State of Iowa
Juvenile Court Services

October 15, 2026

Responses to Questions received regarding Random Moment Sampling System and Title IV-E Claim Support RFP JUV-27-4E-SW-004

1. Section 1.4, p. 4. Was the current RMS and Title IV-E claim support contract awarded under RFQ RMS JB100620? Were all renewal options exercised? What is the current annual contract cost and pricing structure?
   Q1 Answer: Yes, the current RMS and Title IV-E claim support contract was issued from RFQ RMS JB100620. All available renewal options were exercised. Costs from the current amendment include an annual cost of $25,750.00 a year for the annual subscription, $1,500.00 for annual hosting and maintenance and $140 per hour for consultation, with a consultation cap of 10 hours per quarter.

2. Section 1.4, p. 4. How many RMS participants are currently sampled? How many moments are generated per quarter? How many JCS districts or offices are covered?
   Q2 Answer: There are currently 157 RMS participants sampled, with 2,800 moments generated per quarter. There are 8 JCS Districts covered by RMS sampling.

3. Section 1.4, p. 4. What were total Title IV-E administrative claims for FFY 2023 through FFY 2025, split between prevention administration and child-specific administration? Is JCS currently claiming Title IV-E Training or Prevention Services costs?
   Q3 Answer: To date, IJB claims have not split prevention administration from child specific administration. Total reimbursement for the period FFY2023 through FFY 2025 was $9,935,752.40. JCS has submitted a plan and is awaiting approval to claim for Title IV-E Training and currently claims for Prevention Services costs.

4. Section 4.3, Items C (p. 20) and I.1 (p. 21). Item C refers to an "email-based" RMS system and Item I.1 to a "web-based" RMS system. Please confirm that a web-hosted system delivering secure, login-free links by email satisfies both.
   Q4 Answer: Yes, a web-hosted system delivering secure, login-free links by email satisfies both requirements.

5. Section 4.3, Items D.4 (p. 20) and I.2 (p. 21). Please confirm that the contractor drafts the quarterly claim for JCS to submit through Iowa HHS. Must the successful Respondent continue the currently approved methodology and program and activity codes, or may it propose changes? If changes are permitted, what is the expected approval lead time?
   Q5 Answer: Yes, the expectation is for the contractor to draft the quarterly claim for JCS to submit through Iowa HHS. The successful respondent may propose changes to the methodology, and program and activities codes. If changes are permitted, the lead time will be the time from contract enactment until the start of the quarter in January 2027.

6. Section 4.3, Items V (p. 29), Y (pp. 31-32), and Z (p. 32). If the contract is awarded to a Respondent other than the current contractor, will the current contractor's historical RMS data, code sets, participant lists, and work schedules be provided to the successful Respondent before December 1, 2026? Will the IJB consider a transition or parallel-run period?
   Q6 Answer: The Successful Respondent may propose changes to the methodology, and program and activities codes, etc. The transition period will be the time from contract enactment until the start of the quarter in January 2027.

7. Section 4.3, Items S.2 and S.3 (p. 28). (a) Will a current SOC 2 Type I report covering the application, together with SOC 2 Type II reports for the underlying hosting infrastructure, be accepted as "evidence of current certification or compliance" under S.2? (b) Are S.2 and S.3 evaluated solely through the scored technical criteria? Or is any of the following a condition of award or contract execution: an application-specific SOC 2 Type II report, ISO/IEC 27001 certification, or third-party penetration testing?
   Q7 Answer: (a) A current SOC 2 Type I report for the application, together with SOC 2 Type II reports for the hosting infrastructure, may be submitted as evidence under S.2 and will be considered in scoring. A Respondent relying on a Type I report must commit in its proposal to deliver a SOC 2 Type II report (or ISO/IEC 27001 certification, or equivalent report for another industry standard) covering the application within 12 months of Contract execution, and to provide annual reports thereafter per S.3.

   (b) S.2 and S.3 are Scored Technical Specifications evaluated under Section 5.3.1, not Mandatory Specifications. Failure to meet the delivery commitment in (a) after award would be a breach of the Contract Specifications.

