**Request for Proposal MED-25-003, *Member Management, Consumer Assistance, and Eligibility Help Desk Services for Iowa Medicaid and Healthy and Well Kids in Iowa (Hawki)***

**Vendor Questions and Agency Responses – August 30, 2024**

The table below lists all questions there were received by 3:00 PM CST of August 23, 2024, by the Agency regarding RFP MED-25-003, *Member Management, Consumer Assistance, and Eligibility Help Desk Services for Iowa Medicaid and Healthy and Well Kids in Iowa (Hawki)*and the Agency responses to these questions.

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| Question Number | Page # | RFP Page(s) and Section Number(s) | Vendor Question | Agency Response |
| 1 |  |  | Please provide the historical inbound monthly call volume for the past 12 months. | This information will be posted in the Bidder's Library the week of September 2nd. |
| 2 |  |  | Please provide the historical inbound monthly email volume for the past 12 months. | This information will be posted in the Bidder's Library the week of September 2nd. |
| 3 |  |  | Please provide the historical inbound monthly text volume for the past 12 months. | The current phone software is not set up for texting. |
| 4 |  |  | What is the average handle time for inbound calls, emails, and texts? | This information will be posted in the Bidder's Library the week of September 2nd. |
| 5 |  |  | Would the agency be open to a fully remote agent workforce if key personnel were located on site? | Yes. The Agency will have some dedicated space available for contract staff to come into the office as needed. This space will have the additional materials such as postage, envelopes, and access to printing. |
| 6 |  |  | How many agents are currently working on this contract? | This information will be posted in the Bidder's Library the week of September 2nd. |
| 7 |  |  | What is the current length of new hire training for this contract? | Two weeks. |
| 8 |  |  | Is the vendor responsible for the cost of postage for distributing HHS materials? | No. |

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| 9 |  |  | Please provide the historical outbound mail volume by month for the past 12 months. | This information is not currently tracked. The outbound mailings that are done under this contract are for small mailings primarily done for Member request. The larger mailings are handled through a separate contract or Iowa DAS Central Printing. |
| 10 |  |  | What telephony system does the agency currently use? | This information will be updated in the RFP amendment posted the week of September 2nd. |
| 11 |  |  | Is there an incumbent vendor? If so, is the agency currently seeking to replace them or do you envision re-contracting with them? | Yes, there is an incumbent vendor currently. Per Iowa Administrative Code, Iowa HHS is required to conduct a competitive procurement in order to enter into a contract for the services in this RFP. Through a fair and competitive process, the winning vendor will be awarded a contract. |
| 12 | 16 |  | What is the agency’s preference of “on location” versus not? | Unsure what this question is asking. |
| 13 |  |  | Is Work From Home deemed favorable or not favorable? | Favorable. |
| 14 |  |  | Is the preference to fully staff within the state of Iowa regardless of whether work is conducted on-site or WFH? | See RFP Section 1.3.1.1 B(7). |
| 15 |  |  | Is SOC2 Type 2 required with no exceptions, or will the agency consider organizations who are SOC2 Type 1, HIPAA certified, PCI Compliant who can also demonstrate a clear path to becoming SOC2 Type 2 after the one-year evaluation period which is set to occur in May 2025? And/or any other data security reports that can be made available to the agency as to demonstrate data security capabilities until May 2025 when SOC 2 Type 2 is achieved? | This information will be updated in the RFP amendment posted the week of September 2nd. |
| 16 |  |  | How long is the training period? | Two weeks. |
| Question Number | Page # | RFP Page(s) and Section Number(s) | Vendor Question | Agency Response |
| 17 |  |  | What is the current strategy for training the multiple departments and lines of business (LOB)? Is each LOB handled as a separate training class or are all they trained in the same training class? If they are separate, are the training classes expected to be ran simultaneously? | See RFP Section 1.3.1.2 Transition. The Bidder is to propose a strategy that will be reviewed and approved by the Agency. The Agency does not prescribe how training should be handled. |
| 18 |  |  | Is the current strategy to have phone agents handle any call type (a universal agent) that comes in or are the agents segmented by call type? | The Agency does not prescribe how the Bidder handles call assignments. The Agency software provided to the winning Bidder will allow for segmentation. |
| 19 |  |  | What is the current steady-state agent headcount for each department? - **Managed Healthcare Enrollment Broker (Medicaid population)** | This information will be posted in the Bidder's Library the week of September 2nd. |
| 20 |  |  | What is the current steady-state agent headcount for each department? - **Managed Healthcare Enrollment Broker (hawk-I population)** | This information will be posted in the Bidder's Library the week of September 2nd. |
| 21 |  |  | What is the current steady-state agent headcount for each department? - **Member Inquiry and Relations (Medicaid population)** | This information will be posted in the Bidder's Library the week of September 2nd. |
| 22 |  |  | What is the current steady-state agent headcount for each department? - **Member Inquiry and Relations (hawk-I population)** | This information will be posted in the Bidder's Library the week of September 2nd. |
| 23 |  |  | What is the current steady-state agent headcount for each department? - **Member Outreach and Education, and IME Communications Support (Medicaid population)** | This information will be posted in the Bidder's Library the week of September 2nd. |
| 24 |  |  | What is the current steady-state agent headcount for each department? - **Member Outreach and Education, and IME Communications Support (hawk-I population)** | This information will be posted in the Bidder's Library the week of September 2nd. |
| 25 |  |  | What is the current steady-state agent headcount for each department? - **HHS Contact Center** | This information will be posted in the Bidder's Library the week of September 2nd. |
