**Request for Quotation: Response Form**

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| **PROJECT TITLE:** | **Random Moment Sampling System and Title IV-E Administrative Claim Support** |
| **REFERENCE NUMBER:** | RFQ RMS JB100620 |

**REQUIREMENTS**

Respondents must acknowledge an affirmative answer for each requirement by checking the box before the section heading.

Only quotations that meet all requirements will be considered responsive.

**Date** Click here to enter date.

**Vendor** Click here to enter your organization’s name.

**Address** Click here to enter your organization’s name.

**Completed By** Click here to enter your name.

**Title** Click here to enter your title.

**Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Phone** Click here to enter your phone number.

**Email** Click here to enter email address.

**Overall Summary.** Provide an overall summary of the proposed solution, including how the solution satisfies the requirements below.

1. **Vendor Experience**. The vendor must have:
   1. Experience establishing, implementing, and providing ongoing support for at least 3 functional email-based RMS systems, which meet all state and federal requirements. Click here to enter description of relevant experience.
   2. A minimum of 5 years’ experience in Title IV-E Administrative claiming consultation for both indirect and direct administrative costs, as well as providing ongoing functional RMS services. Click here to enter description of relevant experience.
   3. Experience evaluating and providing ongoing training to support the RMS system that ensures adequate responses to maximize federal reimbursement. Click here to enter description of relevant experience.
2. **General**. The proposed solution must:
   1. Provide, configure, operate, and maintain a comprehensive web-based Random Moment Sampling system (RMS), which is statistically valid, and compliant with all federal and state guidelines and requirements. Click here to enter description.
   2. Deliver comprehensive, technical Title IV-E administrative services, including cost reporting, rate setting, quarterly claim preparation, and evaluation of activity coding. Click here to enter description.
   3. Assist JCS in developing a Cost Allocation Procedure (CAP), approved by DHS and federal partners that meets all federal and state requirements.
   4. Assist JCS in properly allocating Title IV-E administrative costs to their appropriate cost centers and ensure that the costs identified are permissible for federal financial participation (FFP) and are the only costs allocated to the Title IV-E program. Click here to enter description.
   5. Ensure that any eligible population and services are included in the Title IV-E Program and shall review existing JCS programs to identify and propose Title IV-E reimbursable activities currently being performed but not claimed. Click here to enter description.
   6. Ensure reports on the data collected via RMAS must be available to advanced-permissions users on demand.
   7. Provide technical assistance services for implementation of the Title IV-E RMS claiming system, including identifying needs and providing initial and ongoing staff training. Click here to enter description.
3. **RMS Functional Description**. The proposed solution must:
   1. Provide a functional RMS system that meets both state and federal requirements as an acceptable CAP for JCS.
   2. Generate ongoing Random Moment Activity Surveys (RMAS); and send them electronically to RMS participants. Responses should not require a login. Participant must receive an instant confirmation that their sample has been recorded successfully.
   3. Monitor and collect responses; validate responses; and align the moment to the appropriate activity codes and cost indicators.
   4. Ensure the RMS activity/cost codes capture all of the activities performed by the RMS participants, and distinguish Title IV-E activities from similar activities that are not Title IV-E reimbursable. This should be accomplished using “parallel” RMS activity codes.
   5. Require a narrative/free-text comment description of the activity being completed, along with the activity coding to ensure quality assurance. The narrative/free-text comment description must be stored in a manner that makes the comments available to advanced-permission users on demand.
   6. Store and report the date the moment was sent (time stamp), the participant to whom it was sent, whether the notification was received, if a response was submitted from that notification, and the activity or function selected as a response. All information must be available for audit purposes.

C.7 Send unresponsive survey participants reminder emails at intervals, which are adjustable. Survey moments must expire at a JCS designated interval. Participants must not be able to respond to moments once they have expired. Expired/non-response moments must not be included in the activity percentage calculations.

* 1. Provide the ability to store the dates and times during which participants may be polled. The ability to update the survey group hours and times must be configurable. The solution must send moment electronic notifications only during the established hours for the specific participant.
  2. Maintain and store names, email address, and other JCS defined identifiers associated with each participant and their completed moments.
  3. Provide designated JCS users adequate permissions to (at a minimum) create, edit, and update the survey group, user information, and work schedules during which participants may receive survey moments.
  4. Ensure statistically sound random moment samples, and timely reimbursement.
  5. Allow for applicable cost and client count data to be entered on a quarterly basis by JCS users. This entered data will be used in conjunction with the RMS data by the selected vendor to produce reports necessary for the calculation of eligible Title IV-E administrative claiming.

