



January 29, 2026

To: All Potential Respondents
From: Katelyn Howells, Purchasing Agent
Subject: 005-RFP-2381-2026 Disaster Case Advocacy
Proposal Due Date: February 20, 2026 at 2:00PM

Addendum One

Please amend the subject RFP as follows:

Section 4, Exhibit 5 should read:

Respondent shall demonstrate its understanding of the services requested under **Sections 2 and 3** of this RFP, the expertise of the personnel who will provide the requested services, and the Respondent's ability to logically plan and achieve the stated objectives and goals of this RFP.

Section 4, Exhibit 6 should read:

Provide a description of the respondent's organizational structure. Provide detailed description of proposed approach to services of this nature. Provide examples that demonstrate approach and end product. Provide a sample of data demonstrating success of the implementation of an initiative as described in this RFP. Provide a description of the existing case management system utilized by respondent's company (if applicable). Respondent shall submit sample reports that meet the standards in **Section 3.8** and a sample surge plan as defined in **Section 2.1.7**. Address in detail how respondent will define their service area. Provide an overview of existing statewide relationships and a proposed plan to expand relationships across the state.

Per question 35 below, the FEMA DCMP quarterly reporting template is attached to this Addendum.

Please amend the subject RFP to include answers to the following timely received questions. Questions have been assigned a category for ease of reference purposes only.

Administrative Rules

Q1. Iowa Administrative Rules, Section 605-11.23(2) states that "The administrative entity currently under contract for the Iowa disaster aid individual assistance grant program (IIAGP) shall receive an amended contract to specify the administration of the IDCA program." Further stated in §605-11-23(2)a, "Future contract renewals shall be inclusive with the IIAGP and as amended to include the IDCA program."

This language in Iowa code seems to conflict with the RFP. Will this section of the code be updated to reflect actual practice?

A1. Presently there is no contract in place with an entity to deliver the IIAGP program. The department will update the Administrative Rules as needed.

Q2. Iowa Administrative Rules §605-11.29(29C) states "...and follow the disaster case advocacy guidelines as designed by the Iowa disaster human resource council or the approved rules of the department."

We have been unable to locate neither the guidelines as designed by the Iowa disaster human resource council, nor the approved rules of the department. Will these documents be provided prior to the proposal due date?

A2. The referenced section specifically refers to training. Training was developed in accordance with NVOAD disaster case management guidelines, which can be found online. Department training materials will be shared with contracted provider(s).

Submission

Q3. Will the Agency accept individual / staff experience and relevant project letters of reference for the experience and reference requirements?

A3. Yes

Q4. Exhibit 5 Consultant Services states “Respondent shall demonstrate its understanding of the services requested under Sections 4 and 5 of this RFP, ...” Does the Agency intend that it is referencing Sections 2 and 3 of the RFP?

A4. Yes. Exhibit 5 has been updated above.

Q5. Exhibit 6 Approach states that “Respondent shall submit sample reports that meet the standards in Section 2.1.6 and a sample surge plan as defined in Section 1.1.7.” Section 2.1.6 references disbursement of funds, and Section 1.1.7 does not exist. Will the Agency please provide an amended set of references?

A5. Exhibit 6 has been updated above.

Award and Contract

Q6. Can a single entity/agency apply to do DCA for one county or a group of counties and not the entire state?

A6. Yes. The respondent should identify their proposed service area.

Q7. Does HSEM foresee awarding contracts to local entities with compensation dollars totaling less than what has been stated in their proposal?

A7. HSEM recognizes that in a given year, the contracted agency may be responsible for an area that does not experience a disaster that results in a governor’s proclamation activating the DCA program. The total compensation package will be based on the respondent’s proposal and the subsequent negotiations between the respondent and HSEM.

Q8. It is my understanding the RFP is for a single year. Section 3.1.4 notes services could be provided for a period of up to 24 months from the day of application. What is the level of accountability to the applicant if their contract period ends and another vendor is chosen for the following year or if the applicant declines to participate in year 2?