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| 26 |  |  | What is the anticipated ramp period and anticipated increase in headcount? | The expectation is for the Contractor to meet the required performance measures. The Agency does not prescribe an expected timeline for this. |
| 27 |  |  | Will the contractor be responsible for processing any payment or financial information of any kind? | No. It is possible that payment information is presented but the Contract will transfer that information to the correct Agency Contractor that manages financial information. |
| 28 |  |  | The Systems and Software List (page 64) names Cisco VPN as the method “field staff” uses to connect to the HHS Network. Is this also the anticipated connectivity method for the selected contractor? If not, please state what would be the preferred and recommended method. | This information will be updated in the RFP amendment posted the week of September 2nd. |
| 29 |  |  | Is any unique consideration given to organizations who are certified minority owned (WBENC) or certified Small Business (SBA)? | No. The RFP is posted to the Targeted Small Business site for 48 hours prior to being posted publicly on the DAS Bidder's Opportunites site. Outside of that, there are no unique considerations given. |
| 30 | 21 | PG. 21 - Section 1.3.1.3.A Operations | Please provide the annual volume by month for managed healthcare enrollment broker calls. | This information will be posted in the Bidder's Library the week of September 2nd. |
| 31 | 21 | PG. 21 - Section 1.3.1.3.A Operations | Please provide the average handle time for managed healthcare enrollment broker calls. | This information will be posted in the Bidder's Library the week of September 2nd. |
| 32 | 23 | PG. 23 - Section 1.3.1.3.B Member Inquiry and Relations | Please provide the annual volume by month for member inquiries. | This information will be posted in the Bidder's Library the week of September 2nd. |
| 33 | 23 | PG. 23 - Section 1.3.1.3.B Member Inquiry and Relations | Please provide the average handle time for member inquiries. | This information will be posted in the Bidder's Library the week of September 2nd. |

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| 34 | 23 | PG. 23 - Section 1.3.1.3. D Medicare Part A and Part B Buy-in | Please provide the number of vendor staff supporting Medicare Part A and Part B Buy-In activities today. | There is currently not a dedicated team for the current Contractor to manage the Medicared Part A Part B Buy-In activities calls. All contract staff who answer phones are able to answer. There are currently 2 contracted staff to handle emails for this group. |
| 35 | 28 | PG.28 - Section 1.3.1.3. D Medicare Part A and Part B Buy-in | Please provide the annual volume by month for level 1 helpdesk calls. | This information will be posted in the Bidder's Library the week of September 2nd. |
| 36 | 30 | PG.30 - Section 1.3.1.3.E HHS Contact Center | Please provide the average handle time for Level 1 Help Desk support. | This information will be posted in the Bidder's Library the week of September 2nd. |
| 37 | 2 | PG.2 - Attachment F Cost Proposal | Attachment F shows three base contract years and three option years vs. two initial and four options in the RFP. Please clarify the length of the base contract term. | The correct duration for this contract is three base years plus the option for three one-year renewals. This information will be updated in the RFP amendment posted the week of September 2nd. |
| 38 | 44 | PG.44 - 3.1 Bid Proposal Formatting | The RFP requires Bidders to respond using 11-point font. May Bidders use a smaller, still readable font for each of the following: a) headers and footers b) requirement text c) table text | Bidders must follow all of the requirements for the bid proposals which that are stated in Section 3.1 Bid Proposal Formatting. Per this section related to Font, "Bid Proposals must be typewritten. The font must be 11 point or larger (excluding charts, graphs, or diagrams). Acceptable fonts include Times New Roman, Calibri and Arial." |
| 39 | 44 | PG.44 - 3.1 Bid Proposal Formatting | Can Bidders number the pages by major section (i.e., A-1, B-1)? Can Bidders exclude signed forms, attachments, tables of content, etc. from the sequential numbering requirement? | Bidders must follow all of the requirements for the bid proposals which that are stated in Section 3.1 Bid Proposal Formatting. Per this section related to Pagination, "All pages in Proposal Tabs 1-5 are to be sequentially numbered from beginning to end (do not number these Proposal sections independently of each other). The contents in Proposal Tab 6 may be numbered independently of other sections." |
| Question Number | Page # | RFP Page(s) and Section Number(s) | Vendor Question | Agency Response |
| 40 | 20 | PG.20 - 1.3.1.2 Transition | Please provide the number of Agency and other Contractor staff to be trained. | The number of staff to train will vary. |
| 41 | 20 | PG.20 - 1.3.1.2 Transition | Are the Agency and other Contractor staff that would require training in one location or in multiple locations throughout the State? | This will vary. There is an expectation that Agency and Contractor staff should plan to be available for in person training in Des Moines, however, the Contractor may deem that virtual training is a successful training platform. |
| 42 | 32 | PG.32 - 1.3.2.C performance Measures | Please confirm we the Contractor will be provided access to the State’s staff upon contract execution for communications regarding deliverable activities. | Once the the winning Bidder is awarded a contract, the Bidder/Contractor will work with the Agency Contract Manager and Iowa HHS Policy staff throughout the life of the contract. The Contractor will also have access to other Agency staff as needed. |
| 43 |  | 1.3.2 Performance Measures | Please provide the current number of call center staff provided by the incumbent. | This information will be posted in the Bidder's Library the week of September 2nd. |
| 44 |  | 1.3 Scope of Work | Please provide annual staffing numbers by month. | This information will be posted in the Bidder's Library the week of September 2nd. |