8. Section 4.3, Item P.1 (p. 25). Please clarify what the 250 Mbps download and upload requirement measures. Does it refer to the bandwidth of the hosting environment?
   Q8 Answer: Correct, the requirement refers to the minimum bandwidth provided by the hosting provider.

9. Section 6.1 (pp. 36-37). Section 6.1 describes a process for taking exceptions to terms. It also states that "A Respondent may not take exception to any of the provisions or terms contained in this RFP or the General Terms." Please clarify whether exceptions may be submitted.
   Q9 Answer: This was an error within the document; this line has been corrected Amendment Amendment 1 of the RFP to read “A Respondent may not take exception to all of the provisions or terms contained in this RFP or the General Terms”. Respondents may follow the steps within Section 6.1 of Amendment 1 of the RFP to request exceptions.

10. Section 3.1, Instructions; Section 3.2, Technical Proposal: Is there a maximum number of pages for the vendor response?
    Q10 Answer: No, there is no maximum number of pages for the vendor response.

11. Section 3.2.3, Executive Summary; Section 3.2.5, Experience: What is the intended level of detail for the executive summary relative to the Experience section?
Q11 Answer: Please see Section 3.2.5, letters A through E of this RFP for levels of detail regarding experience.

12. Section 3.2.3, Executive Summary: Is there a preferred length for section 3.2.3 Executive Summary?
Q12 Answer: No, there is no preferred length for Section 3.2.3, Executive Summary response.

13. Attachment 4, Cost Proposal Form: Is there a budget for this scope of work?
Q13 Answer: No, Attachement 4, Cost Proposal Form requests that the vendor provide the estimated budget information for the scope of work included within this RFP.

14. Section 4.2, Mandatory Specifications: Is there a minimum number of references in 4.2 Mandatory Specifications?
Q14 Answer: No, there is no minimum number of references required in response to Section 4.2, Mandatory Specifications.

15. Section 1.4, Background Information: How many staff currently participant in the RMS?
Q15 Answer: 157 JCS staff are sampled currently through RMS.

16. Section 4.3.J.5, RMS System Functional Requirements: Is JCS looking for requirement 4.3.J.5 "Require a narrative/free-text comment description of each activity selected, along with the activity code to ensure quality assurance. The narrative/free-text comment description must be stored in a manner that makes the comments available for QA purposes" for all 100% of moments or just for the proposed QA sample?
Q16 Answer: Yes, the narrative/free-text box must be saved and stored for all samples.

17. Section 1.4, Background Information: How long as the current RMS vendor been working with JCS?
Q17 Answer: The current RMS vendor has been working with JCS for 5.75 years.

18. Section 3.2.5, Experience (Personnel): The Experience section requires Respondents to provide information regarding “Personnel,” but does not identify the specific personnel information to be provided. Please clarify what information the IJB expects Respondents to include in response to this requirement, including whether the IJB is requesting identification of proposed key personnel, roles and responsibilities, resumes, staff qualifications, or other staffing information.
Q18 Answer: Please see the specific required information related to Personnel added to Section 3.2.5, Amendment 1 of this RFP.

19. Sections 4.3.D.2 and 4.3.D.4: For Sections 4.3.D.2 and 4.3.D.4, can JCS confirm whether this item refers to allocation of administrative costs/calculation of administrative claim amounts or simply to provision of final RMS results?
    Q19 Answer: Section 4.3.D. in the original RFP contained numbering errors; these have been corrected in Amendment 1 of this RFP. (Corrected) Technical Specification 4.3.D.1 references the responsibility of the Successful Respondent to ensure costs are accurately identified and claimed; actual JCS cost data will be provided by JCS to the Successful Respondent within 3 business days of the end of the sampled quarter. (Corrected) Technical Specification 4.3.D.2 has been updated to clarify the full Title IV-E documentation, including the claim calculation as well as all supporting documentation utilized to calculate the claim, must be submitted to JCS prior to the 10th business day after the previous quarter's end.

