

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 – September 20, 2024

The table below lists all questions there were received by 3:00 PM CST of September 18, 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.

Question Number	Page #	RFP Page(s) and Section Number(s)	Vendor Question	Agency Response
1		1.3.1.3.A	Where can more information be found about becoming an enrollment broker in IA?	In the current contract, the Enrollment Brokers are not licensed as there is not a requirement to in Iowa. It is up to the Contractor to determine what requirements are needed when filling this role. It is the responsibility of the Contractor to follow Iowa law and if at any time, Iowa changes and follows other states to require licensure for this role, the Contractor will need to comply.
2		1.3.1.3.A	Is it required to become an enrollment broker prior to January 1, 2025?	Yes, the Contractor will need to have an Enrollment Broker in place by the start of the contract on January 1, 2025.
3		3.1	Please confirm that a hard copy must be submitted with wet signatures.	RFP Section 3.1 Bid Proposal Formatting states, "Submit one (1) original hard copy of the Proposal (separate Technical and Cost Proposals). The original hard copy must contain original signatures. " It is up to the Bidder if that original signature is a wet signature or a digital signature.
4		1.3.1.1.I	Who is the Agency's telephone system vendor?	Iowa Communications Network (ICN) is the current Vendor.

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5		1.3.1.3.F. Reporting	Will access be provided to the contractor to Agency managed systems so that reporting can be done?	The Contractor will be given access to the all of the Agency systems and data that is needed to complete the work requested in this RFP. This list is found in Attachment G: Agency-provided Facilities, Equipment, and Software.
6	16	1.3.1.1.E	RFP Language: Provide access to any documents or evidence pertinent to the appeal. Please confirm that OnBase Client is the document repository where appeal documents are uploaded.	OnBase Client is not used as the document repository for appeals documents. Currently, the documents are uploaded to the Appeals Information System (AIS). Hard copies are stored in a secure location at the Agency's office. For additional reference, see the redacted copies of documents used for appeals that have been posted to the Bidder's Library.

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7	2	Procurement Table	<p>RFP Language: Bidder Proposals and any Amendments to Proposals Due By Friday, October 4, 2024 3:00 p.m.</p> <p>As bidders received information requested in the first round of questions such as volumes and a revised RFP the week of September 9, will the State please consider granting a two-week extension to October 18, 2024 so that bidders have sufficient time to include updated information in our solution and proposal?</p>	No, the due date for bids on this RFP remains Friday, October 4, 2024 by 3:00 p.m.
8	13 and 47	RFP Section 1.3.1.1 and 3.2.5.3	<p>RFP Language: 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.”</p> <p>This question was included in the first set of questions and the Agency response was “This information will be updated in the RFP amendment posted the week of September 2nd.” The amended RFP does not appear to have updated any of the required Key Personnel or requested titles. Are Contractors required to have a Project Manager, Account Manager, Transition Manager and Operations Manager or can we assume the Project Manager and Account Manager duties are able to be fulfilled by one individual.</p>	This is up to the discretion of the Contractor. If the Contractor deems appropriate, the Project Manager and Account Manager can be filled by the same person.
9		Bidders’ Library, Member Services Call Volumes	Can the Agency please provide the number of Outbound calls along with the handle time for these calls over the last 24 months? Are Outbound calls included in the Member Services Call Volumes document provided in the Bidders’ Library?	There are not outbound calls made as part of this contract.

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10		Bidders' Library, Member Services Call Volumes	Can the Agency please provide the number of calls related to Enrollment Broker/Choice Counseling that are included in the Member Services Call Volumes document in the Member Calls Received Column? Can you please provide the Average Talk Time for these calls specifically?	Enrollment Broker/Choice Counseling calls are not separated from other incoming calls. They are grouped with the Medicaid Member Services call volume.
11		Bidders' Library, Member Services Call Volumes	The Member Services Call Volume document provides the Average Talk Time across all call types. Can the Agency provide the volume of calls and talk times for each of the categories included in the Cost Proposal, i.e, Enrollment Broker for the Medicaid and Hawki population, Member Inquiry and Relations for the Medicaid and Hawki population and Member Outreach and Education and IME Communications Support for the Medicaid and Hawki population, Medicare Part A and B Buy In and DHS Contact Center?	This information is not currently reported in this manner. The current Contractor reports this information broken out for Medicaid Members, Hawki, and HHS Contact Center call centers. Updated information will be available in the Bidder's Library by Monday, September 23rd.
12		Bidders' Library, Member Services Call Volumes	Can the Agency provide the Average Talk Time for each of the columns, Member Call Received, DHS Contact Center Calls Received and Hawki Calls Received rather than the average talk time across all call types?	This information was not tracked separately prior to July 1, 2024. Talk time was combined for all call lines in reports prior to July 1, 2024. The July and August 2024 talk time and hold time information for each call center will be available in the Bidder's Library by Monday, September 23rd.
13		General	Can the Agency please provide any after call work metrics?	The current Contractor does not have after call work being done so these metrics are not available.
14		Bidders' Library, Member Services Call Volumes	Can the Agency please provide July and August 2024 call volumes	This information will be added to the Bidder's Library by Monday, September 23rd.