| 45 | 30 and 65 | PP.30 and 65 - 1.3.1.3.F. Reporting; Systems and Software List | Will the Contractor utilize any reporting tools, in addition to Adobe Acrobat and Power BI? If so, please provide the name of the reporting tool(s) the Contractor will be utilizing. | This information is listed in the Systems and Software List in Attachment G of the RFP. This information will be updated in the RFP amendment posted the week of September 2nd. |
| 46 | 30 | PG.30 - 1.3.1.3.F Reporting | Will the State allow integration with State systems for any Contractor provided tools? | No. The Agency provides the call center software on Agency laptops. Integration is outside of the scope. |
| 47 | 14 | PG.14 - 1.3.1.1. B Status Updates for the Agency and Job Rotation and Knowledge Transfer Development and Maintenance | Please confirm that there is no missing information as the requirement letters go from D to F. | This information will be updated in the RFP amendment posted the week of September 2nd. |

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| Question Number | Page # | RFP Page(s) and Section Number(s) | Vendor Question | Agency Response |
| 48 | 17 | PG.17 - 1.3.1.1. F Continuous Workflow Analysis Performance and Description of Changes to Workflow Approval | Please confirm that there is no missing information as the requirement letters go from B to D. | This information will be updated in the RFP amendment posted the week of September 2nd. |
| 49 | 18 | PG.18 - 1.3.1.1.I Building Relationships to Improve Communication | Please confirm that this should be numbered as 10. | This information will be updated in the RFP amendment posted the week of September 2nd. |
| 50 | 26 | PG.26 - 1.3.1.3.B Critical Member Issues | Please confirm that there is not a missing requirement as the letters go from C to E. | This information will be updated in the RFP amendment posted the week of September 2nd. |
| 51 | 28 | PG.28 - 1.3.1.3.A Operations | Please confirm if the Contractor is expected to provide the survey tool or if a survey tool will be provided. | There is not currently a survey tool. |
| 52 | 4 | PP. 4 and 12 Background, Subsection 2(d); and  Section 1.3.1.1, General Obligations, Subsection A(2)(d) | Will the Agency please confirm that a Bidder is precluded from being selected for Contract Award if the Bidder or its owner(s), affiliates, and/or its subcontractor(s) have ever been subject to civil money penalties under the Social Security Act, including any related deferred prosecution agreements and corporate integrity agreements, in accordance with 42 CFR 438.810(b)(2)(iv)? | The Agency will act in accordance with all federal laws and in accordance with federal partners about these laws. |
| 53 |  | System Integration and Compatability | Can you provide more details on the systems and software that will need to be integrated with our proposed solution? Specifically, are there any legacy systems or proprietary software that we should be aware of? | There is not any integration that will be needed. The Agency provides software loaded on Agency isssued equipment. See Attachment G of the RFP. This information will be updated in the RFP amendment posted the week of September 2nd. |

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| Question Number | Page # | RFP Page(s) and Section Number(s) | Vendor Question | Agency Response |
| 54 |  | System Integration and Compatability | Are there any specific data migration requirements or challenges that you anticipate with the transition to a new contractor? | No. The software that is used is provided by the Agency and loaded on Agency issued equipment. |
| 55 |  | PG.15 - Section C-System and Software Requirements | Section C-System and Software Requirements, states that the Contractor shall utilize and help maintain systems and software listed in Attachment G on Agency owned equipment, as necessary, to support all Contract functions. Please clarify what type of maintenance the Contractor will be asked to perform. | The Contractor will not be responsible for any maintenance to the software and equipment issued to the Contractor by the Agency. The Contractor will be required to enter data into the software. |
| 56 |  | Security and Compliance | What are the specific security and compliance requirements (e.g., HIPAA, FISMA) that we must adhere to for the systems handling Medicaid and Hawki data? | Contractor staff are required to take HHS confidentiality training prior to accessing any HHS data. Staff are trained on HIPAA, confidentiality, and compliance requirements. |
| 57 |  | Security and Compliance | Are there any recent audits or compliance reports that highlight areas of concern or focus for security improvements? | No. |
| 58 | 12 | PG.12 - Staffing | Section 1.3.1.1, Staffing, on page 12 of the RFP states that key personnel shall be co-located with Agency staff at the Iowa Medicaid permanent facility in Des Moines, Iowa, unless other arrangements are preapproved by the Agency. However, Attachment G on page 64 states that “as part of the Contract agreement the Agency will not require all Contractor staff be housed at the Iowa Medicaid facility. The Agency will allow flexibility with staff working from home and on-site, subject to Agency approval.”  Please clarify if the Contractor’s staff are required to be onsite at the Iowa Medicaid facility in Des Moines or if staff will be permitted to work at the Contractor’s facility or remotely. | Most of the work will be done remotely. The Agency will have some dedicated space available for contract staff to come into the office as needed. This space will have the additional materials such as postage, envelopes, and access to printing. |
| Question Number | Page # | RFP Page(s) and Section Number(s) | Vendor Question | Agency Response |
| 59 | 12 | PG.12 - Staffing | Is the enrollment broker role a licensed position? | See Bidders Eligibility Requirements. This information will be updated in the RFP amendment posted the week of September 2nd. |
| 60 | 12 | PG.12 - Staffing | How many agents are currently on staff for the incumbent vendor? | This information will be posted in the Bidder's Library the week of September 2nd. |
| 61 |  | Training Requirements | Can you provide more details on the training expectations for new staff, particularly regarding Medicaid, Hawki, and the Electronic Integrated Application Solution (ELIAS)? | See 1.3.1.2.A(1)(f) regarding the training plan requirements. |
| 62 |  | Training Requirements | What is the expected timeline for training completion, and are there any mandatory certifications or qualifications required for staff? | Requirements for Contractor staff are stated in Section 1.3.1.1.B Staffing in the RFP. |
