34.	The RFP states that "the project manager shall be available to attend meetings in person as determined by the Departments." Due to the global COVID-19 pandemic, will the state accept virtual meetings as an alternative?	Please refer to COO-21-001 Request for Proposal for Assessment and Realignment of Human Services and Public Health: Redesign of Program and Service Delivery, Second Amendment	Section 1.3.2.2, Pg. 8
35.	Does the Agency anticipate requiring Contractor to execute a Business Associates Agreement (BAA) or Data Use Agreement (DUA) to accomplish the objectives and Scope of Work as defined in the RFP?	Per the RFP, Attachment Sample Contract, Section 1.8.2 <i>Contingent Term for Services Contracts ("Section 3")</i> , "...All of the terms set forth in the <i>Contingent Terms for Service Contracts apply to this Contract unless indicated otherwise in the table below: ... Contractor or Business Associate? Yes</i> "	Section 1.3.4 on Page 9
36.	Will the letters of intent to bid be made public? If so, when in the process would that happen	This information has been posted to the State of Iowa Bid Opportunities Website at the link provided below.	Section 2.5, Page 10

	and by what means (e.g., where would they be published, would there be redactions, etc.)?	Please refer to the document titled, "4. COO-21-001_Intent_To_Bid_List"	
37.	Can we be given access to a list of the companies who have submitted a letter of intent so that we can pursue this opportunity as a potential subcontractor to them?	This information has been posted to the State of Iowa Bid Opportunities Website at the link provided below. Please refer to the document titled, "4. COO-21-001_Intent_To_Bid_List"	Section 2.5, Page 10
38.	Subsection 2.8 states "each bidder is responsible for ensuring that the Issuing Officer received the Bid proposal by the time and date specified in the Procurement Timetable", however the Procurement Timetable (pg.3) only mentions the date by which the bid proposal is due. Is there a specific time for when the Bid Proposal must be received?	Please refer to COO-21-001 Request for Proposal for Assessment and Realignment of Human Services and Public Health: Redesign of Program and Service Delivery, Second Amendment	Section 2.8, Pg.11
39.	Can subcontractors or Subject Matter Experts be added to the project team once the contract is in place, as long as the Contractor requests approval and approval is granted by the Agency before the subcontractor begins work on the project?	Yes. Per the RFP, section 2.32, <i>Use of Subcontractors</i> , "The Agency acknowledges that the selected Bidder may contract with third parties for the performance of any of the Contractor's obligations. The Agency reserves the right to provide prior approval for any subcontractor used to perform services under any contract that may result from this RFP."	Section 2.32, Pg. 15
40.	The RFP indicates that charts, graphs, and diagrams are excluded from the 11 point font requirement. Please confirm that tables and matrices are also excluded from the 11 point font requirement.	Per the RFP, Section 3.1, <i>Bid Proposal Formatting, Font</i> , "... The font must be 11 point or larger (excluding charts, graphs, or diagrams)... " These are the only exclusions to the font size requirement.	Section 3.1, Pg. 16
41.	Due to the pandemic and efforts to socially distance during this second wave of significantly increasing cases, obtaining original signatures, producing, and shipping hard copies is challenging. Will the state consider eliminating the hard copy	No, the Agency will not waive this requirement.	Section 3.1, Pg.16