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15		1.5.1	<p>RFP Language: Provide certification of compliance with a minimum of one of the following security frameworks: NIST SP 800-53, NIST Cybersecurity Framework, ITRUST, HIPAA/HITECH, COBIT, CSA STAR, ISO 27001, SOC 2 Type II, CIS Controls or PCI-DSS prior to implementation of the system and when the certification(s) expire.</p> <p>Please confirm that the Agency is requiring Contractors to comply with an annual Information Security Risk Assessment.</p>	In Amendment 1 to the RFP, Section 1.5, Data and Security, was removed.
16	32	RFP Section 1.3.2	<p>RFP Language: The Contractor shall submit monthly performance reports using an Agency-approved format, detailing all deliverables and performance measures that have been met or unmet during the month.</p> <p>Please confirm that the Contractor will have access to the Agency's Power BI data to generate required reports. Will the Contractor have access to create reports?</p> <p>Should reporting enhancements be needed, will the Agency or Contractor be responsible for making the enhancements?</p>	The Agency provides the tools that the Contractor will need to complete the tasks stated in the RFP. If there are Enhancements needed, then the Contractor and Agency will discuss.
17	14	1.3 Scope of Work - 1.3.1.B(4)(b-c)	Can the roles of web content and communications staff be filled by the same individual if they possess the necessary experience for both?	Yes.
18	14	1.3 Scope of Work - 1.3.1.B(4)(b-c)	Are the communications and web content staff required to be exclusively dedicated to this contract, or can we utilize our existing resources to fulfill these tasks?	Per the RFP, only named Key Personnel are required to be committed to the project full-time.

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19	16	1.3 Scope of Work - 1.3.1.I(2)(a-h)	Could the Agency provide call volume data for the past 2 to 5 years for better trend analysis?	The call volume data for the years prior to SFY24 will not represent post-COVID call volumes. Due to COVID-19 continuous eligibility requirements, unwinding, and disenrollment activities, the call volume information from prior years are not the anticipated call volume levels moving forward. Call volume and average call time for SFY23 is higher than what is projected for SFY24. This additional information will be posted in the Bidder's Library by Monday, September 23rd.
20	16	1.3 Scope of Work - 1.3.1.I(2)(a-h)	Was the increase in call volume in July 2023 due to a specific event, or is this typically a peak period?	This increase was due to PHE Unwind following COVID.
21	16	1.3 Scope of Work - 1.3.1.I(2)(a-h)	Will the Agency provide the achieved service levels along with the call volume data and the total number of Customer Service Representatives (CSRs) on the phones during that time?	The upcoming contract is based on achieving a minimum service level of 80% with calls answered within 30 seconds. It is the winning bidder's discretion on the number of CSRs they have to handle the call volumes. The Agency may amend the contract to support surges in call volume due to significant program changes.
22	14	1.3 Scope of Work - 1.3.1.B(4)(a)	Does the agency have a nesting period for agents following their training?	The length of training and nesting period done by the Contractor is at the discretion of the Contractor. The Agency requires that the SLAs are to be met by the Contractor.
23	14	1.3 Scope of Work - 1.3.1.B(4)(a)	Will Customer Service Representatives (CSRs) need to complete any testing or certification requirements during their training?	Certification and training requirements are at the Contractor's discretion.

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24	14	1.3 Scope of Work - 1.3.1.B(4)(a)	What are the acceptable minimum and maximum class sizes for training, as defined by the agency?	There is not a minimum class size. Maximum class size is up to the Contractor but should take into account the number of staff that can comfortably fit into the training room used if the training is done in person. The current Agency training room holds up to five trainees.
25		General	Could you provide a list of the holidays recognized by the agency?	This information will be added to the Bidder's Library by Monday, September 23rd.
26	14	1.3 Scope of Work - 1.3.1.B(4)(a)	Are there any background check or drug screening requirements for new hires?	This is done at the discretion of the Contractor.
27	14	1.3 Scope of Work - 1.3.1.B(4)(a)	Are there any pre-screening tests that applicants must complete before being considered for the position?	This is done at the discretion of the Contractor.
28	14	1.3 Scope of Work - 1.3.1.B(4)(b)	On page 14 it mentions having experience using Drupal, however it is not listed on the software list on page 64. Are there any other softwares regular used that are not included in the list?	The requirement for Drupal will be removed in Amendment 2. There is not any other software that is used regularly not listed on the Attachment G.
29		Bidder's Library	In Round 1 Questions, we had requested the most recent 12 months of data including the number of applications and renewals and did not see the data posted in the Bidder's Library. Will the Agency please provide this data?	This information will be added to the Bidder's Library by Monday, September 23rd.