| 63 | 17-18 | PP.17-18 - Call Center Performance Metrics | What are the specific performance metrics for the call center beyond those mentioned (e.g., customer satisfaction scores, first\*call resolution rates)? | All of the performance metrics are stated in the RFP. See Section 1.3.2 Performance Measures. |
| 64 | 17-18 | PP.17-18 - Call Center Performance Metrics | For those that are mentioned, Average handle time, wait time, etc., what are the targets on those? | The expectation is that the Contractor is able to meet the performance measures stated in Section 1.3.2 of the RFP. |
| 65 | 17-18 | PP.17-18 - Call Center Performance Metrics | Please break out the metrics requested above by category of service as listed in Attachment F-Cost Proposal. | A break out of the metrics is not appropriate. The purpose of the cost proposal is for matches and federal funding streams. It is not related to performance metrics. |
| 66 | 17-18 | PP.17-18 - Language and Accessibility Requirements | Could you provide more information on the requirements for language accessibility? Specifically, how many languages need to be supported, and are there any preferences for specific translation services or tools? | See RFP Section 1.3.1.1.I.(8) on page 17. |
| 67 | 17-18 | PP.17-18 - Language and Accessibility Requirements | Are there additional accessibility requirements for individuals with disabilities beyond those mentioned, such as specific TTY or video relay services? | See RFP Section 1.3.1.1.I.(8) on page 17. |
| Question Number | Page # | RFP Page(s) and Section Number(s) | Vendor Question | Agency Response |
| 68 | 25 | Member Outreach and Education | Can you elaborate on the expectations for member outreach and education efforts, especially regarding the frequency and type of communication with members? | The frequency of the types of communication with Members will vary. See RFP Section 1.3.1.3 C Member Outreach and Education and Iowa Medicaid and Hawki Programs. This lists the types of communications to be created and shared with Members. |
| 69 | 25 | Member Outreach and Education | Are there any specific initiatives or campaigns that we need to be prepared to support immediately upon contract initiation? | Once the the winning Bidder is awarded a contract, the Bidder/Contractor will be notified of what, if any, initiatives or campaigns need immediate support. |
| 70 | 30-31 | Feedback and Issue Resolution | How do you currently handle member feedback and issue resolution, and what improvements or changes do you expect from the new contractor in this area? | See RFP Section 1.3.1.3. The Agency does not prescribe how the Contractor addresses the issue resolutions. It is up to the Bidder to propose how the issues will be resolved and meet the performance measures. |
| 71 | 30-31 | Feedback and Issue Resolution | Can you provide examples of typical member inquiries or issues that require escalation, and how would you like these handled? | See RFP Section 1.3.1.1.H and I. |
| 72 | 48 | Contents and Organization of Technical Proposal | Are financial statements required to be submited with our proposal? | No. |
| 73 | 13 | 1.3 Scope of Work | Does the Agency have a specified timeline for notifying about key personnel absences, and what are the expectations or procedures to follow in such cases? | See RFP Section 1.3.1.1.B(2)(f). |
| 74 | 14 | 1.3 Scope of Work | Does the Agency have existing training materials that will be provided to web content staff? | Yes. |
| 75 | 15 | 1.3 Scope of Work | Will the Contractor work in conjunction with the Agency to maintain current program information in the network, or will the Contractor be solely responsible for this task? | This will vary depending on the system. Some of systems do not require Agency collaboration while others do. |

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| Question Number | Page # | RFP Page(s) and Section Number(s) | Vendor Question | Agency Response |
| 76 | 15 | 1.3 Scope of Work | Could the Agency provide historical data on the volume and frequency of appeals that occur? Additionally, is there any existing tracking data on the time required to research issues and prepare the necessary information for each appeal? | This information is not currently tracked so there is not data on the volume and frequency of appeals. The current Contractor takes 1.5 hours to research, write a summary, and upload the information currently. |
| 77 | 15 | 1.3 Scope of Work | Will the Contractor be required to provide in-person expert testimony for each appeal, or can these testimonies be completed in virtual settings? | Virtual is acceptable. |
| 78 | 16 | 1.3 Scope of Work | Could the Agency provide historical ACD data on the volume of calls received for each of the following topics?  1. Toll-free telephone lines for general information on Medicaid and Hawki programs. 2. Medicaid and Hawki member healthcare questions. 3. Enrollment and choice counseling questions. 4. Assistance with member inquiries, education, and communication. 5. General information on consumer healthcare questions. 6. Assistance with healthcare applications and renewals. 7. Member assignments to Managed Care Plans (MCPs). 8. Level 1 help desk support for Agency systems. | This information will be posted in the Bidder's Library the week of September 2nd. |

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| Question Number | Page # | RFP Page(s) and Section Number(s) | Vendor Question | Agency Response |
| 79 | 16 | 1.3 Scope of Work | Would the Agency prefer that the Contractor configure the IVR system to separate the following categories into distinct queues for tracking the different types of calls being handled?   1. Toll-free telephone lines for general information on Medicaid and Hawki programs. 2. Medicaid and Hawki member healthcare questions. 3. Enrollment and choice counseling questions. 4. Assistance with member inquiries, education, and communication. 5. General information on consumer healthcare questions. 6. Assistance with healthcare applications and renewals. 7. Member assignments to Managed Care Plans (MCPs). 8. Level 1 help desk support for Agency systems. | This is a discussion that can occur during contract negotiations. |
| 80 | 17 | 1.3 Scope of Work | Could the Agency provide historical ACD data on the volume of calls occurring after hours? | This information will be posted in the Bidder's Library the week of September 2nd. |
