

Request for Proposal ACFS 22-002 Public Assistance Eligibility Business Process Redesign

Respondent Questions and Agency Responses: This document includes all questions that have been received by the Agency in accordance with the Request for Proposal (RFP) Section 2.7, Questions, Request for Clarification, and Suggested Changes. The Agency response to these questions has also been provided.

	Question	Agency Response	RFP Section/Page Number(s)
1	Due to the pandemic and efforts to socially distance during this second wave of significantly increasing cases, obtaining original signatures, producing, and shipping hard copies is challenging. Will the state consider eliminating the hard copy and original signature requirements and accepting electronic submissions only?	No, the Agency will not waive this requirement.	Section 3.1 Bid Proposal Formatting (Page 16)
2	The RFP indicates that charts, graphs, and diagrams are excluded from the 11 point font requirement. Please confirm that tables and matrices are also excluded from the 11 point font requirement.	Per the RFP, Section 3.1, Bid Proposal Formatting, Font, "The font must be 11 point or larger (excluding charts, graphs, or diagrams)..." These are the only exclusions to the font size requirement.	Section 3.1 Bid Proposal Formatting (page 16)
3	The RFP asks for a matrix detailing services we have provided to other clients, but the amount of information required would be difficult to fit in one matrix, even on legal-size paper. May we submit this information in a vertical list for each project, as opposed to fitting all content in a matrix?	Yes, the Agency will accept a vertical list that includes all required information.	Section 3.2.4.2 (Page 18)

4	Re Tab 3, should we restate the entirety of the RFP text, meaning all text? Or just headings/subheadings?	The Bidder shall restate the heading and subheadings of the RFP prior to their response.	Section 3.2.3 Information to Include Behind Tab 3: Bidder's Approach to Meeting Deliverables (Page 17)
5	Please clarify to what the "tables of organization" refers? Is a table of organization equivalent to an organizational chart? If not, please provide an example of a table of organization.	Yes, tables of organization may be submitted as charts, providing they include all required information as stated in RFP Section 3.2.5.1, Tables of Organization.	Section 3.2.5.1 Tables of Organization (Page 19)
6	May the sample project plan required to demonstrate bidder's understanding of the project be included within the 1.3.1.2 Primary Project Team/Decision Making Process Plan section, or must it be included as a separate tabbed attachment?	Per the RFP, Section 3.2.3 Information to Include behind Tab 3: Bidder's Approach to Meeting Deliverables, subsection 3.2.3.1 Information Bidders Must Submit That is Specific to This RFP, "The Agency is requesting the following information in addition to the contents immediately above. <ul style="list-style-type: none"> • Sample project implementation meeting agenda • Sample project plan to demonstrate bidder's understanding of the project" 	Section 3.2.3.1 Information to Include Behind Tab 3.1: Information Bidders Must Submit That is Specific to This RFP (Page 18)
7	Is the awarded vendor for the previously released Iowa DHS RFP No. COO-21-001 eligible to bid on this opportunity?	Yes. No exclusions on eligibility.	N/A
8	Can the Department please clarify if the intent is that the approach and deliverables for the second phase (implementing the programmatic and systematic changes in FI), Medicaid, and CCA) will mirror the first phase, incorporating lessons learned from the first phase?	Bidders shall describe their approach to performing the deliverables as described in the Scope of Work.	Section 1.1 (Page 3)