	requirement and accepting electronic submissions only?		
42.	Would the State be willing to waive the requirement that proposals be shipped, and accept proposals submitted via email?	No, the Agency will not waive this requirement.	Section 3.1, Pg.16
43.	Would the Departments consider waiving the print and USB submission requirements due to the COVID situation, and accept an electronic submission by email or another acceptable means instead?	No, the Agency will not waive this requirement.	Section 3.1, Pg.16
44.	Due to COVID-19, our offices have been closed and will not reopen for an undetermined amount of time. Would the State consider removing the physical copy requirements and accept the proposal via email or via secure file transfer protocol (SFTP), or another online medium?	No, the Agency will not waive this requirement.	Section 3.1, Pg. 16
45.	On page 16, section 1.3 it is mentioned that one original hard copy with original signatures will need to be submitted. Due to the current global COVID-19 crisis, can the original signatures and/or hard copy requirements be waived?	No, the Agency will not waive this requirement.	Section 3.1, Pg. 16
46.	Section 3.1 under Number of Hard Copies states that "The original hard copy must contain original signatures." Is there an option to use electronic signatures or allowance for exceptions or ability to have someone sign as a proxy, given that many firms are still operating remotely?	Per the RFP, Section 3.1 <i>Bid proposal Formatting, Number of Hard Copies</i> , "Submit one (1) original hard copy of the Proposal (separate Technical and Cost proposals). The original hard copy must contain original signatures."	Section 3.1, Pg. 16
47.	Would the Departments accept electronic signatures on the original submission?	No. Per the RFP, Section 3.1 <i>Bid proposal Formatting, Number of Hard Copies</i> , "Submit one (1) original hard copy of the Proposal (separate Technical and Cost proposals). The original hard copy must contain original signatures."	Section 3.1, Pg. 16

48.	For Tab 3, are you intending that the entirety of the RFP text be restated, meaning all text? Or are you intending just headings/ subheadings?	The Bidder shall restate the heading and subheadings of the RFP prior to their response.	Section 3.2.3, Pg. 17
49.	For Tab 3, are you intending that we respond to all of 1.3 (1.3.1 through 1.3.5.3), or should just the opening paragraphs and the deliverables listed in 1.3.1.1-9 be included? The instructions state that Agency Responsibilities (1.3.4) do not need to be addressed, but are there any other numbered subsections that do not need to be addressed (such as 1.3.2.1 Weekly Progress Reports, 1.3.2.2. Contractor Key Positions, 1.3.3 Performance Measures, 1.3.5 Contract Payment Methodology, 1.3.5.1 Milestone Payments, 1.3.5.2 Stakeholder Meetings, and 1.3.5.3 Implementation)?	Bidders shall respond to sections 1.3.1 and 1.3.2. Bidders do not need to respond to sections 1.3.3, 1.3.4 or 1.3.5	Section 3.2.3, Pg. 17
50.	Is the content and attachments submitted for Tab 3.1 included in the 50 page maximum for Tab 3	Yes. Per the RFP, Section 3.1 <i>Bid proposal Formatting, Page Limit, "Pages included in Proposal Tab 3 and any attachments the Bidder creates in a "Tab 3 Attachments" section is limited to 50 pages."</i>	Section 3.2.3.1, Pg. 18
51.	Are the Sample project implementation meeting agenda and Sample project plan to be samples that are directly responsive to the actual bid or can it be examples the vendor has used in other similar projects to show its understanding? Does this count towards the 50 page limit for Section 3?	It is at the discretion of the bidder as to what type of sample documents they choose to include in their bid proposal response. Yes. Per the RFP, Section 3.1 <i>Bid proposal Formatting, Page Limit, "Pages included in Proposal Tab 3 and any attachments the Bidder creates in a "Tab 3 Attachments" section is limited to 50 pages."</i>	Section 3.2.3.1, Pg. 18
52.	May the sample implementation meeting agenda be included within the 1.3.1.1 Project Implementation Meeting section, or must it be a separate tabbed attachment?	No. Per the RFP, Section 3.2, <i>Contents and Organization of Technical Proposal, "... For example, to add attachments related to information asked for in Section 3.2.3 Information to Include Behind Tab 3: Bidder's Approach to Meeting Deliverables, the Bidder</i>	Section 3.2.3.1, Pg. 18