1. **RMS User Permissions**:
   1. Participants, users with standard permissions, must be able to respond to RMAS requests. They must be able to connect to the website/database from a secure link in an email notification without requiring a login.
   2. Auditors, users with moderate permissions, must have read, create, edit, and delete permissions to quarterly data submission and participant pool. They must be able to view RMAS requests and submissions, including the ability to monitor participant responses, as well as the ability to view free-text comments provided in the survey. They must have the ability to enter client count data, as well as applicable administrative costs. They must have the ability to create, edit, and delete participant lists, as well as the ability to update schedules for participants. They must have the ability to generate reports.
   3. Administrators, users with advanced permissions, must have access to match that of the Auditors, plus the ability to access all data in the application. They must have the ability to run reports for all data in the application. They must be able to create, edit and delete users, including reassigning user permissions. This role must have access to create, edit and delete questions and responses. They must be able to create queries, in cooperation with the selected vendor, to run against the database. All edits and deletions must be recorded for auditing purposes.
2. **Sampling Methodology**. The proposed solution must:
   1. Implement a federally compliant sampling plan methodology, in coordination with JCS, in the RMS solution for selecting the randomly sampled moments.
   2. Cover the entire sample period, such as quarters, and must account for holidays, vacations, sick time, lunch hours, and other paid time not at work. The entire time period involved must be covered by the sample, and the results must be statistically valid and applied to the period being sampled.
   3. Include all participants whose costs are to be allocated.
   4. Generate an adequate number of moments to ensure valid observations are obtained as required to be in compliance with federal participation in FFPSA claiming.
3. **Quality Assurance/Monitoring.** The selected vendor must:
   1. Provide quality assurance and monitoring to ensure sample is statistically valid and conducted in compliance with federal and state requirements. Describe.
   2. Perform quarterly reviews to ensure proper procedures and accurate claims.
   3. Continually review the RMS methodology to assure it meets current regulations.
   4. Attend and remain current on all Title IV-E training.

Click here to enter quality assurance/monitoring description.

1. **Reporting and Ability to Query.** The proposed solution must:
   1. Provide standard reports that sort and display data in ways most commonly requested by human service agencies.
   2. Provide additional JCS configurable reports, defined by JCS needs, detailed in a vendor and JCS developed script. Describe.
   3. Allow JCS to have access and ability to run scripts against the data with cooperation and assistance of the selected vendor, as a means of analysis for which no standard report is available.

Click here to enter reporting and ablility to query description.

1. **Audits.** The selected vendor must:
   1. Maintain a fully automated audit trail system with audit records for information that, at a minimum, collects data associated with each change transaction to its initiator, captures date and time of system events and types of events. The audit trail system shall protect data and the audit tool from addition, modification, and/or deletion, and should be regularly reviewed/analyzed for indications of inappropriate or unusual activity. JCS administrator level users must have audit access and capability.
   2. Provide assistance to JCS in the event of an audit, including, but not limited to:
      1. Providing documentation supporting policies and procedures for determining candidates for foster care.
      2. Providing documentation supporting fiscal claim documents.
      3. Providing documentation for development of methodology for allocation of Title IV-E costs.
      4. Document all training for staff, including attendance, and topics covered.
2. **Connectivity and Access.** The proposed solution must ensure that:
   1. Network performance of the website hosting the RMS application meets or exceeds:

* Download 30Mbps
* Upload 10 Mbps
  + 1. JCS perform its own application support, with cooperative recommendations from selected vendor, limited to:
  1. Design and entry of questions
  2. Design of entry of responses
  3. JCS device updates as necessary
     1. Browser setting changes
     2. Registry settings
  4. Require NO installable software for participants
  5. Authenticate client device to secure website without requiring login to record sample
  6. Useable on PCs running Windows 10 and above, iPads running iOS 13.6.1 or above, MacOS 10.15.6 or above, tablets and smart phones running Android 8 and above, and iPhone 7 or above.
  7. Useable at a minimum resolution of 1280 x 720