20. Section 4.3.D.4: Regarding the 10 business day deadline noted in Section 4.3.D.4, at what point will JCS provide files with the administrative costs to be allocated by the RMS?
    Q20 Answer: JCS anticipates it will provide the administrative cost information to the Successful Respondent within three business days of the close of each quarter.

21. Section 4.3.A.2, Scored Technical Specifications: The previous RFP stated the response time to answer staff questions was 24 hours. The re-issued RFP states 2 hours for time sensitive issues. Which is accurate, 2 hours or 24 hours?
    Q21 Answer: Please see Section 4.3.A.1, and 4.3.A.2 of this RFP for response requirements.

22. Section 1.4, Background Information; Section 4.3.M, Quality Assurance/Monitoring Requirements: There are several mentions of quality assurance reviews and monitoring in the RFP, is it expected that the vendor will be completing the QA and monitoring or JCS or someone else?
    Q22 Answer: Please see Section 4.3.J.3 and Section 4.3.M of this RFP for the QA expectations for the Successful Respondent.

23. Section 4.C.4, Technical Specifications: What will be considered an error in "maintaining an error rate of less than 2%"?
    Q23 Answer: This specification has been removed, please see Amendment 1 of this RFP.

24. Section 4.C, Technical Specifications: In some sections, there appears to be missing numbers. For example, section C includes Section C.1, C.4 and C.6. Please confirm that there is no missing information.
    Q24 Answer: IJB confirms that no information was missing from the RFP; please see the corrected numbering in Section 4.3 Amendment 1 of this RFP.

25. Section 4.3 Y: Specification Y.1 indicates that a "demonstration" must be available within 3 weeks after signing of contract. Then specifications Y.4-Y.6 indicate that the RMS solution must be "production-ready, and fully functional", with a separate secure database, and initial user setup also within 3 weeks of contract signing. Please clarify the intended timeframe for demonstration and implementation of the RMS system.
Q25 Answer: Please see Section 4.3.Y within Amendment 1 of this RFP for the clarification of these deadlines.

26. Section 4.3 Y: Specification Y.4 indicates the RMS solution must be "production-ready and fully functional" within 3 weeks of contract signing, and that initial user setup must also be complete within 3 weeks. When will JCS provide RMS activity information and user information to support system setup?
Q26 Answer: JCS anticipates it will provide this information to the Successful Respondent within three business days of enactment of the Contract.

27. In Section 2.14 Reference Checks, the JCS RFP states that the Agency may conduct reference checks. Could you please clarify where vendors should include their references, or whether this information will be requested separately if needed?
Q27 Answer: Please see Section 4.2, Mandatory Specifications regarding requirements related to references.

28. Section 3.2 or the RFP states, “The following documents and responses are required and shall be included in the Technical Proposal in the order given below:" However there is no specified placement order for the vendor’s responses to the Scored Technical Specifications (4.3.A. through 4.3.Z.). Is there a specific location within the Technical Proposal order where vendors should include their responses to the Scored Technical Specifications?
Q28 Answer: Respondents are asked to submit responses in alphabetical and numerical order as they appear within the RFP.

29. Section 3.2.4(K) requests the Respondent’s accounting firm. Could the State please clarify the purpose of this requirement and what specific information the State is requesting regarding the Respondent’s accounting firm?
Q29 Answer: As general background information, the IJB requests the name of the accounting firm for all JCS RFP Respondents under Section 3.2.4.

30. In Section 3.2.5, Personnel, what information is required?
Q30 Answer: Please see the specific required information related to Personnel added to Section 3.2.5, Amendment 1 of this RFP.

31. In Section 4.2, the following statement is included, “All items listed in this section are Mandatory Specifications. Respondents must mark either “yes**” or** “no” to each specification in their Proposals.” Is the vendor expected to answer yes or no to the 2 questions within 4.2 or is this statement in reference to section 4.3 regarding the weighted scoring?
Q31 Answer: The Respondent is expected to answer “yes” or “no” to the two questions within Section 4.2 of the RFP. All expectations outlined within Section 4.3 of this RFP are Scored Technical Specifications and the Respondent is asked to describe how each item will be achieved.