		<i>would create a new tab in the Technical Proposal that is called Tab 3 Attachments and place the attachment(s) there. The Bidder would follow suit by creating new tabbed sections for attachments created to respond to any other section below in their bid proposal.”</i>	
53.	May the sample project plan to demonstrate bidder’s understanding of the project be included within the 1.3.1.2 Primary Project Team/Decision Making Process Plan section, or must it be a separate tabbed attachment?	Per the RFP, Section 3.2, <i>Contents and Organization of Technical Proposal</i> , “... For example, to add attachments related to information asked for in Section 3.2.3 <i>Information to Include Behind Tab 3: Bidder’s Approach to Meeting Deliverables</i> , the Bidder would create a new tab in the Technical Proposal that is called <i>Tab 3 Attachments</i> and place the attachment(s) there. The Bidder would follow suit by creating new tabbed sections for attachments created to respond to any other section below in their bid proposal.”	Section 3.2.3.1, Pg. 18
54.	Per RFP 3.2.4.1 (pg. 18), the Contractor must have “familiarity with Iowa’s provider landscape, and knowledge of Iowa specific Medicaid structures including Managed Long Term Services and Supports (MLTSS), Medicaid expansion, CHIP and waivers.” Please clarify what Iowa specific experience is required with providers and programs. Is the Contractor required to have worked with Iowa providers and related programs?	The Contractor is not required to have worked with Iowa providers. Rather, the bidders should demonstrate familiarity with Iowa’s provider landscape, and knowledge of Iowa specific Medicaid structures including Managed Long Term Services and Supports (MLTSS), Medicaid expansion, CHIP and waivers.	Section 3.2.4.1, Pg. 18
55.	Per RFP 3.2.4.1 (pg. 18), the Contractor must have “Familiarity with Iowa’s regional mental health and disability services system.” Please clarify what Iowa specific experience is required with the regional mental health and disability services system. Is the Contractor required to have worked with the Iowa	The Contractor is not required to have worked with the Iowa regional mental health and disability services system. Rather, the bidders should demonstrate familiarity with the Iowa regional mental health and disability services system.	Section 3.2.4.1, Pg. 18

	regional mental health and disability services system?		
56.	Do references to knowledge of and familiarity with Iowa health & human services systems such as “Knowledge of state Medicaid agencies and Medicaid financing, familiarity with Iowa’s provider landscape, and knowledge of Iowa specific Medicaid structures including MLTSS, Medicaid expansion, CHIP and waivers” and “Familiarity with Iowa’s regional mental health and disability services system” require prior performance or actual working experience in Iowa or can these requirements be met through knowledge acquired by other means?	These requirements may be met through knowledge acquired by other means.	Section 3.2.4.1, Page 18 and Section 3.2.5.3, Pages 19-20
57.	The RFP asks for a matrix detailing services we have provided to other clients, but the amount of information required would be difficult to fit in one matrix, even on legal-size paper. Would you allow for us to submit information in a vertical list for each project, as opposed to squeezing all content in a matrix?	Yes, the Agency will accept a vertical list that includes all required information.	Section 3.2.4.2, Pg. 18,
58.	May the “tables of organization” be organization charts, or must they be tables? If they must be tables, would you please provide an example?	Yes, tables of organization may be submitted as charts.	Section 3.2.5.1, Pg. 19
59.	“As applicable” is included in the RFP text. If the board of directors of an organization will not be involved in providing or supervising services for this engagement, would the response “not applicable” be acceptable in this section?	No. Per the RFP, section 3.2.5.2, <i>Names and Credentials of Key Corporate Personnel</i> , second bullet, bidders shall include in their responses, “...names of the current board of directors, or names of all partners, as applicable. The language “as applicable” is in reference to the various ways an entity may be structured.	Section 3.2.5.2, Pg. 19