| 81 | 17 | 1.3 Scope of Work | Will the Agency allow the Contractor to forward calls from the Agency's current telephone system vendor to the Contractor's telephony system if the Contractor can guarantee that the system will meet all listed requirements in Section 8? | No. |
| 82 | 17 | 1.3 Scope of Work | Does the Agency have retention policies in place for call recordings, and what are the expectations for the retention period of recorded calls? | Call recordings are managed through a separate contract. |
| 83 | 18 | 1.3 Scope of Work | Could the Agency provide historical data on the volume of emails? Additionally, is there any existing tracking data on the time required for email responses? | This information will be posted in the Bidder's Library the week of September 2nd. |
| Question Number | Page # | RFP Page(s) and Section Number(s) | Vendor Question | Agency Response |
| 84 | 18 | 1.3 Scope of Work | What are the designated hours during which emails can be sent on behalf of DHS? | The Agency has defined "Business Hours" in Section 1.2 RFP General Definitions. The Agency has not specified prohibitions regarding sending emails outside of business hours. System availability could impact the ability to provide information, however, when outside of stated Business Hours. |
| 85 | 18 | 1.3 Scope of Work | Does the Agency currently have a method for tracking email trends and issues? | Yes. |
| 86 | 20 | 1.3 Scope of Work | Does the Agency have existing Standard Operating Procedures (SOPs) that the Contractor will be responsible for maintaining, or will the Contractor be responsible for creating foundational SOPs? | Yes. The current SOPs will be shared once the new Contract is exectued. The Contractor will be responsible to create any new SOPs needed and maintain existing ones. |
| 87 | 24 | 1.3 Scope of Work | Does the Agency currently use a call log system for documenting calls, or will the Contractor have the opportunity to propose a CRM solution that meets the Agency's needs? | Yes there is a call log system that the Agency provides to the Contractor. A Contractor proposed CRM solution is outside of the scope of this RFP. |
| 88 | 26 | 1.3 Scope of Work | Could the Agency provide historical data on the frequency of print and digital materials for members, that will need to be created on a Monthly basis? | This information will be posted in the Bidder's Library the week of September 2nd. |
| 89 | 26 | 1.3 Scope of Work | Can the Agency provide the frequency of stakeholder and public meetings that will need to take place? | At this time there is one stakeholder meeting each month. |
| 90 | 32 | 1.3 Scope of Work | What are the designated hours during which phone calls can be made to Iowans on behalf of DHHS? | The Agency has defined "Business Hours" in Section 1.2 RFP General Definitions. |
| 91 | 13 | 1.3 Scope of Work | What is the expected timeline for recruitment and onboarding of staff? | The expectation is for the Contractor to meet the required performance measures. The Agency does not prescribe an expected timeline for this. |

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| 92 | 13 | 1.3 Scope of Work | What specific qualifications or certifications are required for personnel to be hired under this contract? | See RFP Section 1.3.1.1.B. |
| 93 | 13 | 1.3 Scope of Work | Are there any mandatory background checks, or security clearances that employees must pass? | This is the responsibility of the Bidder to determine based on the Bidder's company policies. |
| 94 | 13 | 1.3 Scope of Work | Are there any additional agency pre-employment requirements? | See Sample Contract Section 1.8. |
| 95 | 13 | 1.3 Scope of Work | Is there an expectation regarding diversity and inclusion in the recruitment process? | See Sample Contract Section 1.8. |
| 96 | 13 | 1.3 Scope of Work | Are there any specific contractual obligations regarding employee retention or turnover rates? | See Sample Contract Section 1.8. |
| 97 | 13 | 1.3 Scope of Work | Are there performance metrics or KPIs that will be used to evaluate the success of the recruited staff? | See RFP Section 1.3.2. |
| 98 | 13 | 1.3 Scope of Work | What labor laws or regulations (i.e. such as wage determinations) specific to this project must be adhered to? | See Sample Contract Section 1.8. |
| 99 | 13 | 1.3 Scope of Work | Are there specific benefits or compensation packages that must be offered to employees? | See Sample Contract Section 1.8. |
| 100 | 23 | 1.3 Scope of Work | What are the required staffing levels daily, weekly, & monthly for the contractor? | The expectation is for the Contractor to meet the required performance measures. The Agency does not prescribe required staffing levels. |
| 101 | 32 | 1.3 Scope of Work | Is there a specific defintion to what an urgent request is identified as? | See RFP Section 1.3.1.3.B(14) |
| 102 | 32 | 1.3 Scope of Work | What is the agnecys defintion of a transition & operations plan? | See RFP Section 1.3.1.2 |
| 103 | 15 | 1.3 Scope of Work | Can the Agency provide insight on the number sample of quality monitors that would be sufficient for the month? | The current contractor listens to 3 calls per CSR per week. |
| 104 | 15 | 1.3 Scope of Work | Does the Agency have a specific Average Monthly Quality benchmark established? | The expectation is for the Contractor to meet the required performance measures. |
| Question Number | Page # | RFP Page(s) and Section Number(s) | Vendor Question | Agency Response |
| 105 | 19 | 1.3 Scope of Work | Will the agency provide Train the Trainer sessions prior to the contractor facilitating training for support staff and CSR's | In the existing contract, the current Contractor is expected to help with the transition of work to a new Contractor. This includes training. |
| 106 | 19 | 1.3 Scope of Work | Will the Agency provide Training Material/Reference documents to the contractor for development of a Trainging Guide, Work flows, FAQ's etc | Yes, we provide current training materials. |
| 107 | N/A |  | Is the current incumbent eligible for bidding? | Yes. |
| 108 | N/A |  | Does the Agency support the awardee interviewing existing staff for potential re-badging? | The Agency does not get involved with contractor personnel issues unless it is an Agency obligation under the contract. |
| 109 | 8 | 1.3 Scope of Work | Can the Agency share a flow-chart of diagram of the current IVR systems being used? | Yes this will be shared once the contract is awarded. This information is created and maintained by a separate contractor. |