9	Can the Department please clarify whether the second phase (implementing programmatic and systematic changes) falls within the scope of work for this project, and whether it applies to all of the public assistance programs referenced in the RFP (FA, FIP, Medicaid, and CCA)?	Bidder should complete the scope of work to encompass all public assistance programs as stated in RFP, Section 1.1. Page 3.	Section 1.1 (Page 3)
10	We are accustomed to providing orientation and training during project initiation for our clients; however, can the Department please clarify if there is specific subject matter expertise and training the Department wants the contractor to provide to the Implementation Team pertaining to roll-out of BPR?	The Implementation Team should receive training that the Contractor deems necessary for successful rollout and implementation process prior to releasing information to the larger audience (i.e. local field offices, etc.) There is no specific requirement at this time; Agency will rely on the successful Bidder to determine what training should occur.	Section 1.3.1.1(b) (Page 5)
11	Does the Department have applicant experience and satisfaction data available for review, or is the contractor expected to perform outreach to applicants to gauge satisfaction levels, e.g., vs. phone and/or email surveys?	The Agency will make any existing data available and share as needed to support the successful Bidder to perform the review.	Section 1.3.1., 1.d.x (Page 5)
12	Will the Department please clarify the number and type of external stakeholders that the contractor must include in the BPR Action Plan development process?	The Agency will work with the selected Bidder to identify stakeholder participants. A set number of stakeholders has not yet been defined.	Section 1.3.1., 3.b (Page 6)
13	Is delivery of training and/or ongoing support of IM Support and Training Staff also within the Contractor's scope of work, or only development of the training plan and materials?	Development of the training plan and materials as well as ongoing support during the implementation phase. Delivery of training will be done by IMTA/CCIU. (We want to be sure that we own all materials and don't have to go back to the contractor for permission to make changes.)	Section 1.3.1., 4.d (Page 6)

14	Does the Department have an approximate number of reports that the Contractor will need to develop for FNS and other federal agencies, and/or the frequency of the reports? If so, could the Department please share that number?	Two reports are completed for FNS annually. Please refer to RFP Section 1.3.1.4 (e) for specific information; additional reporting requirements will be provided to the successful Bidder.	Section 1.3.1., 4.e (Page 6)
15	Can the Department please confirm that Bidders may propose lower costs than the Department has included in the milestone payment schedule?	Bidders may propose lower costs than the Department has included in the milestone payment schedule. The figures in section 1.6, Contract Payment Methodology, represent the maximum allowable dollar amount that a Bidder may invoice for services.	Section 1.6.1 (Page 7-8)
16	Many of our government clients are not able to provide letters of reference, particularly during the COVID-19 pandemic, due to state statute or internal policies. However, they are able to be contacted to serve as references. Would providing the contact information for the required three references be an acceptable alternative to providing reference letters?	Per the RFP, Section 3.2.4.3 "Letters of reference from three (3) of the Bidder's previous clients knowledgeable of the Bidder's performance in providing services similar to those sought in this RFP, including a contact person, telephone number, and email address for each reference. It is preferred that letters of reference are provided for services that were procured in a competitive environment. Form letters of reference that do not elaborate on the Bidder's performance under the specific relationships addressed in the reference letter may negatively impact the Bidder's evaluation/score. Persons who are currently employed by the Agency are not eligible to be references."	Section 3.2.4.3 (Page 18)
17	What is the size of the Agency's Implementation Team? What % of their time is allotted for this project?	The Implementation Team will consist of approximately 15-20 individuals, which will be determined during the Contract Negotiations period and provided to the successful Bidder prior to or at the time of Contract Execution. The percentage of Agency staff's time dedicated to meeting the Deliverables of this Contract will also be dependent upon the needs of the Agency and Contractor, which may be determined during negotiations and shall account for the proposed timetable.	Section 1.3.1(1) (Page 5)
18	Please provide an organization chart of the ACFS Division.	This information is not considered pertinent to RFP development. This information may be provided to the successful Bidder as needed.	N/A
19	Are any of the services performed by external service providers? Please include other Agencies, Private Sector organizations, and non-profits.	This information will be provided in detail to the successful Bidder.	N/A