32. 4.3, Scored Technical Specification, in specification I.2., "Deliver technical Title IV-E administrative services, including cost reporting", will the State please define cost reporting?
Q32 Answer: Please see Amendment 1 of this RFP, the language has been updated to “cost allocation” instead of “cost reporting”. The cost allocation referenced in 4.3.I.2 is further detailed within Technical Specification 4.3.I.3. Cost expenditure reporting will be provided to the Successful Respondent within 3 business days of the close of each quarter.

33. Section 6.1 of the RFP contains language explaining how respondents may take exceptions, but later states, “A Respondent may not take exception to any of the provisions or terms contained in this RFP or the General Terms.” Will the State please clarify?
Q33 Answer: This was an error within the document. Please see the answer to question 9 above, as well as the correction to Section 6.1 within Amendment 1 of this RFP.

34. Are there any additional attachments or forms (e.g., response form) that will be provided to respondents?
Q34 Answer: IJB does not require a specific response form from Respondents.

35. **Section 4.3 – Scored Technical Specifications (Pages 19–21)**: We noticed that the Performance Measures listed under Section 4.3 are not numbered sequentially. For example, Section C includes C.1, C.4, and C.6, while Section D includes D.2, D.4, D.5, and D.7. Could you please clarify whether the numbering is intentional and whether any performance measures have been omitted? We want to ensure our proposal addresses all required specifications.
Q35 Answer: The nonsequential numbering was unintentional, please see the corrected numbering in Amendment 1 of this RFP.

36. Please identify the current RMS platform and service provider, the expiration date of the existing agreement, and the historical sampling, response, claim-workpaper, and audit data the successful respondent will be expected to migrate or retain.
Q36 Answer: The current RMS platform is RMTS provided by Diversified Services Network Inc. The expiration date of the current contract is January 22, 2027. IJB is not able to provide historical sampling, response, claim-workpaper or audit data required to be retained or migrated by Successful Respondent, as this data does not yet exist.

37. Please provide the anticipated number of RMS participants, organizational units, activity or program codes, sampling moments per quarter, and peak electronic notification volumes, including any expected growth during the initial contract term.
Q37 Answer: Please see the answer to question 2 above; there are currently 157 RMS participants sampled, with 2,800 moments generated per quarter. There are 8 JCS Districts covered by RMS sampling. There are currently 11 Programs and 17 Activities. JCS does not anticipate any significant growth during the Contract term.

38. Please clarify whether the contractor is expected to calculate and prepare claim amounts, submit claims on IJB's behalf, or review and advise on claims prepared by IJB, and identify the HR, payroll, finance, case-management, or other data sources with which the solution must exchange information.
Q38 Answer: The contractor is expected to calculate and prepare claim amounts, including ensuring 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, if applicable. JCS cost expenditure reporting will be provided to the successful respondent within 3 business days of the close of each quarter.

39. Please specify the data elements the RMS system will store, whether they include PII or case-level information, and the required hosting, encryption, accessibility, retention, disaster-recovery, security-assessment, and incident-reporting standards.
Q39 Answer: IJB anticipates all RMS data elements are limited to sample information. IJB does not anticipate that the Contractor will have access to PII or JCS case-level information via a Contract resulting from this RFP.

40. The RFP materials identify 4,800 technical points and 240 cost points but state 6,000 total points; please provide the complete point allocation and confirm whether the cost-scoring formula will use an annual price, the total three-year initial-term price, or another evaluated amount.
Q40 Answer: IJB finds no reference to 4,800 technical points within this RFP. The complete Technical Point Allocation, found within Section 4.3 Scored Technical Specifications, includes a total possible 5,760 points. The Total Points Assigned to Cost, found within Section 5.4, Cost Proposal Scoring, is 240 possible points. The Total Points Possible, found within Section 5.5, Total Scores, is 6,000 possible points. The cost-scoring formula will use the total three- year initial term price for scoring purposes.