A8. The Agency will work to ensure a smooth transition between vendors including the transfer of survivor case files.

Q9. Can the state clarify if Exhibit 9 and Exhibit 10 will be included in the evaluation criteria?

A9. Exhibits 9 and 10 are not part of the evaluation process. They are requested for informational purposes only.

Q10. Will the Agency please clarify the initial period of performance and potential annual extensions?

A10. Per Section 7.3.1, this contract will have an initial period of 1 year with the option to renew for 5 additional years, for a full contract term not to exceed 6 years.

Q11. Are higher limits of insurance required for larger caseloads or multi county coverage?
A11. The insurance requirements as described in the RFP are the same regardless of the size of the caseload or the service area.

Cost

Q12. Please clarify if the contractor will be allowed to bill an administrative fee.
A12. HSEM interprets an administrative fee as an indirect cost. If the Respondent has a federally approved indirect cost rate, or an itemized amount, this rate should be included in the cost proposal.

Q13. Are indirect costs allowed?
A13. If the Respondent has a federally approved indirect cost rate, or an itemized amount, this rate should be included in the cost proposal.

Q14. Please clarify if there is a specific rate the contractor will be allowed to charge for hourly work of the case advocate or if it is the employee rate within the contractor's organization.
A14. The contractor should use the employee rate(s) within their organization.

Q15. Please clarify how one would submit a funding proposal as it is not known how many disasters and clients involved in a single year.
A15. HSEM recognizes that in a given year, the contracted agency may be responsible for an area that does not experience a disaster that results in a governor's proclamation activating the DCA program. Conversely, if the program is activated, it could see relatively few applicants for one disaster and many for the very next disaster. HSEM has included historical data for past disasters broken out by small, medium and large numbers of applicants. See A18.

Q16. RFP Section 4.3 – Cost Proposal indicates that equipment costs are allowed as part of the overarching financial proposal. Is there a limit, or a set list of program-specific equipment, that can be submitted for reimbursement under this RFP?
A16. HSEM does not have a limit or set list as each potential respondent is unique.

Q17. Upon year 1 contract completion, will the state entertain a budget revision or requests to increase funding?
A17. Yes

Q18. To ensure comparable pricing, will the Agency include a scenario for all proposers submitting pricing?
A18. The following criteria have been used in the past to estimate staffing needs: a "small" event impacts fewer than 5 counties in an area with low population density. A "medium" event would impact 5-9 counties and/or cause moderate damage to a highly populated area. A "large" event would cause damage in 10+ counties and/or have significant impact on a highly populated area.

Q19. Because the nature of these services includes undefined future disasters, is the Agency willing to accept only hourly rates and a list of additional costs as the cost proposal?
A19. The Agency will accept hourly rates and additional costs. Additional costs should be clearly explained.

Q20. Can the State please clarify if there is a budget ceiling to this project? Additionally, can the State please clarify if there is a desired budget structure or template that bidders should use to create the Cost Proposal?

A20. Per Iowa Code §29C.20B(1)b, the Executive Council may make financial grants to meet disaster-related case advocacy needs of disaster-affected individuals. The aggregate total of grants awarded shall not be more than one million dollars during a fiscal year. However, within the same fiscal year, additional funds may be specifically authorized by the executive council to meet additional needs. Within this amount, \$100,000 may be used for training to provide services for all 99 counties.

Q21. Should the costs of Optional Services be provided separately from the total project cost?

A21. Yes. It does not need to be a separate file, but optional costs should be clearly marked as optional.

Q22. Please clarify "equipment costs" includes any software, hardware, and communications costs? I.e. allowable as direct costs?

A22. Equipment costs can include software, hardware, and communications costs as appropriate. Equipment costs should be explained in the cost proposal.

Transition

Q23. As part of the transition from the incumbent, will the successful Contractor be provided with the program's current outreach and training materials?

A23. Yes

Q24. Will the Agency facilitate coordination with the incumbent contractor to ensure timely access to documentation, case notes, and other information during the transition?