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30		Bidder's Library	<p>Will the Agency please provide volumes for the following work streams:</p> <ul style="list-style-type: none"> • Processing paper enrollments/applications? • Publication requests by type? • Printing medically exempt letters? 	This information will be added to the Bidder's Library by Monday, September 23rd. Regarding medically exempt letters, the folder that stores these letters is emptied every month. Only the volume for August 2024 is available at this time.
31	13 and 47	RFP Section 1.3.1.1 and 3.2.5.3 and Q&A 124 (Round 1)	<p>In response to Round 1 Question 124, the Agency replied that "This information will be updated in the RFP amendment posted the week of September 2nd." However, this question was not addressed, and the amended RFP did not make any changes to this requirement. As such, we are submitting this question again.</p> <p>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."</p> <p>Will the Agency please confirm that the Account Manager and the Project Manager are referring to the same position/role?</p>	This is up to the discretion of the Contractor. If the Contractor deems appropriate, the Project Manager and Account Manager can be filled by the same person.
32	17	RFP Section 1.3.1.1.I.5 And Q&A 126 (Round 1)	<p>In the Round 1 response to Question 126, the Agency indicates, "This is being researched. A response will be provided in the Agency responses for Round 2 of Bidder Q&A." Since this question was not answered in Round 1, we are submitting it again.</p> <p>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?</p>	A Member Services' customer service representative can complete the transfer once the other call center's IVR answers.

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33	23	RFP Section 1.3.1.3.A.11.a	The RFP references “a) Telephone service downtime as specified in Section 1.3.1.1.I.6.” However, service downtime reporting is referenced in 1.3.1.1.I.7. Will the Agency please confirm or correct this reference?	This is corrected in Amendment 2 of the RFP.
34	23	RFP Section 1.3.1.3.A.11.b	The RFP references “Call statistics as specified in Section 1.3.1.1.I.7.d.iv.” However, there doesn’t appear to be such a scope of work reference. Will the Agency please confirm the reference should be to 1.3.1.1.I.8.e.v or provide the correct reference?	This is corrected in Amendment 2 of the RFP.
35	24	RFP Section 1.3.1.3.B.10.a	The RFP references “a) Telephone service downtime as specified in Section 1.3.1.1.I.6.” However, service downtime reporting is referenced in 1.3.1.1.I.7. Will the Agency please confirm or correct this reference?	This is corrected in Amendment 2 of the RFP.
36		Q&A 130 - Response to Question 130	In response to Question 130, regarding social media strategy, the Agency indicated, “The Contractor will draft and propose [social media] content to the Agency and the Agency will approve or deny the content.” Will the Agency please describe the anticipated frequency of social media postings and content development activities the Contractor would be responsible for proposing?	The Contractor occasionally provides updated content but does not propose or draft the Agency's social media content.
37		Q&A Round 1 - Responses to Questions 3, 17, and 127	The Agency indicates that “there is currently no texting capability.” Since the Agency does not currently have texting capability, will the Agency please describe its anticipated implementation timeline for texting functionality?	The Agency does not currently have plans for texting capabilities. This requirement will be removed from the RFP in Amendment 2.

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38		Q&A Round 1 - Responses to Questions 3, 17, 53 and 127	<p>The Agency indicates that “there is currently no texting capability.”</p> <p>Additionally, in response to Question 53, the Agency indicates, “There is not any integration that will be needed. The Agency provides software loaded on Agency issued equipment...”</p> <p>Will the Agency please confirm that the Contractor is not expected to provide a system for SMS/text communications, since the Agency provides all software on Agency equipment and no integration is required?</p>	The Contractor is not expected to provide any systems. The Agency provides all software and Agency issued equipment.
39		Q&A Round 1 - Response to Question 41	How large of training class sizes will the Agency be able to accommodate in the Agency facility?	Training class size is up to the Contractor but should take into account the number of staff that can comfortably fit into the training room used if the training is done in person. The current Agency training room holds up to five trainees.
40		Q&A Round 1 - Response to Question 41	<p>In response to Question 41, the Agency indicates, “...the Contractor may deem that virtual training is a successful training platform.”</p> <p>If the Contractor deems virtual training is a viable training option, and the Agency is providing equipment for all staff, including newly hired employees, will the Agency please confirm it will have a process to ship equipment to trainees to facilitate virtual training classes?</p>	The current practice is for new contractor employees to be in person at the Agency's location for at least a partial day to receive their equipment and login to the state's systems for the first time.
41		Q&A Round 1 - Response to Question 131	Since the Agency does not currently have a survey tool, will the Agency please describe its anticipated implementation timeline for the survey outreach tool?	The current contractor does not do surveys and the Agency does not have plans to require surveys be completed within the current contract. This requirement will be removed from this RFP in Amendment 2.

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42		Q&A Round 1 - Response to Question 131 and RFP Section 1.3.1.3.C.25	While there is a requirement for ongoing surveys, it is unclear what platform or tool Contractors will be expected to use. (1) Will the Agency please indicate the platform/tool Contractors will be expected to use?	The requirement for surveys will be removed from this RFP in Amendment 2.
43		Q&A Round 1 - Response to Question 131 and RFP Section 1.3.1.3.C.25	(2) Will the same platform/tool be used for all groups/populations referenced in RFP Section 1.3.1.3.C.25 ("specific target groups, such as LTSS populations, children, adults with chronic issues")?	The requirement for surveys will be removed from this RFP in Amendment 2.