1. **System Hosting Performance and Maintenance.** The proposed solution must:
   1. Submit subcontractor information and details of service to be provided by any subcontractor the selected vendor proposes to employ. Use of any subcontractor shall be subject to IJB approval.
   2. Provide documentation accepting responsibility for hosting, housing, security, continuity of power, network accessibility, backups, disaster recovery, system maintenance, and updates to the service.
      1. Selected vendor to provide documentation of efforts, and mitigating systems in place to meet the above listed requirements.
   3. Perform a service level response within a 24-hour window to correct down network, or non-responsive service during work / survey hours.
   4. Support client responses via Lotus Notes email and/or link to secure website delivered via email.
   5. Perform all hosting maintenance tasks, except in case of emergency:
      1. Outside JCS stated business hours;
      2. Notify JCS Administrators of planned maintenance window at least 48 hours in advance;
      3. Provide JCS Administrators at least 48 hours written notice of upgrade/maintenance/repairs:
         * Visible to users, including screen format changes and access to RMS.
         * Require a change in input.
         * Security upgrades, changes, breeches, known attempted breeches, and preventative measures or resolution of breeches.
   6. Selected vendor will notify JCS Administrators, in writing, at a minimum of 3 months in advance of proposed updates that may impact:
      1. Security requirements stated elsewhere in this document.
      2. Browser updates or delay of browser updates.
      3. O/S updates on any of the approved platforms (listed previously).
      4. Other changes that require updates, configuration changes, or other IJB IT provided service to participants PC, tablet, or smartphone.
2. **Security.** Selected vendor must perform services and conform the RMS application to all Iowa Judicial Branch (IJB) security policies, and applicable federal regulations and guidelines related to security, confidentiality, and audit trails and controls, as periodically updated.
   1. Host security
   2. Host security
      1. Vendor must submit their written security policy addressing their standards and practices to protect data and files from unauthorized access or disclosure.
      2. Vendor must implement reasonable and prudent physical safeguards that are consistent with industry standards that will protect the host facility and JCS data from unauthorized access. These safeguards must also minimize the risk of damage from fire, smoke, water, vermin, and other hazards and disasters.
      3. Support Security audits as required.
      4. Provide immediate Security Incident Reports to JCS-identified contacts if a security incident happens within the selected vendor’s purview.
   3. Website/Web app Security
      1. Nominal strength of 128 bits or higher.
      2. TLS 1.3
      3. JCS will provide appropriate browsers:

Chrome (v83+)

FireFox (v76+)

Edge (v83+)

* + 1. TLS 1.2 with the following ciphers only
       1. AES GCM
       2. AES CCM
       3. Camellia GCM
       4. ARIA GCM
       5. ChaCha20-Poly1305
          1. Chromes (v65+)
          2. FireFox (v60+)

1. **Agreement to Maintain the Security of Confidential Information.**
   1. All data gathered in response to RMS is confidential and to be securely maintained and treated as confidential. Selected vendor will provide secure protection, consistent with industry standards, for the data, policies, and work activities that are discovered through JCS’s use of this hosted data product.
   2. Selected vendor must sign a confidentiality and non-disclosure agreement.
2. **Ownership.**
   1. Data gathered by the selected vendor is the sole property of JCS and IJB.
   2. Selected vendor must retain all stored data pertinent to the solution for at least ten years from the end of the contract.
   3. Upon expiration and non-renewal of the contract, the selected vendor must verify to a JCS-identified contact that all data stored has been erased after completing required use and securely turning data over to JCS and IJB.
3. **Data Storage Requirements.**
   1. The server storing the data must be secured.
   2. Selected vendor must provide technical and formal documentation showing data is encrypted at rest, in addition to transport.
   3. Selected vendor is responsible for regularly and responsibly backing up JCS data.
4. **Technical Support.**
   1. Selected vendor must provide assistance during normal business hours (8AM to 5 PM, M-F, Central Time, excluding holidays) via telephone and email.
   2. High priority issues (i.e. multiple participants cannot respond to surveys) are to be resolved within 24 hours.
   3. Selected vendor will work with JCS to cooperatively identify any RMS that need to be re-entered because of technical issues and to have those entries re-submitted so the overall count meets federal reimbursement requirements.
   4. Normal priority issues (i.e. new, changed, or deleted users; changes to questions or permissible responses) are to be resolved within 3 working days.
   5. Low priority requests (i.e. requests for screen color, font, format changes; requests for estimates of new features) are to be evaluated, have requirements gathered by the selected vendor, and replied to in writing to JCS within 2 weeks.
   6. If JCS approves updates as quoted, a due date for implementation of that change will be negotiated within 5 working days. The due date will be chosen within 5 days, but the actual implementation date will depend on the work to be completed.
5. **Training.** The selected vendor must:
   1. Supply written documentation, with screen shots, and step-by-step instructions for all functionality for participant users, including, but not limited to the following functions, beginning at the point a user opens an email request for RMS.
      1. Identify the sender of the email.
      2. Identify the subject line to expect.
      3. Specify the link URL:
         * + How to assess whether the email & link are legitimate.
           + Clues within the email, a seal or logo, domain of the URL.
      4. How to recognize the RMS site and confirm it is legitimate.
      5. In cooperation with JCS, identify what tasks are included in each category of

question and which response to use in common work situations.