A24. Yes

Q25. For the transfer of open cases from the current system, what data standards, formats, or processes should respondents anticipate during transition?

A25. All current cases will be entered into the state's case management system that all entities under contract will have access to.

Territory

Q26. Does HSEM reserve the right to alter the proposed service territory based on other RFPs? (For example, could a portion or portions of service territory in a proposal be awarded to another entity?)

A26. Yes

Q27. RFP Section 3.1.1 indicates that the Contractor shall "provide assistance only in those counties named in the proclamation." Clarification is needed. If our entity bids for only one county, we would assume service would only be provided in the county mentioned in our proposal when there is a declared disaster. Is this a correct assumption? Also, would this position be subject to a deployment to another county, should there be a request through the Iowa Mutual Aid Compact? Specifically, we are attempting to determine whether or not this is a location bound position.

A27. The contractor is expected to provide service in their contracted area. The deployment of the position to areas outside the contracted area in accordance with IMAC and an agreement between the contractor and the local emergency management agency is allowed.

Software

Q28. Is there a specific data tracking system that should be used for this contract?

A28. The state is in the process of completing a contract with a vendor to provide the data tracking system that will be available for use by all DCA contracted entities. If a respondent would prefer to use their own system, the respondent must provide information of how case data can be exported into the state system.

- Q29. Does the state have a database that will be used for this program or will we be responsible for recording data in our home systems?
- A29. The state is in the process of completing a contract with a vendor to provide the data tracking system that will be available for use by all DCA contracted entities. If a respondent would prefer to use their own system, the respondent must provide information of how case data can be exported into the state system.
- Q30. Can the Agency clarify whether the “prescribed data tracking system” referenced in Section 2.2 is provided by the State?
- A30. The state is in the process of completing a contract with a vendor to provide the data tracking system that will be available for use by all DCA contracted entities. If a respondent would prefer to use their own system, the respondent must provide information of how case data can be exported into the state system.
- Q31. Please confirm that the Agency will provide vendor staff with training on its data tracking system.
- A31. The Agency will provide training for system(s) required by the Agency for program implementation.
- Q32. Please confirm that the Agency will provide / pay for licensing for contractor's staff to access its data tracking system. If not, please provide license pricing for bidders to include in the Cost Proposal.
- A32. The Agency will provide licensing for system(s) required by the Agency for program implementation.
- Q33. If the data tracking system is not provided by the State, are there specific technological/cybersecurity standards, frameworks, or security controls required by the State of Iowa?
- A33. The state is in the process of completing a contract with a vendor to provide the data tracking system that will be available for use by all DCA contracted entities. If the state is unable to agree on contract terms with the vendor, HSEM will provide any needed technical requirements for any data systems.

Templates

- Q34. Regarding RFP Section 3.4.5, is there a specific needs assessment the contractor should utilize?
- A34. The Agency has a needs assessment form that the Contractor will use.
- Q35. Regarding the required reporting described in RFP Section 3.8: Is there a format or example report that can be shared to provide clarity on the reporting requirements?
- A35. The FEMA DCMP quarterly reporting template can be used as an example. An attachment has been provided.
- Q36. If a draft work plan is needed for each disaster and there is a quick turnaround submission deadline, are we able to utilize a template that can adjusted as needed?
- A36. Yes
- Q37. Are we able to have an example of what the risk management plan should include?
- A37. A risk management plan is a structured, strategic document used to identify, analyze, assess, and mitigate potential threats that could negatively impact a project or organization. Areas the risk management plan should address include, but are not limited to, fraud, duplication of benefits, and privacy.

Scope of Services

- Q38. Is it the State's expectation that the Contractor will have MOU's in place with community partners that provide the services described in this section?

