



REQUEST FOR INFORMATION

COVER SHEET

DISCLAIMER: If you experience difficulty reading this document and require an accessible version optimized for a screen reader, please contact Jessica Turba at 515-321-6404 or via email at jessica.turba@dom.iowa.gov to obtain one.

Title Of Request for Information (RFI):	Disaster Case Management	
RFI No.:	RFI – 185-1428-2025	
Agency:	Department of Management on behalf of the Iowa Department of Homeland Security and Emergency Management	
State seeks information on:	Iowa Disaster Assistance Program Data Management System	
State Issuing Officer:		
Name: Jessica Turba		
e-Mail & Phone jessica.turba@dom.iowa.gov 515-321-6404		
Address: Department of Management Division of Information Technology Attn: Jessica Turba 200 E. Grand Ave. Des Moines, Iowa 50309		
TIMETABLE —There are no exceptions to any deadlines for Respondents; however, the Agency reserves the right to change the dates/times in its sole discretion.		
Event or Action:	Date/Time (Central Time):	
State Issues RFI and posts to IMPACS – Iowa Management of Procurement and Contracts System	12/02/2024 at 4:00 p.m.	
Questions from Respondents Due:	12/16/2024 at 2:00 p.m.	
Responses Due:	01/14/2025 at 2:00 p.m.	
Important Websites:	URL:	
Iowa Disaster Case Advocacy	https://www.iowa.gov/state-iowa-assistance-0/disaster-case-advocacy- dca	
Iowa Individual Disaster Assistance Grant Program	https://www.iowa.gov/state-iowa-assistance/iowa-individual-disaster-assistance-grant-program-iiagp	
IMPACS Website:	https://bids.sciquest.com/apps/Router/PublicEvent?CustomerOrg=DASlowa	

SECTION 1 -- OVERVIEW

1.1 Purpose

The Iowa Department of Management, Division of Information Technology (“DOM DoIT”) on behalf of Iowa Homeland Security and Emergency Management (HSEMD), is issuing this Request for Information to seek input from interested parties on the State’s potential project to combine and automate their current Disaster Case Advocacy (DCA) and Iowa Individual Assistance Grant Program (IIAGP) operations.

1.2 Background Information

Disaster Case Advocacy (DCA) is a supportive program involving a partnership between a disaster-impacted household and a disaster case advocate. Disaster case advocates walk beside households through the disaster recovery process. They serve as a primary point of contact, assisting households in coordinating necessary services and resources to address the household’s complex disaster recovery needs. In this partnership, advocates and households access the family’s disaster-related unmet needs, build a recovery plan, and access available resources.

The Iowa Individual Assistance Grant Program (IIAGP) is activated when the Governor issues a disaster proclamation. This proclamation will list the covered counties. Only residents of those counties are eligible to apply. Applicants can apply each time a program is activated. If a resident experiences damage from multiple events covered under separate proclamations, they are eligible to submit separate applications for each event. The assistance is based on their disaster-related qualifying needs. Applicants have 45 days from the date of the Governor’s proclamation to apply.

The DOM DoIT is seeking information that may help the state implement a digital cloud-based solution for Disaster Case Advocacy (DCA) and Iowa Individual Assistance Grant Program (IIAGP) operations. DCA operations are currently tracked through electronic communications and spreadsheets. The State intends to focus on the following business requirements:

- 1.2.1 Requirement 1** – A single point of entry into the system. The system must manage cases for households impacted by designated disaster events in Iowa. This includes providing user account management and the ability to customize data elements for household cases and disaster events. The system can create and export reports that can be filtered and run in real time.
- 1.2.2 Requirement 2** – The ability for the public to access the system to apply for DCA or IIAGP and find their current case status. The system allows the public to apply for DCA and/or IIAGP without a log-in or user account. The system can instead screen the household with an intake form that creates an electronic case file that can then be assigned to a provider user account for review. The intake form used to screen the household must be able to upload documentation needed for proof of residency, income, and/or damage. The intake form can accept documentation in multiple

formats, including PDFs, JPGs, and Doc. The system can translate the intake form into multiple languages and has an easy-to-understand user interface. The system can support signature workflows such as signing a release of information form and the ability to sign documents within the system.

- 1.2.3 Requirement 3** – In the system, DCA client cases can be created by a contracted provider on behalf of a client affected by the disaster or by a client submitting an intake form. The system can create an application workflow that supports the creation of a client case file. The system can also notify when a document is uploaded or signed on as an assigned case. The application and case file information must cover the entire household, documenting multiple data points, including the household name, income by household member, disaster number(s) affected by, etc. The system also can provide specific user permissions for documents uploaded to a case file. For example, the uploaded documents cannot be altered and comments regarding an uploaded document can be stored with the case file.
- 1.2.4 Requirement 4** – IIAGP application acceptance rules can be defined for each disaster event: The system can facilitate a unique workflow per disaster event, including but not limited to the maximum amount allowable per awarded grant application.
- 1.2.5 Requirement 5** - Each disaster must be uniquely defined and associated with each client case affected. This includes but is not limited to, a unique identifier, disaster type, funds requested, date of requests, location (counties may be added after creation), contract provider assigned, dates, and federal disaster declaration date.
- 1.2.6 Requirement 6** – The system can track claim payments. The system can track reimbursement requests from contracted providers by disaster and county. The system can also track requests for funds, funds awarded, and funds expended.