* + 1. How to operate the tool to make selections.
    2. How to enter free text, and appropriate subject matter for same.
    3. How to submit an RMS and verify that it was accepted into the database.
    4. Exiting the RMS application.
    5. Returning to work after responding to a survey:
       - * If a survey is missed or unaccepted
         * Business consequences of not responding (reimbursement, policy).
         * Reminder email.
         * Time period for making a response.
  1. Supply written documentation, with screen shots, and step-by-step instructions for all functionality for auditor and administrator roles, including, but not limited to the following functions:
     1. Read, create, edit, and delete participants.
     2. Read, create, edit, and delete quarterly data (client count and administrative costs).
     3. View RMS requests and submissions, including monitoring participant responses, as well as free-text comments.
     4. Create, edit, and delete participant lists.
     5. Update schedules for participants.
     6. Create, edit, and delete questions and responses.
     7. Generate reports.
  2. Ensure all objectives listed in Section 2 of this RFQ are covered in both the written instruction, as well as the online trainings.
  3. Include other topics selected vendor knows from experience should be documented and available for participants.
  4. Ensure that all written training materials are accessible online and downloadable in PDF format.
  5. Provide initial training via Go To Meeting, Zoomgov, or other JCS-approved remote video meeting application. The Vendor must provide a detailed training plan. To ensure consistent application, the selected Vendor must maintain and make available upon request, all training documentation and training participant list.  Documentation of all training activities and recipients must be maintained in the RMS Solution.
     1. Selected vendor must host live video training or live webinar for participant users, and separate live video training or live webinar for auditor and administrator users:
        + - Training must include how participants can differentiate between eligible and ineligible administrative activities.
          - Vendor will note any business or policy related questions during training, and forward to JCS staff.
          - Participants must have opportunity to test-drive the application in a test environment during or soon after training.
          - Video training shall cover the same topics listed for the written documentation (listed above).
          - Training to be repeated a sufficient number of times to allow at least 80% of JCS participants, and other users to attend.
          - Live training shall be offered within 6 weeks of contract signing.
  6. Provide training videos, to be stored and made available to JCS on-demand.
     1. Acceptable on-demand training video will include narration, graphics, and/or slides of all the same information listed for written documentation, contain a section of FAQs, including any questions received from the participants in the live video training, but need not record JCS voices or likenesses.
  7. Assess ongoing training needs, including reviewing errors and issues with RMAS response errors. Develop and provide online training to correct errors identified.
  8. Provide a minimum of annual ongoing training for participants, and other JCS users as needed.

1. **Ongoing User Support.** The selected vendor must:
   1. Respond to questions from users regarding use of the RMS tool.
   2. Resolve user’s requests within 24 hours.
   3. Refer caller to appropriate manager within the IJB for questions regarding policy or practice within 24 hours.
2. **System Configuration/Set up.** The selected vendor must:
   1. Ensure configuration and set up are ready for JCS demonstration and testing within 3 weeks after signing of contract.
   2. Demonstration to include all users registered, email generator working, specified selection of responses available and properly recorded, sample reports generated and able to be saved to JCS-designated storage location.
   3. Resolve issues found during the pilot/demo within 2 weeks, when a second demo is to be performed.
   4. Ensure RMS solution is production-ready, and fully functional within 6 weeks of contract signing.
   5. Create separate, secure database for JCS within 3 weeks after signing of contract.
   6. Set up and maintain users, with JCS input.
      1. Initial user set up within 3 weeks after signing of contract.
      2. New user set up and ongoing maintenance/updates of user accounts will occur within 48 hours of request from JCS.
   7. Assure secure authentication is achieved without user login to website.
3. **Total Cost of Service.** Respondent must provide a cost proposal detailing the following:

|  |  |
| --- | --- |
|  | **Summary Amounts** |
| Initial (one-time) costs for this product. | $ Click here to enter amount. |
| Consultation and implementation (including training) fees. | $ Click here to enter amount. |
| Maintenance and/or upgrade costs. | $ Click here to enter amount. |
| Setup fees. | $ Click here to enter amount. |
| Annual subscription or renewal fee for the service. | $ Click here to enter amount. |
| Click here to enter additional costs. | $ Click here to enter amount. |
| Click here to enter additional costs. | $ Click here to enter amount. |

Click here to enter detailed cost proposal.

Attach any aupporting materials to this form.