- A38. The Respondent will need to provide an explanation of how they intend to meet the requirements outlined in the RFP.
- Q39. Will the state establish an initial period of performance upon the issuance of a Governor's disaster proclamation?
- A39. The process by which period of performance is established can be found in Iowa Administrative Code §605-11.23(1)
- Q40. What are the expected tasks or responsibilities of the Fiscal Agent?
- A40. Fiscal Agents are expected to receive and disburse grant funds in accordance with program guidelines (i.e. staffing, equipment, supplies, etc.). The fiscal agent is also responsible for maintaining its own records of disbursements.
- Q41. Are there any caps or approval processes for subcontractor use, and does the State require pre approval of subcontractor lists or agreements?
- A41. Subcontractors will be considered as part of the contract negotiation process.
- Q42. What specific risks does the Agency expect to be addressed (fraud, duplication of benefits, privacy breaches, improper payments)? Are there any required controls or frameworks?
- A42. The risk management plan should address potential threats that could negatively impact the program or organization, including those mentioned in question 42. HSEM follows the NIST framework for information security.
- Q43. Identify training indicated in 3.8.1.2. Is this conducted by Iowa HSEM? Is this training led by the contractor for others in the community? Either way, who pays for the training time and site?
- A43. The training specified in 3.8.1.2 refers to training hosted by the Contractor. This training would be for individuals directly involved with providing the program (direct staff, surge support, etc.), whereas community education opportunities would be more applicable under 3.8.1.3. Training is an allowable expense per Iowa Code 29C.20B.
- Q44. RFP Section 3.4.7 states "The case advocate's roll in recovery includes: providing, referring, or arranging for needed services and resources." Referring and arranging are manageable scopes. The use of the word "providing" comes with questions as many things are needed in declared emergencies. What is the scope of resources that would be provided by the case advocate and who is expected to fund these items? I recognize there is funding to the individual/household. This section indicates it is the case advocates role to provide services and resources.
- A44. Advocates are expected to have a working knowledge of available resources and to help clients access resources relevant to their personal situation. Any funding provided directly to clients would be done by third parties at their discretion. The Disaster Case Advocacy Program does not provide direct financial assistance to clients.

Scope – Staffing

- Q45. We anticipate a higher number of staff/recovery professionals being needed during times of declared disaster. Will HSEM provide any surge capacity personnel support?
- A45. HSEM does maintain several Master Agreements with entities that can provide surge capacity.
- Q46. What client to survivor ratio model is HSEM using for case work and appropriate staffing?
- A46. HSEM assumes a 35:1 client to advocate ratio for staffing needs.

Q47. Should the surge plan detail specific staffing numbers tied to sample disaster scenarios (e.g., X advocates per 100 clients), or will high level surge methodology suffice?

A47. High level surge methodology will suffice for the purpose of the RFP. After a contract is awarded, a more detailed plan should be developed in partnership with HSEM.

Scope – Funds/Fiscal Agent Responsibilities

Q48. Will the Contractor be required to disburse funds on behalf of the state or other third parties?

A48. Disaster Case Advocacy program funds are not used to provide direct survivor assistance. Funds are intended to be used for expenses including, but not limited to, staffing, equipment, and supplies. This could include funds paid to a subcontracted service provider. The Contractor will not be required to disburse any third-party funding.

Q49. The RFP states “The Contractor shall Disburse funds as authorized by the Agency.” Will a payment package of funds to be disbursed be delivered to the Contractor’s account or will the Contractor have access to a state account from which to disburse funds?

A49. Funds will be disbursed to the contractor account. No access to a state account will be granted.

Q50. The RFP states “The Contractor shall Disburse funds as authorized by the Agency.” How will funds be disbursed – check, ACH, electronic funds transfer, or other? If other, please specify.

A50. Funds will be provided to the Contractor via EFT or warrant.

Q51. Section 2.1.6 states that “The Contractor shall Disburse funds as authorized by the Agency.” Does this create a situation in which the Contractor becomes a subrecipient?

A51. Funds will be disbursed to the contractor based on actual costs incurred/expended.