20	In addition to the implementation team, may we have access to Agency senior leaders (Director and Division Administrators), staff, IMW's and applicants to gather information on the current process and build buy-in with the BPR recommendations?	The Implementation Team will include Agency staff who have decision-making capacity within the Agency. The Agency will provide access to staff as needed to successfully complete Deliverables. Successful Bidder may also contact the Contract Manager to coordinate additional meetings as needed with Agency leadership. Please refer to Section 1.3.1.3 for additional information.	Section 1.3.1(1) (Page 5)
21	Does information system, technology & subsequent software (change or new) need to be part of the bid or are those costs out of the scope?	Costs are not considered part of the scope of work. The selected Contractor is not expected to evaluate specific systems/applications. It is the expectation of the agency that the selected contractor shall identify opportunities for improved data collection and sharing across programs.	Section 1.3.1.3.ix (Page 6) and Attachment G, Sample Contract (bottom of Page 40)
22	Are we allowed to contact a state agency to get a letter of recommendation?	Letters of Reference must be submitted in accordance with section 3.2.4.3 and shall maintain compliance with restrictions on communication in Section 2.2.	Section 2.2 (Page 10)
23	What has been the FA payment error rate for each month of the last 24 months?	Please see Error Rate Reports for Fiscal Years 2019 and 2020 in Attachment A (below).	RFP Purpose (page 2)
24	Will we have access to the specific protocol details that determine error rate?	The Food Assistance error rate is determined using the standard federal regulations provided by USDA FNS.	Section 1.1 (Page 3), Attachment H & Attachment I
25	What are the Agency-approved virtual meeting platforms?	The Agency does not have access to Google suite/applications. Other acceptable formats: Zoom, GoToMeeting, Microsoft Office (Teams), Skype. Others may be considered pending Information Security and Privacy Office approval.	Section 1.3.1.1.a (Page 5)
26	Is there a projected timeline for the FNS National Accuracy Clearinghouse (NAC) final rules to be published?	FNS has not provided a timeline of when rules will be published.	Section 1.3.1.3.c.viii (Page 6)
27	Are implementation progress reports required before the implementation period or only during the implementation period?	Progress reports will be completed during the implementation period, once an Action Plan and Timeline have been mutually agreed upon.	Section 1.3.1.4.f (Page 6)

28	Based on the deliverable example of determining field staff engagement, applicant experience and satisfaction, and include external stakeholders in the BPR Action Plan development process – may we conduct surveys, interviews and/or process observation with applicants/recipients/staff as part of information collection for the analysis?	<p>Bidders shall describe their approach to meeting Deliverables within the RFP.</p> <p>The successful bidder must successfully complete all requirements of the Information Security and Privacy Office (ISPO), including the completion of a Vendor Security Questionnaire and Business Associate Agreement. More information may be found at the following link: https://dhs.iowa.gov/hipaa/baa</p>	Sections 1.3.1.2.d.vi, 1.3.1.2.d.x & 1.3.1(3b) (Pages 5-6)
29	How many policy changes have there been overall and by location?	Please refer to publicly available Policy Manuals on the DHS website, which provides general letters that details policy changes and policy implementation dates for each program area: https://dhs.iowa.gov/policy-manuals	Section 1.3.1.2.d.iv (Page 5)
30	Is the Federal method of measurement the same or different that the state measurement method?	The same.	Section 1.5.6.c (Page 7)
31	How many agencies are included in the reports?	<p>USDA Food and Nutrition Service (FNS)</p> <p>Centers for Medicare & Medicaid Services (CMS)</p> <p>Additional agencies may be included; additional information will be provided in detail to the successful Bidder.</p>	Section 1.3.1.4.e (Page 6)
34	Will we have access to personnel to pull data or do we need to supply data mining expertise?	The Agency will provide access to personnel as needed.	Section 1.3.1.2.a (Page 5)
35	Will variables listed on page 3 be required to remain in place or can those change based on the BPR?	The variables in Section 1.1 were shared to provide background information on the factors that currently impact the current business process. The Agency expects to receive feedback and recommendations regarding these variables.	Section 1.1 (Page 3)
36	Are there restrictions on solutions for the BPR?	No. The Agency has not identified any restrictions on solutions for the BPR. All solutions must be Agency approved prior to implementation, per the RFP Section 1.3.1.3.	Section 1.3.1.3.c (Page 6)
37	What are considered assets for testing and verification?	<p>Please refer to the DHS Manual at the following links:</p> <p>http://dhssp/depdir/paa/FandMDev/EmployeeManual/Documents/Manual%20PDFs/7-D.pdf (SNAP)</p>	Section 1.3.1.2.d.viii (Page 5)