| 110 | 17 | 1.3 Scope of Work | Does the Agency have a dedicated Short Code to be transferred for sending text messages? | There is currently no texting capability. |
| 111 | 17 | 1.3 Scope of Work | Are there monthly volumes associated with text messages and robo calls? If so, please provide details. | There is currently no texting capability. |
| 112 | 28 | 1.3 Scope of Work | Does the Agency provide hard copies of the provider directory, envelopes and postage for mailing to members as requested? What is the approximate monthly volume mailed? | Yes. This is not currently tracked. |
| 113 | 37 | 1.3 Scope of Work | Under what conditions does the Agencies Telework Policy permit Work From Home? | Contractor staff are able to work remotely. The Contractor staff will be expected to comply with the Agency Telework Policy. |
| 114 | 43 | 1.3 Scope of Work | Does the Agency intend to award this RFP to multiple vendors? | No. This RFP will be awarded to a single Bidder. |
| 115 | 47 | 1.3 Scope of Work | Can the Reference Letter be from current as well as previous clients? | See RFP Section 3.2.4.3. |
| Question Number | Page # | RFP Page(s) and Section Number(s) | Vendor Question | Agency Response |
| 116 | 49 | 1.3 Scope of Work | Where would points be awarded for a savings impact on the State of Iowa expenditures and revenues? | It is up to the Bidder to incorporate information into the proposal where it may be beneficial. See RFP Section 4.3 for the the Technical Proposal Components chart. |
| 117 | 34 | 1.3.4 Contract Payment Methodology | The total compensation for the contract is $21,000,000, including extensions and renewals. Should the cost proposal attachment reflect the allocation of these funds over 6 years? | This is not accurate information for this RFP and will be removed. This information will be updated in the RFP amendment posted the week of September 2nd. |
| 118 | 2 | Duration of Contract | The contract specifies an initial term of 2 years with the option to renew for four additional 1-year terms. Attachment F shows 3 initial years and 3 renewal periods. Which one is correct? | The correct duration for this contract is three base years plus the option for three one-year renewals. This information will be updated in the RFP amendment posted the week of September 2nd. |
| 119 |  | Bidder's Library | Will the Agency please provide the following data for the most recent 12 months, associated with each member services call center queue: a. Call volumes b. Average Handle Times (AHT) c. Applications/Renewals numbers | This information will be posted in the Bidder's Library the week of September 2nd. |
| 120 |  | Bidder's Library | For the base contract period, will the Agency please provide projected:  a. Call volumes b. AHT c. Application/renewal volumes | This information will be posted in the Bidder's Library the week of September 2nd. |
| 121 |  | Attachment F: Cost Proposal | The Cost Proposal row 14 refers to the DHS Contact Center as Section 1.3.1.3.D. However, Section 1.3.1.3.D in the RFP is the “Medicare Part A and Part B Buy-In” section of the Scope of work. Will the Agency please clarify where costs for the “Medicare Part A and Part B Buy-in” and the “HHS Contact Center” Section 1.3.1.3.E, should be shown in the Cost Proposal? | This information will be updated in the RFP amendment posted the week of September 2nd. |
| Question Number | Page # | RFP Page(s) and Section Number(s) | Vendor Question | Agency Response |
| 122 | 2 | Attachment F: Cost Proposal and  RFP Duration of Contract | In the RFP under “Duration of Contract”, it states that the contract will have an initial 2-year contract term with the ability to extend the contract for 4 additional 1-year terms. The Cost Proposal shows an initial 3-year contract term with 3 additional 1-year options. Will the Agency please confirm the number of initial contract years and the number of optional contract periods and years?  If the number of initial contract years is 2, please provide an updated Attachment F – Cost Proposal. | The correct duration for this contract is three base years plus the option for three one-year renewals. This information will be updated in the RFP amendment posted the week of September 2nd. |
| 123 | 2 | Procurement Time Table | Please clarify how bidders will be notified of award? For example, will they be notified by email, or will the notice be posted online? | The Notice of Intent to Award is posted publicly on the Bid Opportunities website where the RFP was posted. The notice will also be emailed to all Vendors who submit bid proposals. |
| 124 | 13 and 47 | RFP Section 1.3.1.1 and  3.2.5.3 | In sub section 1.3.1.1.B. Staffing, the RFP references key personnel as the “Account Manager,” the “Transition Manager,” and the “Operations Manager.” In section 3.2.5.3, the RFP references a “Project Manager.” Will the Agency please confirm that the Account Manager and the Project Manager are referring to the same position/role? | This information will be updated in the RFP amendment posted the week of September 2nd. |
| 125 | 16 | RFP Section 1.3.1.1.F | In sub section F. Quality Improvement, there are two sub-items labeled as letter “b” (lettering a, b, b, c). For bidder responses to reference the correct requirements, should these sub-items instead be lettered a, b, c, d? | This information will be updated in the RFP amendment posted the week of September 2nd. |
| 126 | 17 | RFP Section 1.3.1.1.I.5 | Will the Agency please confirm when a call is transferred to another call center, the Contractor can complete the transfer once the call center’s IVR answers? | This is being researched. A response will be provided in the Agency responses for Round 2 of Bidder Q&A. |
| Question Number | Page # | RFP Page(s) and Section Number(s) | Vendor Question | Agency Response |
| 127 | 17 | RFP Section 1.3.1.1.I.8.d | Please confirm what specific system the Agency expects to provide to the Contractor for SMS communications.  If the Contractor is expected to provide a system for SMS communications, will the Agency please provide any requirements it has for that system? | There is currently no texting capability. |
| 128 | 17 | RFP Section 1.3.1.1.I.8.d | So that bidders can appropriately plan for this work effort, does the Agency have any projections on the number of SMS communications monthly or the message types that it would anticipate the Contractor sending? | There is currently no texting capability. |