60.	How will the last item in the “Bidder’s Approach to Meeting Deliverables” be scored (“Deliverable Summary/Timeline AND General Requirements, Section 1.3.2”)? For example, 1.3.2.2 Contractor Key Positions – how is the evaluation here different from the evaluation of personnel in 3.2.5?	Per the RFP, bid proposal responses will be scored based on the components identified in section 4, <i>Evaluation of Bid Proposals</i> . The specific components to be scored are identified in the <i>Technical Proposal Components</i> chart in this section. Evaluation of the component will be based on the bidders response to the criteria identified in the section(s) of the RFP referenced for the listed component.	Section 4.3, Pg. 22-23
61.	How is DHS using Federal funding to support this project (i.e., is DHS using FMAP to fund a portion or using dedicated Federal funds)?	A blended funding approach will be used to support this project. Federal funds will be used in accordance with federal rules and regulation.	Attachment Sample Contract: Section 1.8.2, Pg. 42
62.	Are the hourly rates in Tab 2 intended as compensation for activities performed at the request of the Agency between delivery of the Recommendation Report and Implementation Plan and the Final Report? If not, when would these pricing elements come into effect?	Hourly rates are relative to the optional implementation phase.	Attachment F: Cost Proposal Form
63.	DHS lists three additional roles in Cost Proposal form, Tab 2: budget analyst, technical writer, and paralegal. What are the anticipated duties of these individuals?	Please refer to COO-21-001 Request for Proposal for Assessment and Realignment of Human Services and Public Health: Redesign of Program and Service Delivery, Second Amendment	Attachment F: Cost Proposal Form
64.	Tab two mentions a budget analyst, technical writer and paralegal, however these positions are not mentioned in the RFP. Are these positions that should be included as part of our team or is the state open to other roles that would support this project?	Please refer to COO-21-001 Request for Proposal for Assessment and Realignment of Human Services and Public Health: Redesign of Program and Service Delivery, Second Amendment	Attachment F: Cost Proposal Form
65.	Can DHS provide a budget range for this scope of work? Providing an estimated budget will help bidders tailor an approach that is consistent with any DHS budget constraints.	Bidders should propose an approach that will best meet the needs of the Agency as defined in the RFP. The cost proposal should be consistent with the proposed approach.	Attachment F: Cost Proposal Form
66.	What is the proposed budget for this project?	Bidders should propose an approach that will best meet the needs of the Agency as defined in the RFP.	Attachment F: Cost Proposal Form

		The cost proposal should be consistent with the proposed approach.	
67.	What is the anticipated budget range for this project?	Bidders should propose an approach that will best meet the needs of the Agency as defined in the RFP. The cost proposal should be consistent with the proposed approach.	Attachment F: Cost Proposal Form
68.	Is there budget allocated for this initiative in SFY 2021 and if so, how much?	Bidders should propose an approach that will best meet the needs of the Agency as defined in the RFP. The cost proposal should be consistent with the proposed approach.	Attachment F: Cost Proposal Form
69.	Is there a budget limit or range for this project that you can share? What funding sources will be used for this project?	Bidders should propose an approach that will best meet the needs of the Agency as defined in the RFP. The cost proposal should be consistent with the proposed approach. State and federal dollars will be used to fund this project.	Attachment F: Cost Proposal Form
70.	Has a certain budget been allocated to complete the work under this RFP? If so, what is that budget amount?	Bidders should propose an approach that will best meet the needs of the Agency as defined in the RFP. The cost proposal should be consistent with the proposed approach.	Attachment F: Cost Proposal Form
71.	Are there any requirements or preference given for: 1. Local or regional Contractors or Contractors with an office in Iowa? 2. Local or regional subcontractors? 3. Contractors or subcontractors with certification as Minority, Women, or Disadvantaged Business Enterprise?	<ol style="list-style-type: none"> 1. There are not requirements that the contractor have an office in Iowa. However, please see Section 1.3 of the RFP regarding times when the Contractor may need to be onsite. 2. See answer to #1 above. 3. The State of Iowa has a Targeted Small Business program that contains a requirement related to notice of posting of procurements to businesses within the program. Additional information may be found here: https://das.iowa.gov/procurement/targeted-small-business-program 	

72.	Are there requirements for the Contractor to be on site at a regular frequency? If so, how often?	No. The Agency anticipates that many of the meetings required as part of the scope of work will be conducted virtually as a result of the continuing COVID-19 pandemic. The Agency reserves the right to request face-to-face meetings.	
73.	Is DHS currently working with other consulting firms on any areas pertaining to this project? If so, please provide a listing and roles.	No.	
74.	Is this rfp tied to the Iowa Department of Human Services RFI No: ACFS 21-133 regarding Public Assistance Eligibility Business Process Redesign that was put out in late summer 2020?	No.	