



DATE: November 21, 2024

FROM: Jocelyn Brincks
Senior Statewide Procurement Officer

SUBJECT: 005-RFP -1338-2025

ADDENDUM # 2

A. Questions & Answers

The Department of Administrative Services received the following additional questions and requests for clarification – please note the deadline for questions is 2 p.m. on November 14, 2024.

Question	Response
<p>1 Clarification request for RMIS and FNOL Reporting Users. The previous response indicated: “150 users for both the RMIS and claim reporting platform/system.” The response also indicated: “One (1) user will need full access for all claims and all features as the WC Coordinator for the Dept. of Administrative Services. Look-up access will be needed for all individuals. Reporting access for other individuals would be minimal, if any.” a. How many total users will require access for FNOL claim intake? b. How many total users will require access to the RMIS platform? (It is understood one (1) user will need full RMIS access.) c. How many of the total RMIS users will require real-time access to only view claims, notes and financials? d. How many of the total RMIS users will require to ability to enter diaries/tasks and notes?</p>	<p>a. Estimate 150 b. Estimate 150 c. Estimate 150 d. Estimate 1 - the DAS WC Coordinator</p>
<p>2 Is it a mandatory requirement to have a physical claim office within the State of Iowa to move forward with the RFP evaluation process provided the office is within the USA?</p>	<p>Yes. An office within the State of Iowa is required. See Mandatory Specifications in section 4.1 of the RFP Document.</p>

3	Is it a mandatory requirement to have adjusters physically reside within the State of Iowa to move forward with the RFP evaluation process provided they reside within the USA? ?	Yes. The claim adjusters must reside in the State of Iowa and work from an office as defined in the RFP. An office within the State of Iowa is required. See Mandatory Specifications in section 4.1 of the RFP Document.
4	If the State of Iowa is satisfied with the current incumbent's claim administration team, would the State of Iowa consider having the new TPA hire all or select adjusters from the current claim administration team (Y/N)?	The State of Iowa, as the client, would have final decision on all hires for this cost-plus program. Yes, the State of Iowa would desire to have current claims team remain retained for claims handling.

****End of Addendum 2****