| 129 | 18 | RFP Section 1.3.1.1.I | In the sub section I. Call Center General Requirements, there are two items numbered “9.” For bidder responses to reference the correct requirements, should the last item in sub-section I instead be numbered “10”? | This information will be updated in the RFP amendment posted the week of September 2nd. |
| 130 | 26 | RFP Section 1.3.1.3.C.6 | The RFP requires the Contractor to “assist the Agency with the development and execution of the overall Iowa Medicaid social media strategy. The Contractor assistance shall include providing updated content, messaging, and maintenance the social media calendar to HHS communications staff to make all updates.” Will the Agency please confirm that the Contractor will be supporting the Agency in an advisory capacity regarding messaging and content? | The Contractor will draft and propose content to the Agency and the Agency will approve or deny the content. |
| 131 | 28 | RFP Section 1.3.1.3.C.25 | What is the State-provided platform that will be utilized to administer and collect data from the surveys, or will surveys be administered in the State-provided IVR? | The Agency is not collecting survey information currently. This is a new process that the Agency is seeking information from the Bidder to propose. |
| 132 | 28 | RFP Section 1.3.1.3.C.25 | Will there be an option to ask for a survey after each call? | This is a new process that the Agency is seeking information from the Bidder to propose. |
| Question Number | Page # | RFP Page(s) and Section Number(s) | Vendor Question | Agency Response |
| 133 | 39 | RFP Section 2.13.1 | The third bullet of the Mandatory Requirements states that, “The Bidder is eligible to submit a bid in accordance with the Bidder Eligibility Requirements of this RFP (See RFP Bidder Eligibility Requirements Section).”  Will the Agency please specify to which section in the RFP this requirement refers to? (There does not appear to be a section entitled Bidder Eligibility.) | This information will be updated in the RFP amendment posted the week of September 2nd. |
| 134 | 44 | RFP Section 3.1 | The RFP states, “The original hard copy must contain original signatures.” Will the Agency please accept digital/electronic signatures? | Yes, the Agency accepts digital signatures. |
| 135 | 44 | RFP Section 3.1 | The RFP states, “The font must be 11 point or larger (excluding charts, graphs, or diagrams). May bidders also exclude the following from the font size requirement: a. Headers and footers? b. RFP requirement text? c. Any attachments that may not conform to font size requirements in their original form? | Bidders are to follow the instructions stated in RFP Section 3.1 Bid Proposal Formatting. Per the Font section in the table in Section 1.2, "Bid Proposals must be typewritten. The font must be 11 point or larger (excluding charts, graphs, or diagrams). Acceptable fonts include Times New Roman, Calibri and Arial." Only charts, graphs, or diagrams are excluded from the font requirement. |
| 136 | 44 | RFP Section 3.1 | The RFP states, “Pages included in Proposal Tab 3 and any attachments the Bidder creates in a “Tab 3 Attachments” section is limited to 300 pages.” Will the Agency exclude tabs, divider pages, and fly sheets from the 300-page limit? (These pages would include only headings to identify and divide one section/sub-section from the next; they would not include any narrative/responses.) | Bidders are to follow the instructions stated in RFP Section 3.1 Bid Proposal Formatting. Per the Pagination section in the table in Section 1.2, "All pages in Proposal Tabs 1-5 are to be sequentially numbered from beginning to end (do not number these Proposal sections independently of each other). The contents in Proposal Tab 6 may be numbered independently of other sections." All pages, including those that only contain a heading, are to be counted and labeled. |

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| Question Number | Page # | RFP Page(s) and Section Number(s) | Vendor Question | Agency Response |
| 137 | 44 | RFP Section 3.1 | The RFP states, “All pages in Proposal Tabs 1-5 are to be sequentially numbered from beginning to end…” Will the Agency reconsider allowing bidders to number by Tab (1-1, 2-1, 3-1, and so on) rather than sequentially from Tab 1-5? | Bidders are to follow the instructions stated in RFP Section 3.1 Bid Proposal Formatting. Per the Pagination section in the table in Section 1.2, "All pages in Proposal Tabs 1-5 are to be sequentially numbered from beginning to end (do not number these Proposal sections independently of each other). The contents in Proposal Tab 6 may be numbered independently of other sections." |
| 138 | 44 | RFP Section 3.1 | The RFP states, “All pages in Proposal Tabs 1-5 are to be sequentially numbered from beginning to end…” In the event a bidder elects to add a tabbed section for “Tab X Attachments” as permitted/instructed by RFP section 3.2, may the attachments be excluded from the sequential numbering requirement? | If the Bidder elects add a tabbed section, the Bidder still needs to follow the instructions listed in the Page Limit and Pagination sections of the table in RFP Section 3.1 Bid Proposal Formatting. |
| 139 | 45 | RFP Section 3.2.1 | The RFP states, “The transmittal letter may not be marked confidential.” However, the Executive Summary, which is required to be included behind Tab 1, may include information that is considered by bidders to be confidential.  Will the Agency please confirm bidders may redact confidential sections of the Executive Summary? | Per Section 3.1, the table listing out the bid proposal requirements states that the transmittal letter may not be marked as confidential. Per Section 3.2.1, the transmittal letter must consist of an executive summary. Since the executive summary is part of the transmittal letter, it cannot be marked confidential. |
| 140 | 45 | RFP Section 3.2.1 | The RFP states, “Proposals shall be provided in either PDF or Microsoft Word format.” Does the Agency want Attachment F, Cost Proposal returned in PDF format only, or also in the native Excel format? | The Cost Proposal should be returned in Excel format. Amending the RFP to clarify this information. |