Q52. Section 1.5 states that “Services shall include • Case management responsibilities • Fiscal agent duties, and • Associated administrative supports.” Will the Agency please expand on what it means by Fiscal agent duties? Does it mean the actual dispersal of funds or just the tracking and documentation of where the Agency is spending the funds?

A52. Since this program does not provide funding for assistance to survivors there would be no disbursement of funds by the contractor to any local survivors. HSEM will disburse funds to the contractor based on actual costs incurred. Tracking and documentation of where the contractor/agency is spending the funds is required.

Q53. Can the Agency clarify the source of funds for client financial assistance and the mechanism by which those funds are provided to the fiscal agent (e.g., advance funding versus reimbursement), including any expectations regarding segregated accounts or cash flow timing?

A53. The Disaster Case Advocacy Program does not provide direct financial assistance to survivors/clients. Financial assistance to a client would come from other sources, depending on resource availability. Case advocates work alongside the household to identify and access available resources. Funds will be provided to the fiscal agent via EFT or warrant. The mechanism by which they are provided (advance vs. reimbursement) is dependent upon the Contractor’s needs and is open to negotiation. Accounts must be segregated.

Scope – Client and Partner Relationships

Q54. Does the Agency have a list of preferred / established community partners that it can share with the successful contractor as a foundation for expanding the partner list?

A54. The data tracking system that is being put in place does contain a listing of community partners. This listing can be amended at any time to account for new partners that wish to participate.

Q55. Section 2.2.2 states “75% of the clients who enrolled in the program will be satisfied upon the closure of their case with the assistance provided for their recovery.”

Knowing that DCA is a portion of the recovery process, it is possible that a disaster survivor will likely not receive benefits to make them ‘whole’ after a disaster. While programs like IDCA and the Iowa Individual Assistance Grant Program exist, it is plausible that a disaster survivor will be disappointed with the services and support received. With this in mind, the following questions are respectfully submitted:

- a) How is client satisfaction determined?
- b) Does HSEM provide a pre-packaged ‘tool’ or ‘survey’ that will be provided to clients to assess their satisfaction? If so, could this ‘tool’ or ‘survey’ be provided to RFP respondents.
- c) When determining satisfaction, is any grace provided knowing that a disaster survivor may not be satisfied with the limited recovery funding provided by IIAGP or DCA?
- d) At what time in the DCA process is this measured (i.e., after the file is closed, mid-way through)?

A55. HSEM is developing a client satisfaction survey. The survey is intended to be optional and offered to the client at case closure. HSEM acknowledges that there are instances in which a client will not be able to have all needs met by existing resources and will express dissatisfaction with the program.

Q56. RFP Section 3.4.1 States “The case advocate shall create a sustainable, trusting partnership with the client.” As “shall” is indicated, how will this be measured?

A56. HSEM does not intend for this to be a measurable outcome as each individual case will be unique. HSEM does expect the advocate to make a good faith best effort to create a sustainable and trusting partnership with the client.

Q57. Are there any metrics or parameters that the Agency has used in the past to track or qualify “client satisfaction”?

A57. Client satisfaction is a new KPI. There is no prior data for this.

Q58. RFP Section 2.2.1 states that “75% of the clients who enrolled in the program will have developed an individualized recovery plan.” What is the current percentage of clients enrolled in the program who have developed an individualized recovery plan?

A58. As of 2/5/26, there are 7 households enrolled in Disaster Case Advocacy. All of them have developed a recovery plan with their assigned advocate.

Please acknowledge receipt of this addendum by indicating “Yes” on the appropriate question in IMPACS.

DR Name and Number:
Period of Performance
Name and Contact Preparer(s)
Reporting Period
Date of Submission (e.g., June 1, 2010)

Executive Summary: *In three paragraphs or less, provide a summary of the quarterly report, highlighting the key facts, issues and events for this quarter.*

Example: *During this quarter, xxxx and Affiliate agencies worked together...*

Program Objectives

List the program goals and objectives as stated in the proposal submitted to FEMA.