1.3 Response Instructions

The Agency requests that responses adhere to the following instructions:

- 1.3.1** RFI responses should address the questions in Section 2 of this RFI. Respondents may reference user manuals or web pages as long as an electronic copy or weblink is provided and no sign-on or registration is required to access the referenced materials.
- 1.3.2** Questions and responses shall be submitted via [IMPACS](#).
- 1.3.3** Respondents shall provide a signed transmittal letter on company letterhead that includes the company and the main contact's information, such as name, title, telephone, and email.
- 1.3.4** Responses that include budgetary cost shall be submitted by general price ranges with their cost information, where applicable, to be used for reference only. No formal quotations shall be received or awarded in the RFI process.



Any references to cost in the attachments or following sections are intended to be requests for an informal estimate of costs.

1.4 Communication

For information regarding this notice and throughout this process, interested entities shall contact only the issuing officer below through the IMPACS e-Procurement system.

Jessica Turba
Department of Management, Division of IT
200 E. Grand Ave.
Des Moines, IA 50309
jessica.turba@dom.iowa.gov

1.5 Requests for Information Responses

Responses to this RFI must be received in the IMPACS system by 2:00 p.m., Central Time, on January 14, 2025, in PDF format.

1.6 Right to Duplicate

Respondent agrees that the Agency may duplicate its response information to facilitate the review or respond to requests for public records. The Respondent consents to such duplication by submitting a response and warrants that such duplication will not violate the rights of any third party. The Agency will have the right to use ideas (or adaptations of ideas) presented in the response in the development of a future procurement.

1.7 Review of RFI Responses

Responses to this RFI will be reviewed by State of Iowa staff.

1.8 Gratuities

The laws of Iowa provide that it is a felony to offer, promise, or give anything of value or benefit to a state employee with the intent to influence that employee's acts, opinion, judgment, or exercise of discretion with respect to that employee's duties. Evidence of violation of this statute will be turned over to the proper prosecuting attorney.

1.9 Costs to Vendors

The costs of preparation and delivery of the response to this RFI are the Respondent's sole responsibility.

1.10 Response Property of the State

All responses become the property of the State of Iowa and shall not be returned to the Respondent. At the conclusion of the project, the content of the responses will be placed in the public domain and open to inspection by interested parties. Do not include confidential or proprietary information as part of your RFI submission.

1.11 Source of Information Used in Addition to Responses



The Agency reserves the right to contact vendors after the submission of responses for the purpose of clarification and to ensure mutual understanding. Such contact does not obligate the State to any future commitment with vendors.

1.12 State's Obligations

Issuance of this RFI in no way constitutes a commitment by the State to award any contract(s) or conduct business with any Respondent.

1.13 Public Records and Requests for Confidentiality

The release of information by the Agency to the public is subject to Iowa Code Chapter 22 and other applicable provisions of law relating to the release of records in the possession of a State agency. Respondents are encouraged to familiarize themselves with these provisions prior to submitting a response. All information submitted by a Respondent may be treated as public information by the Agency unless the Respondent properly requests that information be treated as confidential at the time of submission. If a request is received by the state to view information identified as confidential by a Respondent, the Agency shall notify the Respondent of the request. It shall be the Respondent's sole responsibility to defend the claim of confidentiality in an appropriate legal venue. The Agency will withhold release of the subject information until the matter is settled.

Any requests for confidential treatment of information must be included with the Respondent's submittal and must enumerate the specific grounds in Iowa Code Chapter 22 or other legal reasons that support treatment of the material as confidential and must indicate why disclosure is not in the best interests of the public. The request must also include the name, address and telephone number of the person authorized by the Respondent to respond to any inquiries concerning the confidential status of the materials. Please see Form 22 in IMPACS.

Any documents submitted that contain confidential information must be marked on the outside as containing confidential information, and each page upon which confidential information appears must be marked as containing confidential information. The confidential information must be clearly identifiable to the reader wherever it appears.

All copies of the submission, as well as the original, must be marked in this manner. In addition to marking the material as confidential material where it appears, the Respondent must submit one copy of the RFI information from which the confidential information has been excised and mark it "Public Copy". The confidential material must be exercised in such a way as to allow the public to determine the general nature of the material removed and to retain as much of the document as possible. These pages must be submitted with the cover letter and will be made available for public inspection.

The Respondent's failure to request in the RFI confidential treatment of material pursuant to this Section and the relevant laws and administrative rules will be deemed by the state as a waiver of any right to confidentiality that the Respondent may have had.



SECTION 2 -- RFI RESPONSES

2.1 Vendor Information

2.1.1 Provide the name and principal place of your business.

2.1.2 Provide the name, address, email address, and telephone number of the vendor representative to contact regarding all matters concerning this RFI.

2.2 General Questions

2.2.1. What processes, resources, and timelines should the state consider in pursuing a system to support programs described in Section 1.2 Background Information?

2.2.2. What would the State need to provide for a vendor to be able to implement a system within this scope?

2.2.3. What are the “cost drivers” that affect the state when developing a system as described in Section 1.2, and do you have ideas to keep those cost drivers from adversely impacting the requirements in Section 1.2?

2.2.4. What are the key priorities for successfully delivering results within the programs and projects described in Section 1.2.

2.3 Support

Describe support services that can be delivered as part of the solution described in Section 1.2.

2.4 Costs

Describe any anticipated costs for services and payment structure, including any up-front, one-time costs, implementation costs, and recurring maintenance and support costs that you would need to provide services in relation to the stated requirements in Section 1.2. If there are additional considerations available from your solution associated with one of the requirements that you believe would be beneficial to the Agency, please provide them in your submission.