| 141 | 46 and 32 | RFP Section 3.2.3 and 1.3.2 | The RFP states, “The Bidder shall address each Deliverable that the successful Contractor will perform as listed in Section 1.3, Scope of Work…” Will the Agency please clarify if bidders are supposed to also provide responses to sub section 1.3.2 Performance Measures? | The Bidder shall address all deliverables listed in Section 1.3.1 of the RFP. This information will be updated in the RFP amendment posted the week of September 2nd. |
| Question Number | Page # | RFP Page(s) and Section Number(s) | Vendor Question | Agency Response |
| 142 | 46 and 34 | RFP Section 3.2.3 and 1.3.4 | The RFP states, “The Bidder shall address each Deliverable that the successful Contractor will perform as listed in Section 1.3, Scope of Work…” Will the Agency please clarify if bidders are supposed to also provide responses to sub section 1.3.4 Contract Payment Methodology? | The Bidder shall address all deliverables listed in Section 1.3.1 of the RFP. This information will be updated in the RFP amendment posted the week of September 2nd. |
| 143 | 48-49 | RFP Section 4.3 | In the Technical Proposal Components table, there is no “weight” provided for the fourth row, “Member Inquiries and Relations (Section 1.3.1.3.A).”  Will the Agency please provide the missing weight for that row? | This information will be updated in the RFP amendment posted the week of September 2nd. |
| 144 | 49-50 | RFP Section 4.3 | In the Technical Proposal Components table, the Potential Maximum Points do not add to the Total Potential Score.  Will the Agency please provide a clarification of what the maximum Total Potential Score will be? | This information will be updated in the RFP amendment posted the week of September 2nd. |
| 145 | 49-50 | RFP Section 4.3 | The Total Potential Score of 2,800 in the Technical Proposal Components and the Total Points Assigned to Pricing of 620 do not add up to the Total Points Possible for Technical and Cost Proposals: 3,500.  Will the Agency please clarify the combined Total Points Possible? | This information will be updated in the RFP amendment posted the week of September 2nd. |
| 146 | 54 | Attachment B 1.3 | The RFP states, “1.3 Bidder has received any amendments to this RFP issued by the Agency.” Will the Agency please confirm bidders do not need to include RFP amendments with their proposals and that signing Attachment B is sufficient to confirm receipt? If the Agency wants bidders to return RFP amendments with their proposals, please indicate where bidders should include them (e.g., behind Tab 6: Forms)? | It is unclear what this question is asking. The RFP and any amendments made to the RFP are posted by Iowa HHS in the DAS Bid Opportunities website. By signing Attachment B, the Bidder is attesting that the bid proposal the Bidder submits in response to this RFP meets all of the requirements in the posted RFP and associated amendments. |
| Question Number | Page # | RFP Page(s) and Section Number(s) | Vendor Question | Agency Response |
| 147 |  | General | Does the Contractor have any responsibilities for inbound document processing? If so, please specify. | Yes. See the SOPs listed in the Bidder's Library. |
| 148 |  | General | Please confirm the Agency is not expecting the Contractor to provide a CRM. | The Agency provides all of the software the Contractor will need on Agency issued equipment. |
| 149 |  | General | Please confirm that all infrastructure, technologies, and telephony provided to the Contractor are provided at no charge. | See Attachment G: Agency-provided Facilities, Equipment, and Software. (PP63-65 of the RFP) |
| 150 | 13 | 1.3.1.1.B Staffing | The Account Manager requires three years of experience in an account manager role, and the Operations Manager requires four years of experience managing Call Center operations. Would the Agency please adjust the Operations Manager requirements to three years? | This information will be updated in the RFP amendment posted the week of September 2nd. |
| 151 | 13 | 1.3.1.1.B Staffing | If the bidder does not elect to combine the Transition Manager role with the Account Manager or Operations Manager role, given that it is not a permanent full-time role, would the Agency accept a professional who is located outside of Des Moines with a commitment to travel regularly to the Des Moines area? | This information will be updated in the RFP amendment posted the week of September 2nd. |
| 152 | 17 | 1.3.1.1.I.8.e | What self-service options are available? | No. |
| 153 | 18 | 1.3.1.1.I.9 | There are two number 9’s in this section. Please confirm that “The Contractor shall build relationships with internal and Agency staff . . .” should be numbered 10. | The item that states, "The Contractor shall build relationships with internal and Agency staff,.." should be listed as item under 1.3.1.1.I. This information will be updated in the RFP amendment posted the week of September 2nd. |

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| Question Number | Page # | RFP Page(s) and Section Number(s) | Vendor Question | Agency Response |
| 154 | 21 | 1.3.1.3.A | Please confirm that the bidder does not have to incur any printing costs for member materials. | The Agency handles the cost of printing. The Agency will have some dedicated space available for contract staff to come into the office as needed. This space will have the additional materials such as postage, envelopes, and access to printing. |
| 155 | 21 | 1.3.1.3.A | Please confirm that the bidder does not have to include any postage costs for member materials. | The Agency handles the cost of postage. The Agency will have some dedicated space available for contract staff to come into the office as needed. This space will have the additional materials such as postage, envelopes, and access to printing. |
| 156 | 21 | 1.3.1.3.A | Please confirm that all space and equipment needed for distributing program materials is provided to the Contractor. | See Attachment G: Agency-provided Facilities, Equipment, and Software. (PP63-65 of the RFP) |
| 157 | 21 | 1.3.1.3.1.c Operations | Is the Contractor responsible for performing the auto-assignment or is the Agency responsible for performing the auto-assignment? | This is an Agency responsibility. |
| 158 | 24 | 1.3.B.13 | Please provide more detail surrounding historical volumes than what is currently in the bidders library. Specifically, please provide monthly volumes by channel (calls, emails, mailings, chats, texts, etc.) and the associated handle time for each. | This information will be posted in the Bidder's Library the week of September 2nd. |