The goal is to serve xxxx families and connect them to long-term sustainable housing resources...

Status of Planned Activities from Previous Reporting Period(s) – Follow Up

Describe the progress and resolution undertaken for the stated challenges from the last reporting period. Leave blank if this is the first reporting period for the program.

Last quarter we planned the following: ...

Section 1 – Primary Activities

Describe the primary activities for this quarter. Topics addressed in this section are successes, staffing issues, challenges, communication, coordination, or collaboration events or issues.

Section 2 – Have any changes been made to the Work Plan

If yes, did you request and receive approval from FEMA prior to these changes?

Section 3 – Budget Narrative

Were budget expenditures in line with planned activities? What was the total spent in period?

Section 4 – Data Summary

Provide quantitative data from the IT tracking platform. Refer to monthly update form. Do not exceed one page.

See "Data Summary" worksheet

Section 5 – Challenges

Were there any challenges which prevented the program from achieving its planned activities? How were they solved?

Section 6 – Planned Activities for Next Quarter

Provide a plan of activities within the next quarter for the cases and disaster survivors within the program.

Section 7 – Other

Have any significant changes, accomplishments, opportunities, and shortfalls happened during this reporting period not mentioned above? They may include program activities such as: staffing, training, outreach, conferences.

Disaster Response Name and Number:	
Period of Performance:	
Name and Contact Information of Preparer(s):	
Name of Recipient Organization:	
Reporting Period (e.g. Sept 1, 2024-Sept 30, 2026):	
Date of Submission (e.g. October 1, 2024):	

Section 1: Staffing					
	January	February	March	Quarter Cumulative	Program Cumulative
Total STT Staff Employed					
Total Provider Staff Employed					
Total Case Advocates Employed					
# Trained					
# Awaiting Training					
Total Case Manager Supervisors					
Current Cases to Case Advocates (Ratio)					
Total DRCs Staffed					

Section 2: Existing Cases Only					
	January	February	March	Quarter Cumulative	Program Cumulative
Total Existing Cases					
Total Tier 1 Cases					
Total Tier 2 Cases					
Total Tier 3 Cases					
Total Tier 4 Cases					

Section 3: New Cases Only					
	January	February	March	Quarter Cumulative	Program Cumulative
Total New Cases					
Total Tier 1 Cases					
Total Tier 2 Cases					
Total Tier 3 Cases					
Total Tier 4 Cases					
Total Number of Cases Reopened					

Section 4: Clients					
	January	February	March	Quarter Cumulative	Program Cumulative
Number of Clients completing Intake					
Number of Clients completing Needs Assessment					
Number of New Referrals Only					

Section 5: Top Client Needs					
	January	February	March	Quarter Cumulative	Program Cumulative
Home clean-up, repair, or rebuild					
Financial assistance					
Clothing, basic items, furniture, appliances, personal property					
Food Assistance and/or replacement					
Medical health care, medication					

Section 6: Referrals					
	January	February	March	Quarter Cumulative	Program Cumulative
Total Number of Referrals					
Housing and Urban Development					
Crisis Counseling Program					
Disaster Legal Services					
Disaster Unemployment Assistance					
Access and Functional Needs					
U.S. Department of Agriculture (USDA)					
Other Community Partners					

Section 7: Return on Investment					
	January	February	March	Quarter Cumulative	Program Cumulative
Return on Investment					

Section 8: Closed Cases					
	January	February	March	Quarter Cumulative	Program Cumulative
Total Closed Cases					
Recovery Plan Met					
Transitioning					
Unresourced at this Time (List Top 3 Below)					
[Insert unresourced need]					
[Insert unresourced need]					
[Insert unresourced need]					
Unable to Contact					
Withdrawn					

Section 9: Other Integrated Team Contacts/Visits					
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	January	February	March	Quarter Cumulative	Program Cumulative
LTRG/COAD Meetings Attended					
Community Outreach Events					

Section 13: Monthly Challenges

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Section 14: Best Practices/Lessons Learned

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