		http://dhssp/depdir/paa/FandMDev/EmployeeManual/Documents/Manual%20PDFs/8-D.pdf (MED) http://dhssp/depdir/paa/FandMDev/EmployeeManual/Documents/Manual%20PDFs/4-D.pdf (FIP)	
38	Does the agency have an eLearning platform to build portions of the training if it is determined to go that direction?	LMS (Learnsoft), Articulate Story Line, Kahoot.	Sections 1.3.1.b & 1.3.1.2.d.ii (Page 5)
39	Does the implementation team or the contractor do the monitoring for BPR efficacy?	Section 1.3.1.5 addresses that, as a part of the Contract close-out process, the Contractor is responsible for presenting a monitoring plan to the IMBT. The IMBT would continue monitoring activities after the Contract period has ended.	Section 1.3.1.5.a (Page 6)
40	When do we gain access the current process maps for food assistance and other programs?	Upon Contract execution.	NA- Mentioned during bidders conference

ATTACHMENT A: ERROR RATE REPORTS FOR ACTIVE CASES**Fiscal Year: 2019**

SAMPLE MONTH	UNDERISSUANCE ERROR RATE BY MONTH	OVERPAYMENT ERROR RATE BY MONTH	COMBINED ERROR RATE BY MONTH	YEAR TO DATE COMBINED ERROR RATE	TOTAL CASES BY MONTH
October	1.86 %	10.25 %	12.11 %	12.11 %	93
November	1.57 %	8.59 %	10.16 %	11.18 %	88
December	0.74 %	9.73 %	10.47 %	10.92 %	90
January	2.63 %	6.29 %	8.92 %	10.42 %	88
February			0.00 %	10.14 %	6
March	0.36 %	8.54 %	8.90 %	9.90 %	86
April	1.63 %	12.53 %	14.16 %	10.46 %	79
May	1.93 %	11.21 %	13.14 %	10.83 %	76
June	0.50 %	6.28 %	6.78 %	10.39 %	81
July	2.08 %	13.04 %	15.12 %	10.81 %	78
August	1.70 %	15.00 %	16.70 %	11.44 %	87
September	0.89 %	14.81 %	15.69 %	11.81 %	82
CUMULATIVE	1.42 %	10.40 %	11.81 %	11.81 %	934

Fiscal Year: 2020

SAMPLE MONTH	UNDERISSUANCE ERROR RATE BY MONTH	OVERPAYMENT ERROR RATE BY MONTH	COMBINED ERROR RATE BY MONTH	YEAR TO DATE COMBINED ERROR RATE	TOTAL CASES BY MONTH
October	1.40 %	11.49 %	12.90 %	12.90 %	84
November	1.99 %	10.17 %	12.17 %	12.53 %	81
December	0.51 %	9.05 %	9.56 %	11.53 %	80
January	0.00 %	6.79 %	6.79 %	10.52 %	79
February	1.15 %	4.41 %	5.56 %	9.53 %	78
March	1.54 %	6.10 %	7.63 %	9.20 %	81
April	1.50 %	10.93 %	12.43 %	9.68 %	87
May	0.23 %	5.27 %	5.50 %	9.08 %	89
June	0.74 %	12.77 %	13.51 %	9.53 %	84

July	2.69 %	10.79 %	13.48 %	9.87 %	77
August	2.18 %	5.49 %	7.67 %	9.71 %	76
September					
CUMULATIVE	1.24 %	8.47 %	9.71 %	9.71 %	896